

# Rhea Sustainability Report

RHEA VENDORS GROUP | 2024

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## Letter to stakeholder

*Dear Stakeholders,*

*It is with great pleasure that I present to you our second Sustainability Report, with a special welcome for our colleagues and stakeholders in our companies outside Italy. For the first time, in fact, the scope of this document embraces all our international locations, allowing us to offer a complete, integrated overview of our global operations.*

*Thanks to everyone's hard work, we can now claim that our entire Group has developed a greater awareness of our impact on the planet and on people, and of the commitments we have taken on to ensure that our work, our products and our professional choices are always inspired by our common intention of being a community that promotes people's well-being.*

*In the year 2024 we formally stated our ambition, sharing with conviction and confidence our desire to contribute to the promotion of a more sustainable lifestyle. How? By continuing to do what we do best, what we have been doing for 65 years: making*

*guests feel at home by offering an experience of conviviality that meets their needs while protecting the environment in which we all live.*

*Doing our business well means precisely this: intercepting and satisfying people's desires and tastes as they pause to enjoy the pleasure of an introspective moment, or a dialogue with others. Taking a break, together with other people or alone, is one of the simplest and most spontaneous ways that people all over the world can restore their energy and inner strength.*

*This is why Rhea will never tire of imagining, designing and producing solutions for reception and hospitality in which all our senses enjoy the greatest pleasures: for the sight, touch, smell, taste and hearing. Our machines and our recipes are the result of our work inspired by and shared with our customers, our supplies and our partners, in order to offer a unique experience which can be replicated anywhere in the world, without geographic barriers.*

*2024 was a year of hard work in every part of our company as we refined our ability to measure the impact we generate on society and the planet, beginning with calculation of our carbon footprint throughout the entire value chain. We first introduced an initiative of sustainable transformation involving our entire supply chain, launching "rhea ESG", a solution with a reduced environmental impact throughout the product life cycle and a platform for collaboration among suppliers, customers and end consumers, aimed at reducing environmental impact and guaranteeing promotion of sustainability in a number of areas, on the basis of our customers' priorities (details in our Report).*

*These choices are the result of the awareness and sense of responsibility that inspired us to adhere, in all humility, to the United Nations Global Compact: one of the most concrete and effective initiatives for discussion and generation of sustainable practices among enterprises which honestly and pro-actively put themselves on the line to learn from one another and work together to come up with a way of doing business that is more respectful and sustainable in the long term.*

*All this is made possible by the people who, confidently and with great commitment, work every day in Rhea's offices, plants and warehouses, contributing their talents, intuitions and above all their passion every day to make our founder's dream come true, satisfying people's needs through beauty, care and dedication.*

*Going beyond the uncertainty of regulatory obligations, we will continue to report on our results and our targets every year, as a form of respect for our stakeholders.*

*Thank you for your confidence, and for your continued support on our path to a more sustainable future.*

*Andrea Pozzolini*

## \* Highlights

65  
YEARS  
OF HISTORY

5  
BUSINESS  
LINES

8  
AREAS  
OF R&D

3  
BOARD  
MEMBERS

401  
EMPLOYEES

57  
ACTIONS  
PLANNED FOR  
SUSTAINABILITY

11  
INTERNATIONAL  
BRANCHES

99%  
OF HIRES  
ON PERMANENT  
CONTRACT

85  
CUSTOMERS  
3+ SALES  
CHANNELS

100%  
ENERGY FROM  
RENEWABLE  
SOURCES IN ITALY  
AND AUSTRIA

-18  
TONNES  
OF MATERIAL  
USED

# About us

## History of the Company

*Fine tuning a machine that responds to everyone's different preferences might be compared to tuning a piano, with a keyboard that may be used to play a variety of different kinds of music, with more or less intense sounds. Our machines permit this kind of freedom and precision"*

*Carlo Doglioni Majer*

Rhea was established in **1960**, inspired by the vision of **Aldo Doglioni Majer**, a dynamic businessman from Belluno who, during a trip to Wisconsin in 1954, spotted and photographed a beverage vending machine in a Milwaukee factory, recognising its potential on the Italian market.

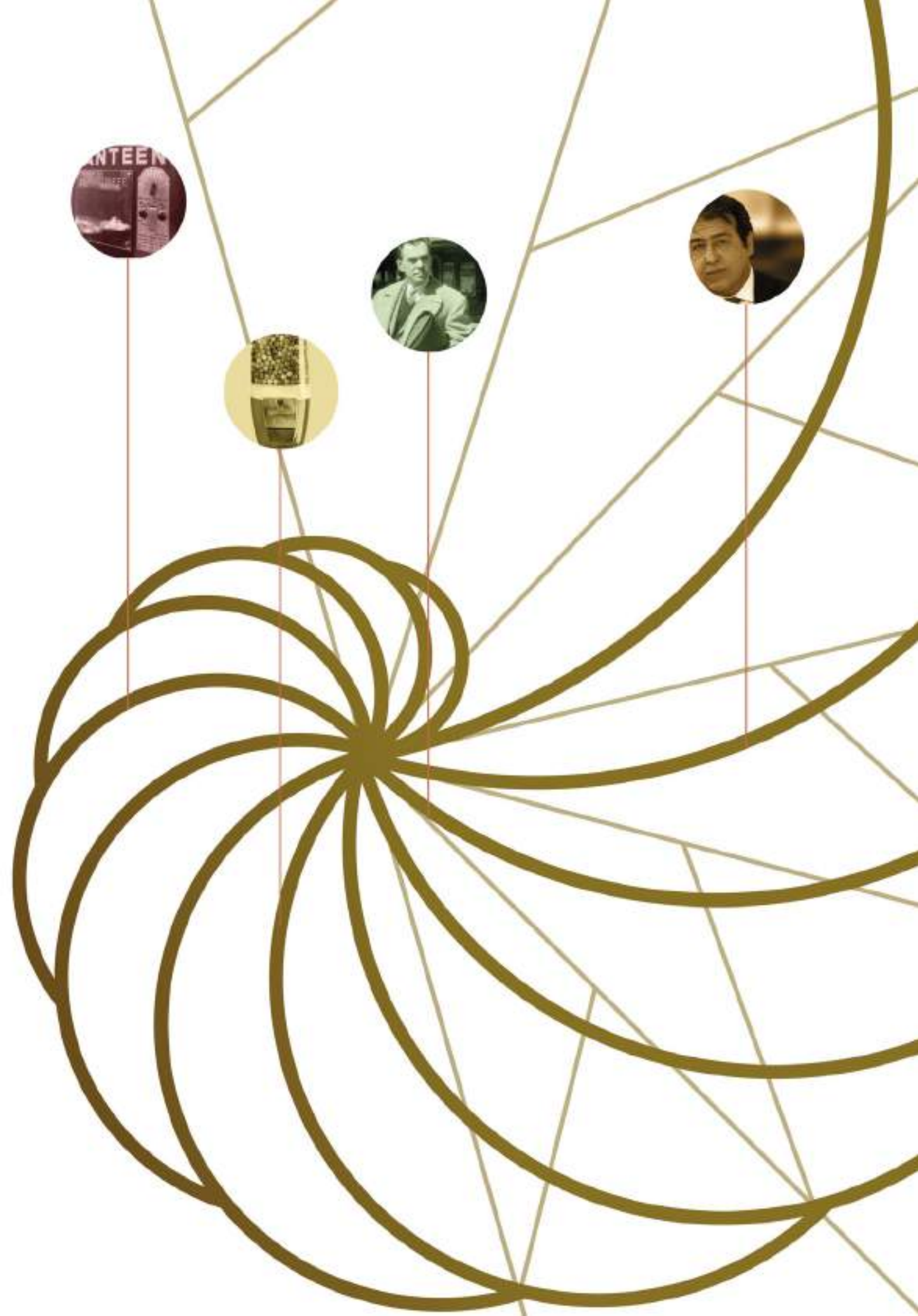
In 1955 Aldo Majer began importing vending machines from the United States and England, and then joined his ingenious approach with the talents of **designer Angelo Mangiarotti**. In 1960 the partnership produced the **chewing-gum vending machine** that became an Italian-style space-age icon. In the same year, Aldo Majer founded Rheavendors in Caronno Pertusella with the ambitious goal of exploiting and promoting the vending machine industry and Italian-made excellence all over the world. This was the first step in a success story characterised by cutting-edge technology, product customisation, innovative design and constant striving for quality.

In 1962 Rhea became the first Italian manufacturer to offer a complete range of vending machines for cold post-mix beverages, soluble hot beverages and pre-packaged snacks. In the '80s, the company responded to the growth in popularity of coffee culture with a wider range of products. Rhea **created the first espresso vending machine** to incorporate a coffee grinder, revolutionising coffee breaks in the workplace.

When the founder's son **Carlo Majer** joined the company in 2001, Rhea embraced a broader, more inclusive corporate philosophy inspired by **cultural diversity and sustainability**, an important lever for the company's growth in the new millennium. At the same time, the company further strengthened its **international presence** with the establishment and development of a network of **branches** in Europe, Asia and the Middle East, with the goal of **distributing the Group's products directly** and providing a **local assistance and maintenance serve** in line with Rhea's standards of quality.

The Group now includes companies operating in **Germany, Austria, France, Spain, the Netherlands, Poland, the United Kingdom, Russia, Turkey and Mexico**, confirming Rhea's approach oriented toward proximity to the markets it serves, appreciation of specific cultural features and construction of **solid relationships with its customers all over the world**.

Since 2018, under the guidance of the management appointed by Carlo Majer, Rhea has been committed to staying true to the founding family's values, combining **quality, innovation** and **customisation** of machines with **Italian-made excellence**, a **focus on the environment** and a constant commitment to appreciation of the **local cultures** of all the countries in which the company operates.





α

1954

**Aldo Doglioni Majer** sees and photographs a vending machine in Milwaukee, Wisconsin (USA) and realises its potential for the Italian market

1955

Aldo starts importing vending machines from the United States and England, fine tuning the products in subsequent years



1960

Working with designer Angelo Mangiarotti, Aldo invents a chewing-gum vending machine

**Aldo Majer fonda Rheavendors**



1962

Rhea becomes the first Italian manufacturer to offer an integrated range of vending machines for post-mix cold beverages, soluble hot beverages and pre-packaged snacks

1970

The E410 machine designed by Bruno Morassuti for espresso coffee becomes the first vending machine to be displayed in New York's Museum of Modern Art



1975

Establishment **Rheavendors France**

1979

Establishment **Servomat Steigler Vertriebs-und Bratungs GmbH**

1996

Establishment **Rheavendors Servomat GmbH**

2001

**Carlo Doglioni Majer** joins the company and begins a process of cultural transformation

2003

Establishment **Rheavendors España S.L.U.**

2005

Establishment **Rheavendors Polska**

2007

Establishment **Rheavendors Benelux**

2010

Establishment **Rheavendors East**

'80s

Responding to increased demand for coffee, Rhea decides to expand into new markets and countries and broaden its selection of beverages

# 2015

The company introduces Variplus technology, a combination of innovative solutions that further improves the quality of the final product with high-precision grinding (Varigrind), an efficient and flexible coffee-making unit (Variflex), and temperature control (Varitherm).

The laRhea brand is established, selling Milano coffee machines, which represent a combination of the company's experience making vending machines with Italian coffee culture.

Takeover of Damian and expansion of the product range in snack vending machines

# 2018

Rhea draws up its Code of Ethics

# 2020

Rhea turns 60, celebrating this milestone with the creation of Kairos, a futuristic coffee machine combining quality time with the pleasures of coffee, *adding a note of culture to the coffee break and making it a multi-sensory experience*

The company presents the Rhea Think Together digital sitting room, a window onto a changing world, to intercept the latest new trends and guide innovation in response to the new demands of the market, especially in the area of sustainability

# 2021

Cambio denominazione Rheavendors España S.L.U. in **Rheavendors Apliven**

# 2023

The company formalises its ESG commitment with a Strategic Sustainability Plan

At CIIE in Shanghai, the Group presents "Barista on Demand": the first self-driving coffee machine, transforming the "go-to-shop" experience into a "shop-to-customer" experience by applying self-driving technology to coffee vending machines

# 2022

Rhea presents an innovative concept: Coffee Landscape, a big sitting room with reconfigurable seating at different heights to allow people to socialise, interact and talk during coffee breaks

# 2024

Establishment **Rheavendors Turkey**

Establishment **Rheavendors Mexico**

Rhea joins the United Nations Global Compact Network

# 2024

Rhea launches a new line of free-standing machines combining beauty with innovation and sustainability in the solutions adopted and the materials used, along with energy conservation and digital technology

Rhea publishes its first Sustainability Report, covering the year 2023

SUITE laRhea: the new frontier in custom hospitality. Rhea's new concept of hospitality and automation, offering end consumers a moment of special care, pampering them and inviting them to come back.

Assessment of the environmental impact of products (9 induction solutions and classic boilers) throughout their entire life cycle with Life Cycle Assessment (LCA), taking into consideration all phases in product life and including greenhouse gas emissions, consumption of natural resources, air, water and soil pollution, and other forms of environmental impact.

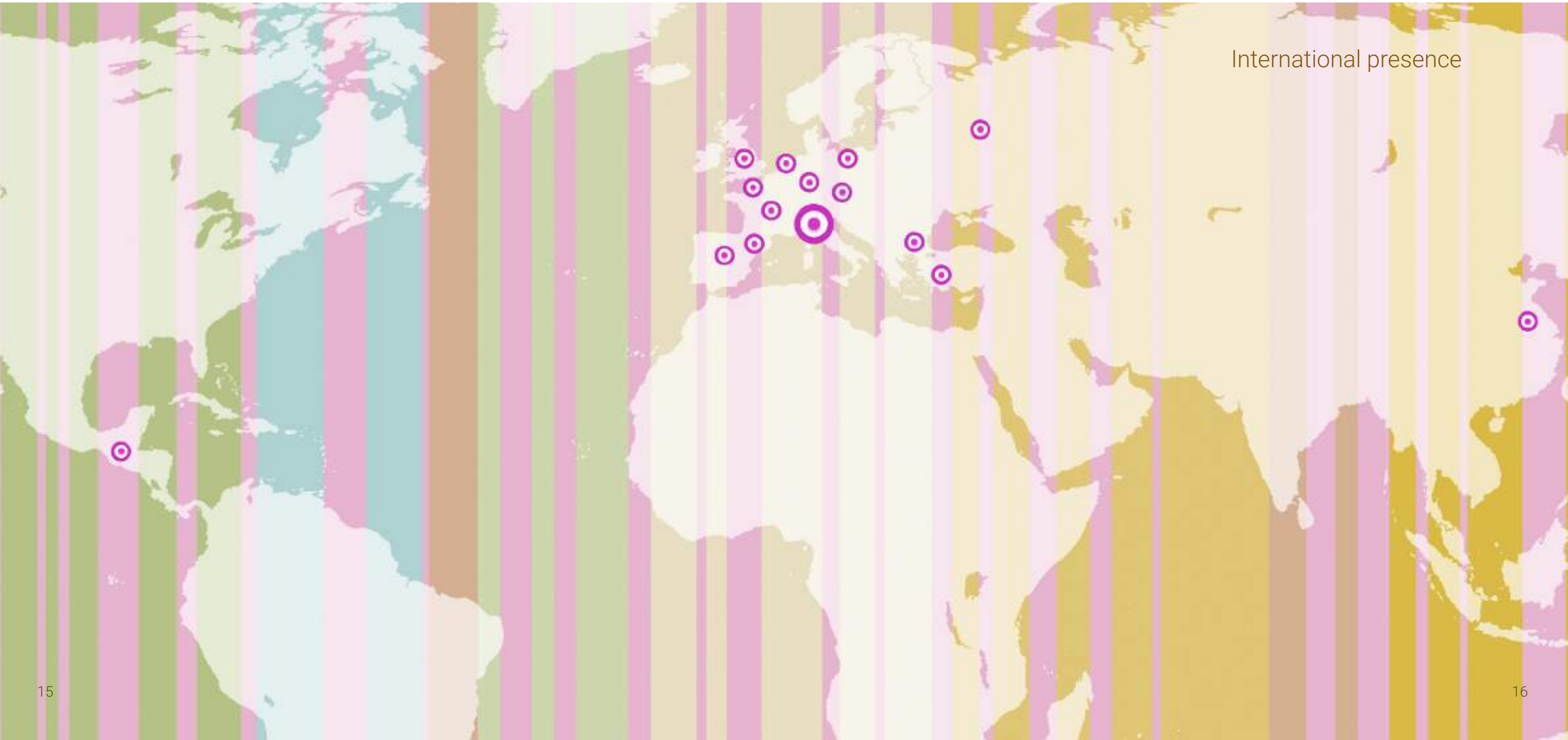
# Structure of the group

**Rhea Vendors Group** is one of the world’s most prominent makers of machines for the coffee break. Rhea has stood out for more than sixty years for its international vocation, quality design, cutting-edge technology and Italian-made excellence. With headquarters and production plants located in the province of Varese and branches in 9 countries outside Italy, Rhea promotes the culture of the quality coffee break in 100 countries world-wide. From key player in the vending machine industry to precursor of the use of vending machines in the new retail, hôtellerie and out of home segments, Rhea confirms its vocation for interpreting and anticipating a constantly growing market. Rhea’s new offerings revolutionise the concept of hospitality for both business and residential use, adding value to the

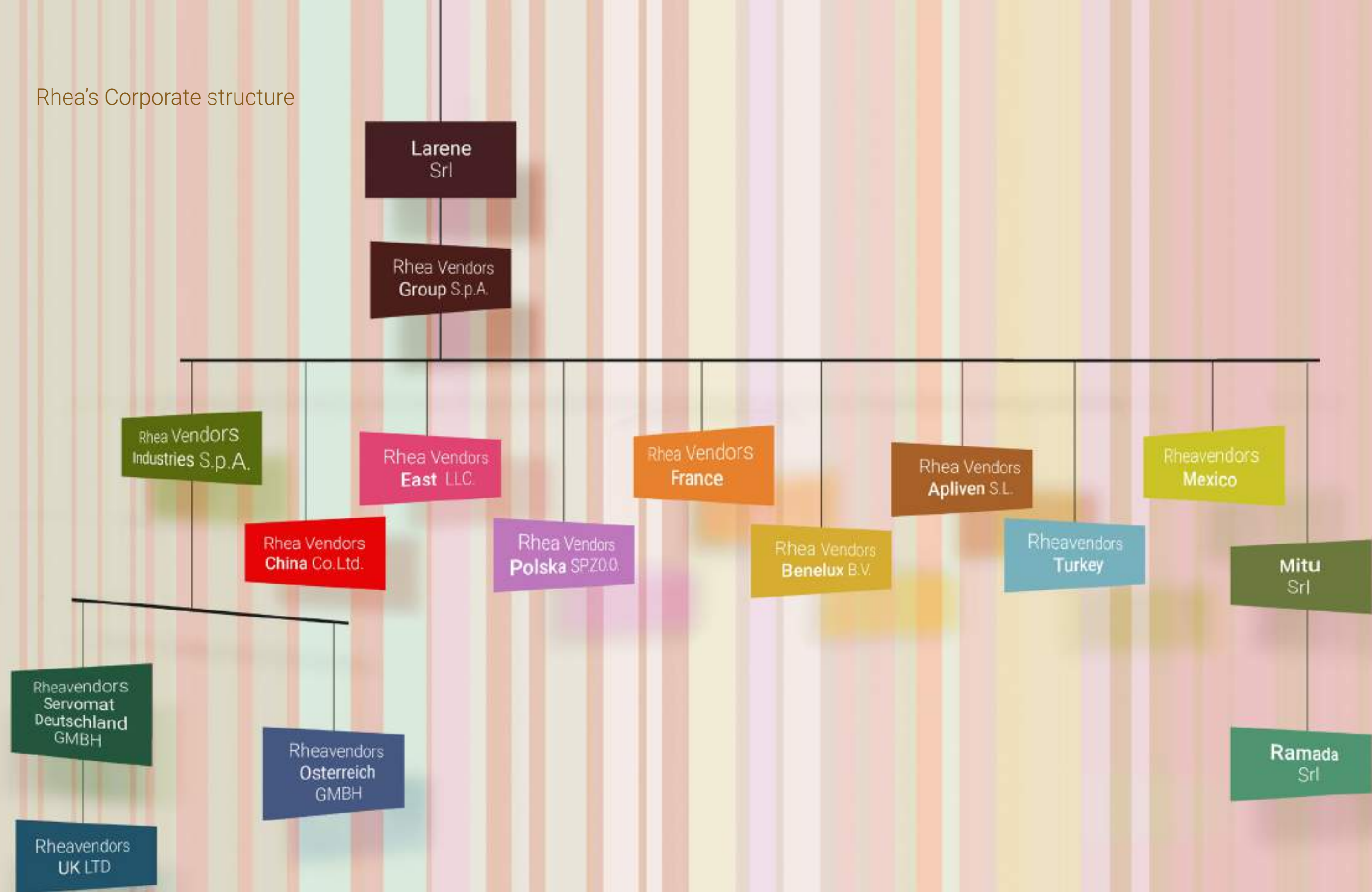
experience of the coffee break.

The group is 90% owned by Larene S.r.l., the remaining 10% being treasury shares, and includes Rheavendors Industries S.p.A. (which incorporated Rheavendors Services S.p.A. by merger on 17/12/2024, effective retroactively as of 01/01/2024), the Italian real estate company MITU S.r.l., and 9 international branches.

Rheavendors Industries S.p.A. is concerned with the manufacture, sale and distribution of machines, management of customer services and sale of parts. The branches are concerned with international sale and distribution of products and services: in Europe, with locations in Germany, Austria, Great Britain, France, Spain, Poland, Belgium, the Netherlands and Luxembourg, and in the rest of the world, in Russia, Mexico and Turkey.



Rhea's Corporate structure



\* Companies excluded from the ESG reporting perimeter as they were established during 2024

## Corporate culture

### MISSION

*Research, design and construction of elegant solutions, automated and customised to offer a unique experience of coffee and more* are the fundamentals of our daily commitment to adding value to every moment of hospitality. We pursue our mission by *interpreting the needs and dreams of our partners, offering distinctive solutions to contribute to their success.*

Rhea develops lasting relationships of trust and cooperation with its customers, with the aim of imagining, designing and concretely producing distinctive solutions and experiences, from the coffee break to other experiences of hospitality. Our success is our customers' success, and we pursue the goal of sustainable innovation with our partners because this is the only way to ensure true satisfaction of the needs and dreams of our supply chain and end consumers.

### VISION

The group's Vision encompasses the ambition of **becoming an increasingly inspired, passionate and talented community that contributes to people's well-being through innovation in hospitality, in harmony with a sustainable lifestyle**

Our long-term commitment is to continue expanding the scope of our business to include not only products but services for hospitality, while improving and maintaining over the years the well-being of the people who work or collaborate with us and those who use our products and services. We made this promise to ourselves first of all, focusing on a sustainable lifestyle which begins with the coffee break and expands to encompass other places and times of day, so that our experience of life is in greater harmony with other people and the planet.

### VALUES

The phrase **"Care & Dedication"** sums up our values, the principles that have inspired us and continue to inspire our decisions and our actions. We are firmly convinced that only by taking care of people's needs and dreams through a focus on details, respect for their needs, and support achieving their goals can we implement our Mission and constantly pursue our Vision. Dedication is an essential condition for refusing to give up even in the face of the toughest challenges, whether they be technological or cultural barriers, continuing to collaborate within and outside our organisation with great respect and honesty to achieve the goals of economic, environmental and social sustainability that we share with all our partners.

## Portfolio of products and services

*"We want to do business sustainably, expressing our values in our product, so that it can help improve its users' quality of life by offering a unique experience of consumption"*

Andrea Pozzolini

Rhea's core business consists of the **design, production and sale of vending machines** providing

hot and cold beverages and snacks, with a special focus on coffee. Rhea's tabletop, free-standing and snack vending machines stand out for their high operating standards thanks to use of cutting-edge technologies and unique design. Product sales are accompanied by **assistance** services and a range of **original parts**.

Over the past twenty years, Rhea has led the way in the use of vending machines in the **out of home** market in the **new retail and hôtellerie** sectors, confirming its vocation for interpreting and anticipating a continually evolving market.

According to the company's philosophy, machines should not be impersonal, but should anticipate and satisfy the different tastes of customers all over the world, always offering a vast selection of quality beverages. This is why Rhea comes up with **tailor-made** solutions designed to suit the tastes of different types of consumers all over the world while maintaining an **Italian spirit** in their design and functioning, featuring cutting-edge technology and prime beverage quality.

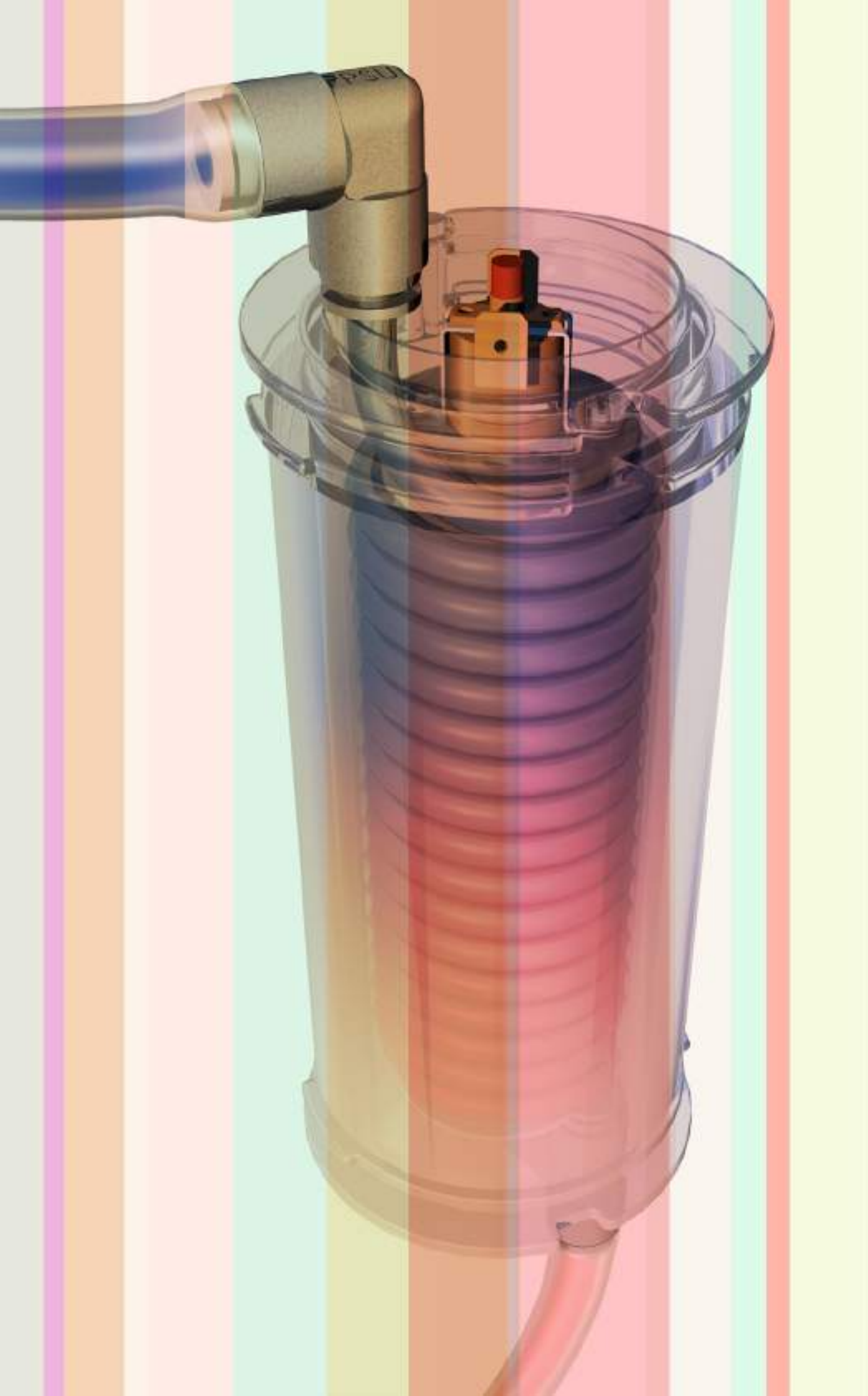
"Made in Italy", "Versatile", "Customised", "Innovative" and "Quality" are only a few of the adjectives that characterise and differentiate the Rhea Vendors Group, along with its talent for design, making Rhea the ideal partner with which to develop and produce new solutions

Every single Rhea machine is designed to fully express the flavour and aroma of coffee, with the aid of **Variplus technology** ensuring perfect extraction and ideal temperature. This patented technology involves a set of 3 components that permit calibration of infusion pressure, grinding, water quantity and temperature, customising them for each of the beverages supplied. The three systems making up Variplus technology are described below.

- **Variflex** is a variable dosing system with an infusion chamber that adapts to the quantity of ground coffee required to make the beverage selected by the end user, optimising the dose. Mechanical parts and software interact to ensure the ideal pressure of the ground coffee to make the best possible cup, every time.
- **Varigrind** is an adjustable grinder that communicates electronically with the Variflex unit to grind the coffee to just the degree of fineness required for the user's selected beverage, from coarse grind to ultrafine powder.
- **Varitherm** is a patented induction heating system that adapts the temperature of the water to the individual recipe, even allowing different temperatures in the same drink. This technology saves up to 80% of the energy consumed by the conventional boiler system, depending on the model and configuration.

**Environmental sustainability** has become a strategic guideline for product innovation over the years, with a special focus on:

- **Regenerated materials:** use of regenerated plastics to make certain machine components
- **Modularity:** use of interchangeable modules to optimise assembly, charging times and product maintenance



- **Energy efficiency:** induction technology reduces energy consumption during use

In this regard, Rhea has undertaken an initiative identified as “**rhea ESG**”, aimed at encouraging and supporting virtuous behaviour **making vending machines more sustainable**, offering participating customers a contribution to fund sustainability policies.

The models used in the initiative feature elements that improve their sustainability, such as the significant **energy savings** generated by Rhea’s patented induction heating system or the choice of materials and use of **modular, flexible architecture** for more effective maintenance of components, **adding to the potential lifespan** and recyclability of the machine.

Rhea is also committed to protecting **consumers’ safety** and **well-being**, introducing the anti-bacterial additive Bio-Cote, which reduces the presence of bacteria/microbes on surfaces by up to 99.5% in 2 hours, or 99.99% in 24 hours.

In line with the company’s commitment to “**care and dedication**”, which also takes the form of non-stop research into new ways of improving customer service and satisfaction, in 2024 Rhea launched the rhMM2.V+ Cooler 4L **new milk module** for use with new-generation tabletop machines. The new “**boilerless**” device has its own induction heater for making hot beverages from fresh milk or alternative milks kept at a constant temperature.

#### **SUITE laRhea: the new frontier in custom hospitality**

- SUITE laRhea redefines the concept of taking a break, making it into a unique sensory experience combining design, technology and customisation to create personalised spaces promoting human interaction, offering new value to the people who experience them and conveying quality and well-being.

The experience is built around four pillars:

- **Custom design:** spaces are designed to reflect the customer’s own identity and values, in perfect harmony with the spaces around them.
- **Cutting-edge technology** for the preparation of coffee and other beverages, with solutions guaranteeing constant quality and precision in every little detail.
- **A gourmet selection** of foods and beverages: an exclusive customisable selection combining quality ingredients with genuine flavours to meet all requirements.
- **Complete, simplified service** with an all-inclusive formula offered against a single monthly fee.

Rhea’s solutions designed for companies, the hospitality industry, boutiques and wellness areas are inspired by **direct discussion with the customer** to create a **customised experience** consistent with the customer’s own vision.



## Rhea and sustainability

In 2023 Rhea set out on a structured path toward integration of sustainability into its business model, completing three essential steps: **analysis of its ESG positioning** in comparison with industry benchmarks, definition of its **first Sustainability Plan** and publication of its **first Sustainability Report**, ensuring the transparency of the company's commitment to stakeholders and marking the introduction of more conscientious environmental, social and corporate governance.

This process continued in 2024, reinforced in several ways.

In relation to reporting, Rhea began a significant transition **from the GRI to the ESRS (European Sustainability Reporting Standards) framework**, adopting a more structured approach compliant with the system set up by the Corporate Sustainability Reporting Directive (CSRD). This transition involved a **paradigm shift**, going beyond voluntary reporting on impact to embrace **double materiality**, integration of sustainability into corporate strategy and greater transparency regarding financial aspects of ESG issues.

The **2024 Sustainability Report** therefore represents the first step toward progressive alignment with **ESRS**, requiring revision of the structure of the report, introduction of new content required under European standards, and activation of internal processes for systematic collection of information of significance for the group's entire organisation.

One important change with respect to the first edition pertains to the **perimeter of reporting**: the 2024 report is the first to take into consideration **the entire group**, including **international companies** in the collection of data and definition of ESG priorities. This permits consolidation of an integrated vision of sustainability performance and reinforcement of the consistency of strategy, governance and reporting.

In parallel, the company has in fact **updated and expanded its Sustainability Plan**, consolidating initiatives already under way and integrating new priorities that have emerged over the past year in response to the evolution of the regulatory framework, internal requirements and discussion with stakeholders.

This approach has permitted Rhea to further reinforce its sustainability management system, promoting an increasingly widespread and structured corporate culture of sustainability oriented toward ongoing improvement and generation of shared value.

### Our ESG strategy

The **Sustainability Plan** is the key tool systemically guiding ESG decisions and actions. Prepared



in 2023 as the output of a process of positioning and initial assessment of materiality, the Plan has laid the foundations for more conscientious, structured management of key environmental, social and governance impacts.

In **2024**, while confirming the **seven strategic pillars** guiding the definition of priorities, monitoring of results and consistency with the principal international frameworks (including the United Nations' 2030 Agenda), the **Sustainability Plan** has been **updated** to reflect the evolution of the organisation and its context, reinforcement of internal governance and expansion of the reporting perimeter to **involve all organisations outside Italy** in identification of priorities and planning of targets at the local level.

This update has been accompanied by **optimisation of the portfolio of actions**, leading to **introduction of new initiatives, discontinuation of lower priority actions** and those no longer consistent with the current context, and, lastly, additional assessments of the feasibility or impact of certain actions.

The result is an updated Plan including a balanced set of actions **at different stages of implementation**. Some have already been **completed**, such as joining the UN Global Compact, calculating product LCA and introducing a buddy system for new hires. Others are still in **progress**, such as the ESG publishing plan, the Second Life project and training in hard and soft skills. A set of actions has been **planned for 2025–2026** with the goal of further consolidating integration of sustainability into the company's strategy and operations.

In 2024 two cross-cutting actions were implemented which are essential for supporting the entire ESG strategy: reinforcement of governance through formal introduction of dedicated forms of supervision such as the **ESG Committee**, and **promotion of a culture of sustainability** with a targeted training programme. Both of these represent **enabling levers** ensuring consistency, efficacy and sharing in the implementation of the planned initiatives.

Compared to the original version, the new Plan evolves in the direction of greater integration with the **requirements of the ESRS**, following the results of **double materiality** and reinforcing the connection between impacts, risks, opportunities and operative targets, with a view to ongoing improvement and stakeholder transparency.

The **Sustainability Plan** is thus confirmed as a **shared, dynamic roadmap** put together with the involvement of key company functions and validated by the Board of Directors.

## **"rhea ESG"**

Rhea significantly reinforced its ability to integrate the principles of sustainability into its product and sales strategy in 2024 with the **"rhea ESG"** range: a new generation of machines designed to

have a reduced environmental impact on the basis of ecodesign criteria employing accurate scientific measurements.

The new machines, distinguished by the **"rhea ESG"** logo, represent a concrete step in the evolution toward a sustainable product, featuring:

- adoption of a **patented induction heating system** permitting significant energy savings;
- a **modular structure** facilitating maintenance, extending useful lifespan and improving recyclability;
- **use of recycled and recyclable materials** and design oriented toward easy disassembly to promote recovery of materials at the end of the product's useful lifespan.

In order to **quantify the models' environmental impact in a way that is objective and can be tested**, Rhea conducted an **LCA (Life Cycle Assessment)** of representative samples of the new range. The analysis covered the machine's entire life cycle — from production to use and disposal — and compared the results with those of **comparable models not designed on the basis of ESG criteria**.

The results revealed that **"rhea ESG"** machines **generate significantly less CO<sub>2</sub> emissions** than their non-ESG equivalents, demonstrating the efficacy of the design choices adopted for reduction of environmental impact.

In addition to the environmental dimension, the initiative also proposes **activation of a virtuous mechanism throughout the entire supply chain**: partners who choose to use **"rhea ESG"** machines will be offered a **financial contribution toward the cost of sustainability initiatives**, promoting a culture of shared responsibility in the vending machine industry.

The machines have a **QR code** for accessing information on the environmental properties and goals of the initiative, encouraging awareness among end consumers and helping them play an active role in the new paradigm of conscientious consumption.

With this initiative, Rhea consolidates its vision of **integrated sustainability**: technological innovation becomes a lever generating measurable positive impacts in line with the **Sustainable Development Goals**, particularly **SDG 12**, promoting responsible models of production and consumption.

*"The initiative aims to encourage cooperation among companies in our supply chain in order to increase the vending machine industry's overall contribution to sustainability."*

Andrea Pozzolini

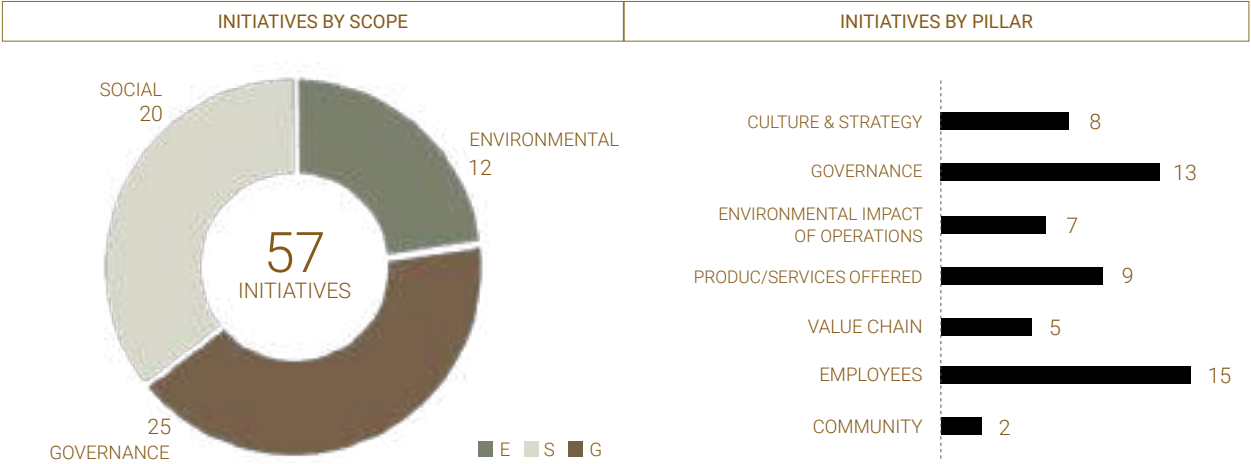


rhea  
ESG

## RHEA'S STRATEGIC SUSTAINABILITY PLAN

| SCOPE | PILLAR                              | STRATEGIC GOALS                                                       | No. INIT. | KEY INITIATIVES                                                                                                                                                                                                                                                                                                                                                                                | SDG                 |
|-------|-------------------------------------|-----------------------------------------------------------------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| G     | CULTURE & STRATEGY                  | Strengthening of corporate culture and definition of ESG strategy     | 8         | Extension of the Strategic Sustainability Plan throughout the Group: <b>COMPLETED</b><br>Adhesion to UN Global Compact: <b>COMPLETED</b><br>Deployment of cultural body: <b>TO BE STARTED</b><br>Evolution into a Benefit Company: <b>TO BE STARTED</b>                                                                                                                                        | 8<br>12<br>13<br>17 |
| G     | GOVERNANCE                          | Strengthening of Corporate Governance and Sustainability Governance   | 13        | Establishment of ESG Committee: <b>COMPLETED</b><br>Extension of Whistleblowing throughout the Group: <b>COMPLETED</b><br>Group-wide Sustainability Report: <b>ONGOING</b><br>ESG Dashboard: <b>TO BE STARTED</b><br>ESG goals in MBOs: <b>TO BE STARTED</b>                                                                                                                                   | 8<br>16<br>17       |
| E     | ENVIRONMENTAL IMPACTS OF OPERATIONS | Energy transition, reduction of carbon footprint and circular economy | 7         | Increased circularity of materials, including recycling of packaging: <b>COMPLETED</b><br>Reduction of energy consumption and carbon footprint: <b>ONGOING</b><br>Calculation and monitoring of the carbon footprint of the organisation and processes: <b>ONGOING</b><br>Preparation of decarbonisation plan: <b>TO BE STARTED</b>                                                            | 7<br>12<br>13       |
| E     | PRODUCTS/ SERVICES OFFERED          | Improving the efficiency of production by decreasing consumpti        | 5         | Calculation of product LCA: <b>COMPLETED</b><br>Development of Second Life projects: <b>ONGOING</b><br>Extension of product lifespan: <b>ONGOING</b>                                                                                                                                                                                                                                           | 9<br>12<br>13       |
| S     | VALUE CHAIN                         | ESG assessment of suppliers and sharing of sustainability initiatives | 7         | Discussion of sustainable practices with suppliers: <b>ONGOING</b><br>Monitoring of Customer satisfaction: <b>ONGOING</b><br>Progressive ESG assessment of the value chain: <b>TO BE STARTED</b>                                                                                                                                                                                               | 8<br>9<br>12<br>13  |
| S     | EMPLOYEES                           | Improvement of employees' well-being, health and safety               | 13        | Certification of gender equality: <b>COMPLETED</b><br>Buddy/tutor system for new hires: <b>COMPLETED</b><br>Framework for assessment of performance: <b>ONGOING</b><br>Updating of organisational model: <b>ONGOING</b><br>Training in hard/soft skills: <b>ONGOING</b><br>Inclusion of persons with disabilities: <b>TO BE STARTED</b><br>Analysis of workplace climate: <b>TO BE STARTED</b> | 3<br>4<br>8         |
| S     | COMMUNITY                           | Promotion of inclusion and cultural integration in the community      | 2         | Corporate volunteering: <b>TO BE STARTED</b><br>Social Community Management Strategy: <b>TO BE STARTED</b>                                                                                                                                                                                                                                                                                     | 1<br>3<br>11<br>16  |





## ESRS 2 - General information

### Basis for preparation

#### BP-1 < GENERAL BASIS FOR PREPARATION OF THE SUSTAINABILITY REPORT

This **2024 Sustainability Report**, prepared on a **voluntary and consolidated** basis, covers the **Rhea Vendors Group's second year of non-financial reporting** and the **first official step approaching the European Sustainability Reporting Standards (ESRS)** introduced by the European Commission with Directive (EU) 2022/2464 (Corporate Sustainability Reporting Directive – CSRD), implemented in Italy with Legislative Decree 125/2024.

The Group published its 2023 sustainability report on the basis of **GRI Standards**, reporting exclusively on the parent company, **Rhea Vendors S.p.A.** In this second year of reporting, the Group introduces a **structured process of transition to the ESRS**.

**This document was prepared with reference to the perimeter of financial consolidation of Larene S.r.l.**, the Group's holding company, consolidating in full all operative companies related to Rhea Vendors. The **reporting perimeter coincides with the perimeter of the consolidated financial statements**, and includes the following companies:

- Larene S.r.l.
- Rhea Vendors Group S.p.A.
- Rhea Vendors Industries S.p.A.
- Rheavendors Servomat Deutschland GmbH
- Rheavendors Österreich GmbH
- Rheavendors UK Ltd
- Rhea Vendors France
- Rhea Vendors Benelux B.V.
- Rhea Vendors Polska Sp. z o.o.
- Rhea Vendors Apliven S.L.
- Rhea Vendors East LLC
- Rhea Vendors China Co. Ltd.
- Mitu S.r.l.
- Ramada S.r.l.

No companies have been excluded from reporting on the basis of articles 19a(9) or 29a(8) of the CSRD.

All the information reported in the environmental (E), social (S) and governance (G) sections has



been selected on the basis of the results of the **double materiality analysis** conducted in 2024, or are of significance in the context of progressive application of the ESRS.

These financial statements provide a broad, structured overview of the entire **value chain of the Rhea Vendors Group**, including – where significant – **upstream** parties, such as suppliers of goods and services, and **downstream** parties such as customers, business partners and end users.

Impacts, risks and opportunities connected with the value chain have been analysed and selected in the context of the process of **double materiality assessment (DMA)**, and are included in the report wherever they are significant. The policies, actions and targets (PAT) described in the document are therefore also extended to the value chain, where applicable, with specific reference to environmental issues (such as efficient use of resources, waste management and circularity), social issues (such as working conditions throughout the supply chain) and governance issues (such as ESG criteria applicable to suppliers).

The analysis specifically takes into consideration:

- **Upstream:** the network of direct suppliers (Tier 1), composed primarily of companies located in Italy, with which Rhea maintains a consolidated relationship and to which it is progressively extending ESG criteria for assessment and collaboration;
- **Downstream:** customers and dealers in the vending and retail industry, as well as the **end users of the machines**.

The Rhea Vendors Group has not omitted any information of significance for ESRS in this report. Specifically, it has not excluded any information on its intellectual property, know-how or results of innovation, in that these are not considered sensitive information for the purposes of public disclosure in the context of sustainability reporting.

**BP-2 < DISCLOSURE IN RELATION TO SPECIFIC CIRCUMSTANCES**

**Time frames**

The Rhea Vendors Group uses the following definitions of time horizons, consistently with the Group's strategic planning and business horizons:

- Short term: up to 1 year
- Medium term: 1 to 5 years
- Long term: more than 5 years

These definitions are applied throughout the sustainability report, particularly in the formulation of ESG targets, analysis of risks and opportunities and planning of initiatives. The time horizons are consistent with the regulatory references in the sector and with the Group's business model.

**Use of estimates and degree of uncertainty**

In reporting on the year 2024, Rhea makes use of **reasonable estimates and hypotheses** where primary or complete information is not available, especially in the value chain. This is, for example, the case of **Scope 3 GHG emissions**.

The estimation techniques adopted include:

- use of **proxies in the field and secondary data**;
- **application of standard emissions factors** (such as the GHG Protocol);
- **extrapolation from partial/aggregate data**.

All estimates are accompanied, where applicable, by a description of the underlying hypotheses, the sources used and the expected level of accuracy. The presence of margins of uncertainty is explicitly acknowledged and does not compromise the significance of the information as a whole, in that the methods employed are consistent with global best practices.

**Value chain**

The reporting perimeter also includes **upstream** and **downstream** players where significant, in line with double materiality assessment. Access to complete, structured data throughout the supply chain does, however, present a number of limitations due to:

- the **heterogeneous nature of suppliers**, often SMEs;
- the **absence of shared digital tools** for collection of ESG data;
- the **different degrees of ESG maturity of business partners**.

In view of these critical points, in the first year of transition to the ESRS, Rhea has chosen to focus on **level one (Tier 1) suppliers** and to use **reasonable estimates** where primary data is not available.

The company is committed to progressively reinforcing the accuracy and coverage of information on its suppliers, customers and end users.

**Changes with respect to previous periods**

2024 is Rhea's **first year of adoption of ESRS** as its methodological benchmark. Before this, the sustainability report was prepared on the basis of the GRI Standards, with a perimeter limited to Rhea Vendors Group S.p.A.

Wherever possible, the figures for 2023 have been **recalculated** or **reconciled** with ESRS criteria in order to ensure **comparability of the two years**. The principal methodological changes and reclassifications are explained in the paragraphs on the corresponding themes.

No **material errors in the figures for previous periods** have been identified that require retro-active correction.

## Governance

### GOV-1 < THE ROLE OF THE ADMINISTRATIVE, MANAGEMENT AND SUPERVISORY BODIES

Rhea Vendors Group adopts a governance model centring around two key bodies: the **Board of Directors** and the **Board of Auditors**, both appointed by the Shareholders' Meeting. This set-up ensures an effective balance between the management and control functions.

#### Composition and diversity

The **Board of Directors**, renewed in 2023 and in office for 3 years, is composed of three executive members:

- **Andrea Pozzolini** (M / 65) – CEO and President
- **Stefano Macchi** (M / 59) – Director delegated for sustainability
- **Cristina Stablini** (F / 46) – Director in charge of Sales & Operations

The board has an average ratio of **33% women** to men, and an average age of 56.7 years. Members possess consolidated expertise in industry, commerce and finance, consistently with the company's activities. There are no members formally qualified as independent, or workers' representatives.

The **Board of Auditors** is composed of three acting auditors and two substitute auditors, all in possession of the requirements of independence, integrity and professionalism required under current regulations:

- **Mauro Parrinello** (M / 62) – Chairman of the Board of Auditors
- **Luigi Trezzi** (M / 38) – Acting Auditor
- **Andrea Pasini** (M / 47) – Acting Auditor
- **Silvia Baserga** (F / 40) – Substitute Auditor
- **Alberto Pirone** (M / 49) – Substitute Auditor

The Board oversees the adequacy of the organisational, administrative and accounting set-up, meeting at least once every quarter. The Board is composed of 20% women.

#### Roles and responsibilities in relation to sustainability

The **Board of Directors** exercises the broadest powers of ordinary and extraordinary management, with the exception of those reserved by law for the Shareholders' Meeting. Within the Board, responsibility for supervision of ESG issues is the task of Director **Stefano Macchi**, awarded specific powers in this area. An **ESG Committee** was set up in 2024 to ensure ongoing supervision of the company's sustainability commitments, initiatives and results.

Identification of ESG targets is an integral part of the company's planning process, through the **Sustainability Plan**, validated by the Board of Directors, which periodically monitors its implementation. Processes of management of impacts, risks and opportunities – environmental, social and governance – are an integral part of the internal control system, which is based on



standards ISO 9001 and 14001 and updated annually.

**Expertise and development**

The members of the Board of Directors possess **management, technical and operative expertise** in the markets, products and industry in which Rhea operates. Preparation of the first sustainability report in 2023 represented an opportunity for **learning and increasing awareness** of ESG issues in the company.

Even without structured specific training for board members, the company has obtained tools for progressively improving the relevant skills, also through the **work of the ESG Committee**, promoting reinforcement of corporate culture and capacity for responsible governance.

**GOV-2 < INFORMATION PROVIDED TO AND SUSTAINABILITY MATTERS ADDRESSED BY THE UNDERTAKING'S ADMINISTRATIVE, MANAGEMENT AND SUPERVISORY BODIES**

The Rhea Vendors Group reinforced its governance of sustainability in the year 2024 by **setting up an ESG Committee**, an interdepartmental body appointed to ensure structured ongoing supervision of material impacts, risks and opportunities connected with environmental, social and governance issues. The Committee reports regularly to the **Board of Directors**, supporting integration of ESG factors in the company's strategy, operative management and decision-making processes.

**Information flow and frequency**

The **ESG Committee**, coordinated by the Director appointed for sustainability, meets periodically and supervises the implementation of the **Sustainability Plan**. Through formal occasions for updating and direct discussion, the Board of Directors is regularly informed on:

- the advancement of actions under the Plan;
- the results achieved in relation to ESG targets;
- the efficacy of the policies adopted and the KPIs monitored.

The flow of information is ensured by constant collaboration among the principal functions involved and by a structured reporting process providing material for reviewing strategy.

**Integration into decision-making strategy and processes**

The **Board of Directors** actively considers sustainability impacts, risks and opportunities at all **significant stages in the decision-making process**: from definition of strategy to assessment of significant investments and operations and the risk management system.

Approval of the Sustainability Plan represented a key moment in alignment of . Assessment of initiatives also takes into consideration the balance between the economic, environmental and social dimensions.

**Impacts, risks and opportunities supervised**

During the year 2024, the Board of Directors, with the aid of the ESG Committee, oversaw a series of **material issues** emerging from the double materiality assessment.

The principal issues include:

- The energy transition and reduction of emissions;
- Circularity of resources and waste management;
- Human health, safety and well-being;
- Inclusion, equal opportunities and gender balance;
- Attraction, development and appreciation of talent;
- Working conditions and work/life balance;
- Supply chain governance;
- Corporate culture focusing on integrity, ethics and transparency;
- Prevention of phenomena of corruption and whistleblower protection.

For a complete list of material impacts, risks and opportunities, refer to section **SBM-3 - Material impacts, risks and opportunities and their interaction with strategy and business model** in this document.

**GOV-3 < INTEGRATION OF SUSTAINABILITY-RELATED PERFORMANCE IN INCENTIVE SCHEMES**

The Rhea Vendors Group's incentive systems and pay policy **do not incorporate formal mechanisms connected with achievement of sustainability goals** for members of the company's administrative, management and control bodies. The variable component of pay, where present, is not associated with ESG metrics or with environmental, social or governance impacts.

he year 2025 will see the introduction of a process of updating the performance management system with a new **Management by Objectives (MBO)** scheme progressively extended to the company's management. This process is currently being defined and assessed, and could in the future constitute a lever for reinforcement of the integration of ESG issues into the organisation's management and bonus systems.

So far, **no sustainability targets have formally been stated for pay policy**, nor has the proportion of any variable pay that might be linked to achievement of these targets been determined.

The possibility of introducing ESG indicators in incentives systems will be assessed by management and by the **Board of Directors**, in coordination with the **ESG Committee**, on the basis of criteria of consistency with the Sustainability Plan and with the evolution of the company's organisational structure.

The Rhea Vendors Group confirms its intention of **progressively reinforcing alignment of sustain-**

nability strategy with the logic underlying assessment and acknowledgement of performance, as part of an approach based on responsibility, merit and long-term value creation.periodo.

GOV-4 < STATEMENT ON DUE DILIGENCE

In 2024 the Rhea Vendors Group applied the principal steps in the **due diligence** process required under the ESRS through activities already integrated into its sustainability strategy and management processes.

This sustainability report provides a transparent view of the principal steps in the due diligence process, which are documented as follows:

- **Stakeholder engagement:** the process of listening to and dialogue with key stakeholders, aimed at obtaining information on their expectations and assessments concerning sustainability issues, is illustrated in section **SBM-2 – Interests and views of stakeholders**.
- **Identification and assessment of material impacts, risks and opportunities:** the method applied to double materiality assessment, including criteria, sources of information, impact dimensions taken into consideration and identification of the threshold of significance, is described in detail in section **IRO-1 – Description of the processes to identify and assess material impacts, risks and opportunities**.
- **Management and mitigation of significant impacts:** policies, commitments and initiatives adopted to prevent or reduce negative impacts and take advantage of positive opportunities are described in detail in the dedicated theme sections (E1 – Climate change, E5 – Circular economy and use of resources, S1 – Own workforce, S4 – End consumers and users, G1 – Corporate conduct).
- **Communication and transparency:** publication of this declaration represents the principal tool for reporting to stakeholders and reflects the organisation’s commitment to providing complete, accessible information on the basis of European standards.

Through this mapping, the Rhea Vendors Group supplies a clear, consistent representation of its due diligence practices, in compliance with the principle of accountability and in continuity with the path of evolution toward increasingly responsible management.

GOV-5 < RISK MANAGEMENT AND INTERNAL CONTROL OVER SUSTANABILITY REPORTING

The Rhea Vendors Group reinforced its internal control system in 2024 in order to guarantee the dependability, consistency and traceability of the information contained in its sustainability report. The reporting process is coordinated by the **ESG Manager**, who acts as a link between the various different functions involved in data collection and validation. Each function is responsible for data and disclosure in its own area.

The risk management system integrates profiles connected with ESG reporting, assessed using a method based on the criteria of probability, impact and capacity for control. Prioritisation is based on a company-wide **risk matrix**, in line with the principles of the ISO standards adopted. This approach permits structured supervision of any critical points linked with the availability of data, the evolution of regulatory requirements and the consistency of the information reported with internal processes.

During the course of the year, Rhea consolidated information flows among the functions involved, reinforced its data collection tools, planned opportunities for internal technical discussion and validation, and promoted greater integration of ESG content in its operating processes. These activities helped to **improve reporting quality** and prevent potential misalignment.

The results of control and monitoring are discussed with the **Board of Directors** during validation of the sustainability report. This flow ensures constant supervision of the process and ensures alignment of reporting, strategy



## Strategy

### SBM-1 < STRATEGY, BUSINESS MODEL AND VALUE CHAIN

#### *Business model and strategy*

##### Products, markets and the geographical dimension

The Rhea Vendors Group designs, assembles and sells customised coffee machines for the **vending, Ho.Re.Ca.** and **OCS** markets, integrating cutting-edge technologies and Italian design. The product range includes **tabletop, free-standing** and **snack** machines, featuring modular solutions oriented toward energy efficiency, customisation and circularity. No product lines were discontinued in 2024, while the Group's offering continued to evolve in the direction of "smart" versions with a lower impact on the environment.

The Group operates in more than **90 countries**, and is directly present through sales offices in Europe, Asia and Latin America. Its principal markets include **Germany, France, the United Kingdom, Italy, Spain, Turkey, Mexico** and **China**. Key customers are **roasters, vending machine operators, international distributors** and **hospitality brands**. The year 2024 did not see any significant changes to the markets or categories of clientele served. International sales continue to account for more than 90% of the Group's turnover.

Rhea has 276 employees in Italy, with a territorial distribution concentrated around its production and sales facilities in northern Italy. International branches primarily employ sales and assistance staff.

The company does not produce or sell any products that are prohibited in any markets.

##### ESRS sectors and breakdown of revenues

On the basis of the NACE classification, Larene S.r.l. is included in code 64.21 ("Activities of holiday companies"), as it is the Group's holding company. But the **prevalence of sustainability-related material impacts, risks and opportunities** is concentrated around the industrial production of **Rheavendors Industries S.p.A.**, the Group's principal operative subsidiary, active in the **"Manufacture of machinery and equipment"** (NACE code 28.29). The Group does not conduct significant activities in other sectors, or generate revenues from sectors subject to specific disclosure requirements, such as fossil fuels, controversial armaments, tobacco, or industrial chemical production.

If significant business transactions take place within the Group, such as the supply of services between Rhea Vendors Group S.p.A. and its subsidiaries, they do not have a significant impact in terms of consolidated revenues.

##### Goals and consistency of strategy

In its Sustainability Plan, the Group sets clear targets for **sustainable innovation, reinforcement of**

**circularity** and **enhancement of human capital**. These targets include:

- development of new generations of **energy efficient machines**;
- extension of the **Second Life** project for reusing regenerated machines and returning them to the market;
- introduction of **ESG criteria** in **supplier assessment** processes;
- strengthening of internal initiatives for **inclusion, organisational well-being and skill development**.

The Group's current offering and principal market areas are entirely consistent with these goals, in that they are based on advanced technological solutions, eco-design projects and consolidated relationships with enterprises aware of environmental and social issues.

#### *Value Chain*

The Rhea Vendors Group operates on the basis of an integrated business model based on **internal design, assembly in its own plants** and a **network of primarily Italian suppliers** permitting a great deal of flexibility in its operations, with direct control over quality, timing and innovation.

The company develops customised solutions for its international customers which combine design with skilled engineering and customisation of the machines' appearance and functioning. The production process is oriented toward modularity and configurability, permitting creation of unique products on the basis of shared technology. This approach allows the Group to satisfy a variety of different requirements in terms of sales channel (vending, Ho.Re.Ca., OCS), appearance, functioning and sustainability.

##### Input and procurement

The principal inputs of the business model are:

- **mechanical, electronic and plastic components**, selected from a network of approximately 300 suppliers, 90% of whom are located in Italy;
- **electricity** used in plants;
- **technical and design skills**, optimised through integrated organisation of R&D, industrial development and production.

Suppliers' proximity ensures reactivity, dependability and technical collaboration, while in 2024 the Group began integrating **ESG criteria into its supplier qualification and monitoring processes**.

##### Output and benefits for stakeholders

The principal outputs of this business model are:

- **professional coffee and snack machines** which are highly customisable, exported to more than 90 different countries;
- **components and spare parts** for post-sales service;
- **regenerated machines** returned to the market through the Second Life project.

The expected benefits include:

- **value for customers**, thanks to long-lasting, modular, well-designed products;
- **value for the environment**, through circularity initiatives and use of renewable energy;
- **value for society**, with permanent jobs, a local supply chain and initiatives for inclusiveness.

### Positioning in the value chain

Rhea is the key player in the conception, design and assembly phases in its value chain, with strong internal supervision of core activities. Supplier relations are handled directly, while distribution is entrusted to a network of branches, distributors and technical partners on key world markets.

Relations with end customers are supported by technical assistance and training services, strengthening the company's position as a technological partner as well as a supplier of products.

## SBM-2 < INTERESTS AND VIEWS OF STAKEHOLDERS

The Rhea Vendors Group acknowledges the **strategic value of structured interaction with its stakeholders**, considered an essential element for identification of sustainability-related impacts, risks and opportunities and effective orientation of ESG priorities. Actively involving stakeholders allows the company to respond promptly to emerging needs, integrate different perspectives into its corporate governance and reinforce the Group's ability to generate shared value in the long term. Guided by the principles of transparency, inclusiveness and responsibility, Rhea's stakeholder engagement has progressively evolved to play a structural role in processes of materiality analysis, definition of sustainability strategy and monitoring of impacts.

### Key stakeholders and forms of dialogue

These include in-house personnel, both operative and clerical, and key figures in the organisation. Stakeholders of this type are engaged through individual interviews and cross-cutting focus groups. Dialogue continues on an ongoing basis through direct discussion with HR functions and area managers.

- **Employees and collaborators**

These include in-house personnel, both operative and clerical, and key figures in the organisation. Stakeholders of this type are engaged through individual interviews and cross-cutting focus groups. Dialogue continues on an ongoing basis through direct discussion with HR functions and area managers.

- **Customers**

These include vending machine operators, roasters, international distributors and other business partners. They are engaged primarily through ongoing interaction with the sales and product teams, who collect feedback, requests and suggestions in the course of their daily work. The information collected is then discussed with central functions and contributes to

the evolution of the Group's offering and development of new solutions.

- **Suppliers**

Suppliers are a key part of Rhea's value chain, under consolidated long-term relationships, particularly with Italian suppliers. They are engaged through direct, operative contact, with growing dialogue about sustainability-related aspects.

- **International companies**

Primarily concerned with sales, these companies represent an important channel for keeping track of the demands of local markets and promoting the Group's sustainability strategy internationally.

- **Partners and members of the Board of Directors**

These people are directly involved in the processes of identification and approval of ESG strategies. They are engaged through periodic updates and decision-making meetings.

- **Local communities**

These include local associations, non-profit organisations and beneficiaries of social projects promoted by the Group. They are engaged through collaborative initiatives, inclusion in the workplace and ongoing dialogue with the local communities where the Group operates. These relationships strengthen the Group's bonds with the local community and support the organisation's social commitment.

In 2024, engagement focused on consultation of corporate functions, receiving requests from the market and beginning the process of introduction of ESG criteria in supplier relations. In 2026, the first **internal engagement survey** will be conducted, as a tool for ongoing organisational consultation.

### Interests of stakeholders and integration into strategy

The information collected has been integrated into the **double materiality** process (see section IRO-1), contributing to identification and assessment of material impacts, risks and opportunities for Rhea. Specifically:

- **Employees** underlined the importance of issues such as health and safety, work-life balance, inclusiveness and professional development;
- **Customers** expressed a growing focus on the technical dependability, energy efficiency and overall sustainability of machines;
- **Suppliers** confirmed their interest in maintaining a permanent, transparent relationship, acknowledging the importance of management based on the principles of fairness, continuity and clarification of reciprocal responsibilities.

### Role of governance bodies

The **ESG Committee** coordinates the consultation and analysis process, ensuring that stakeholders' interests are represented during assessment and strategic decision-making. The results of stakeholder engagement initiatives are presented to the Board of Directors, which takes them into

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account in identification of ESG priorities and validation of the initiatives included in the Plan.

International companies contribute to the collection of information of significance through on-going dialogue with local markets and key international customers. Branch managers are involved in the flow of information and collaborate with the central functions in discussing requirements, feedback and operative indications, helping to reinforce the overall vision and alignment of ESG actions group-wide.

### **SBM-3 < MATERIAL IMPACTS, RISKS AND OPPORTUNITIES AND THEIR INTERACTION WITH STRATEGY AND BUSINESS MODEL**

The double materiality analysis conducted in 2024 allowed the Rhea Vendors Group to identify a well-defined set of impacts, risks and opportunities (IRO) connected with key environmental, social and governance dimensions. The IROs reflect the Group's industrial, productive and commercial nature, and are concentrated in three parts of the value chain:

- **upstream**, in the selection and management of component suppliers, in the sources of raw materials and the consumption of energy and resources;
- **at the operative level**, in design choices, production processes and internal systems for governance and management of human resources;
- **downstream**, in customers' use and management of the end of life of products, in the quality of consumers' experience and in relations with the communities and territories served.

The section below describes the material IROs, broken down by ESRS standard, reporting briefly on their connection with the Group's business model, expected impacts and the principal types of response.

#### ● **E1 – Climate change**

Analysis has revealed the significance of the impact of **indirect greenhouse gas emissions**, particularly in the upstream phases of the supply chain (E1.1.E), and the opportunities offered by designing more energy-efficient products (E1.3.A) and reducing consumption during use (E1.3.C).

Dependency on a particularly energy-intensive supply chain (E1.3.E) represents a vulnerability, which can generate reputational pressure or risks linked with regulatory developments. The direct impact of Rhea's operations is however limited, thanks in part to the company's use of **electricity from 100% renewable sources** in its plants.

Rhea has also implemented actions aimed at improving its efficiency, and is exploring tools for assessing the environmental impact of its products (such as the LCA approach), with a view to reinforcing its climate strategy.

#### ● **E5 – Resource use and circular economy**

Rhea is actively committed to reducing consumption of non-renewable resources and improving the circularity of its products. Its most significant impacts are consequent upon:

- **use of non-recycled materials;**
- **dependency on suppliers of non-circular raw materials and components;**
- **generation of post-production and post-consumption wastes**

Opportunities are concentrated around modular design, extension of the product life cycle and the Second Life project, already operational, permitting regeneration and reissuing on the market of used machines.

#### ● **S1 – Own workforce**

The most significant impacts in this area regard protection of conditions in the workplace, and particularly:

- workers' **health and safety**;
- **stable employment**, also in the use of personnel working under temporary contracts;
- **promotion of gender equality and inclusion**;
- **skill development** and active involvement of employees.

These impacts originate directly out of the Group's operating model and organisational structure. Actions already under way include: training programmes, initiatives for women's empowerment (such as Rhea Women Spark), task rotation to reduce fatigue and investment in corporate welfare.

#### ● **S4 – Consumers and end users**

The material impacts identified include responsible marketing communications, transparency of information and quality of the user experience. Rhea is committed to ensuring the **safety and dependability of the machines** it distributes, as well as accessibility and customisation of its products.

Opportunities centre around **user-oriented innovation**, in both technical and experiential terms. Direct relations with customers and distributors contribute to a continuous cycle of improvement and dialogue, progressively structured through tools for monitoring quality and customer care.

#### ● **G1 – Business conduct**

In the area of governance, the materiality analysis confirms the significance of aspects connected with the **culture of integrity, prevention of corruption, ethical supply chain management** and **whistleblower protection**. These impacts are strictly connected with Rhea's business model, which is based on long-term relationships with suppliers and customers and on governance oriented toward transparency.

The Group has a **Code of Ethics** and a **whistleblowing system** allowing employees and collaborators to report any irregular behaviour in perfect confidentiality. These tools are the keys to supervision of business conduct, helping to mitigate reputational and legal risk.

Expected effects and strategic response

The current effects of the material IROs on the Group’s business model and financial performance have not been directly quantified. The analysis conducted in 2024 is prevalently qualitative in nature, but permitted identification of areas of vulnerability and strategic potential with greater clarity.

The principal actions undertaken or under way include:

- introduction of environmental product assessments (such as LCA),
- reinforcement of ESG governance (Committee, proxies, control systems),
- development of circularity projects (Second Life);
- integration of ESG criteria in the supply chain,
- adoption of tools for listening and involvement within the Group.

These actions are expected to have a positive effect within the medium term for the company’s **competitiveness, reputation, efficiency of operation and access to markets**.

Resilience of the business model and evolution since the previous year

The analysis confirms that Rhea’s business model is **resilient in relation to the impacts and risks identified**, thanks to the Group’s adaptability, the flexibility of its production, and the solidity of the network of relationships it has built over the years. The initiatives undertaken in 2024 laid the foundations for further reinforcement of the company’s ability to anticipate and manage the evolution of environmental, social and regulatory parameters.

2024 is the first year in which Rhea has conducted a **complete, structured assessment** of impacts, risks and opportunities on the basis of ESRS criteria. There were no substantial changes in the focus areas, but the Group’s understanding and analysis has evolved significantly since 2023.

The table below sums up the environmental, social and governance issues of material significance for Rhea, showing the number of impacts, risks and opportunities considered significant for each of these. The identification process is described in section IRO-1, while in-depth information on each IRO and how it is managed is available in the sections focusing on “Environmental”, “Social” and “Governance” themes.

All material impacts, risks and opportunities identified are covered by standard ESRS disclosures (E1, E5, S1, S4, G1). There are no material IROs requiring additional entity-specific disclosures.

Management of material Impacts, Risks and Opportunities

IRO-1 < DESCRIPTION OF THE PROCESSES TO IDENTIFY AND ASSESS MATERIAL IMPACTS, RISKS AND OPPORTUNITIES

In 2024, the Rhea Vendors Group conducted its first **double materiality** analysis in compliance with

| STANDARD                                | THEME                                                                 | IMPACTS | RISKS | OPPORTUNITIES |
|-----------------------------------------|-----------------------------------------------------------------------|---------|-------|---------------|
| TOTAL AMBIENTE                          |                                                                       | 15      | 1     | 3             |
| E1<br>Climate change                    | E1.1 - Mitigation of climate change                                   | 2       | -     | -             |
|                                         | E1.3 - Energy                                                         | 3       | -     | 2             |
| E5<br>Resource use and circular economy | E5.1- Incoming resources, including use of resources                  | 4       | -     | 1             |
|                                         | E5.2 - Outgoing flows of resources                                    | 4       | 1     | -             |
|                                         | E5.3 - Wastes                                                         | 2       | -     | -             |
| TOTAL SOCIAL                            |                                                                       | 25      | 2     | 3             |
| S1<br>Own workforce                     | S1.1.1 - Secure employment                                            | 1       | -     | 1             |
|                                         | S1.1.2 - Working hours                                                | 2       | -     | 1             |
|                                         | S1.1.3 - Adequate pay                                                 | 2       | -     | -             |
|                                         | S1.1.4 - Workers’ representation                                      | 2       | -     | -             |
|                                         | S1.1.5 - Life/work balance                                            | 1       | 1     | -             |
|                                         | S1.1.6 - Health and safety                                            | 2       | -     | -             |
|                                         | S1.2.1- Gender equality                                               | 3       | -     | -             |
|                                         | S1.2.2 - Training and skill development                               | 2       | -     | -             |
|                                         | S1.2.3 - Employment and inclusion of persons with disabilities        | 1       | -     | -             |
|                                         | S1.2.4 - Measures preventing violence and harassment in the workplace | 2       | -     | -             |
|                                         | S1.2.5 - Diversity                                                    | 2       | -     | -             |
|                                         | S4.1.1 - Privacy                                                      | 1       | -     | -             |
| S4<br>End consumers                     | S4.1.3 - Access to quality information                                | 1       | -     | -             |
|                                         | S4.2.1 - Health and safety                                            | 1       | 1     | -             |
|                                         | S4.3.1 - Non-discrimination                                           | 1       | -     | -             |
|                                         | S4.3.3 - Responsible sales practices                                  | 1       | -     | 1             |
| TOTAL GOVERNANCE                        |                                                                       | 4       | -     | 3             |
| G1<br>Business conduct                  | G1.1 - Corporate culture                                              | 1       | -     | 1             |
|                                         | G1.2 - Whistleblower protection                                       | 1       | -     | -             |
|                                         | G1.5 - Management of supplier relations                               | 1       | -     | 2             |
|                                         | G1.6 - Active and passive bribery                                     | 1       | -     | -             |
| TOTAL                                   |                                                                       | 44      | 3     | 9             |
|                                         |                                                                       |         |       |               |



the requirements of the **European Sustainability Reporting Standards (ESRS)**. The goal was to define a structured, replicable framework to identify, assess and prioritise the material impacts generated by the organisation, as well as the ESG risks and opportunities that could have a significant effect on economic and financial performance.

The process was developed and guided in-house, under the coordination of the **ESG Coordinator** with the involvement of key company functions, and formally described in a documented methodology. The assessment covered all the Group's activities, including foreign companies, and is designed to be progressively integrated into the company's decision-making and risk management processes.

**Definition of the perimeter and selection of themes**

The analysis began with a reconnaissance of the context within and outside the company, aimed at identifying theme areas of potential significance for Rhea on the basis of its business model. The themes were selected on the basis of the set identified in the thematic ESRS.

**Identification and characterisation of IRO**

For each of these themes, **the impacts, risks and opportunities (IRO)** of significance on the basis of the definitions supplied by the ESRS were then identified. The IROs were described on the basis of common criteria: origin (the Group's own activities or its relationships), stakeholders involved, applicable standards and expected time frame (short, medium or long term)..

This phase included both impacts which are already manifest and potential impacts, considering the entire extension of the Group's operations.

**Assessment of impacts**

Impacts were assessed on the basis of the criteria of severity and likelihood. Specifically:

- **severity (0-5)** is calculated as the average of three parameters: **scale, amplitude** and **irremediability**;
- the **likelihood of occurrence (0-5)**

The final score (from 0 to 25) allows each impact to be positioned in the materiality map, ensuring comparability and traceability.

**Assessment of risks and opportunities**

Risks and opportunities are assessed on the basis of the same logic, using:

- the **potential magnitude of the financial effect (0-5)**, defined in qualitative terms as possible impact on costs, revenues or cash flows;
- the **likelihood of occurrence (0-5)**

In this case too, the final score is calculated on a scale of 0 to 25.

**Method of involvement and information flows**

Double materiality analysis is informed by structured stakeholder involvement.

In 2024, the Rhea Vendors Group conducted an **online survey of internal and external stakeholders** to collect information on perception of the significance of ESG impacts. The following categories of stakeholders were consulted:

- **Customers;**
- **Employees;**
- **Suppliers;**
- **Management;**
- **Media and public opinion;**
- **International companies.**

The results of the survey were used to refine the materiality assessment, validate the priorities that had emerged internally and reinforce understanding of expectations along the value chain. The evidence collected also contributed to construction of the integrated materiality map.

**Determination of the materiality threshold**

For each theme, the maximum score of the associated IROs was taken into consideration. Scores were elaborated on the basis of the methodology illustrated and normalised on a scale of 0–25.

Materiality thresholds were determined as follows:

- for **impact materiality**, an IRO with a score of **9 or more** was considered material;
- in the case of **financial materiality**, an IRO with a score of **9 or more** was considered material.

On the basis of these thresholds, **25 of the 36 themes analysed were considered material**, for a total of **56 material IROs out of a total of 118**, including:

- **44 impact IROs;**
- **12 financial IROs.**

A theme is classified as significant if it has at least one IRO exceeding one of the two thresholds. This set-up permits a **double** approach to materiality, as required by the ESRS, and formed the basis for preparation of the company's ESG matrix and strategy.

**Approval and integration into the decision-making process**

The resulting matrix was validated and then approved by the **Board of Directors**, which recognised its strategic value and adopted it as the foundation for preparation of its **Sustainability Plan** and reporting in compliance with the ESRS. The results of the analysis have been integrated into ESG

planning and provide the foundations for monitoring of themes assigned priority in the three-year period.

State of progress and future updates

2024 is the first year in which double materiality analysis has been conducted in an organised manner, in accordance with the requirements introduced by European regulations governing sustainability reporting.

The process was set up to be **replicable and updatable**, also in response to the evolution of the regulatory framework, changes in the company’s strategy or reinforcement of stakeholder involvement. Any updates will be assessed in a targeted way, taking into account the significance of the changes that have taken place and the need to keep the analysis aligned with the reality of the Group’s operations.

IRO-2 < DISCLOSURE REQUIREMENTS COVERED BY THE UNDERTAKING’S SUSTAINABILITY STATEMENT

Following the process of double materiality analysis described in section IRO-1, the Rhea Vendors Group prepared this sustainability report in compliance with the **Disclosure Requirements (DR)** of the **ESRS**, for those themes and standards considered material only.

The table below lists the DRs included in this report, identifying the section or page on which they are discussed. Non-material disclosures, classified as such on the basis of the results of the materiality assessment, are not covered in the report.

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# Environment

## E1< Climate change

### Strategy

#### E1-1 < TRANSITION PLAN TO MITIGATE CLIMATE CHANGE

The Rhea Vendors Group acknowledges the importance of fighting climate change and is committed to contributing to the transition to a low emissions economy in line with the goals of the Paris Agreement and the goal of achieving climate neutrality by 2050.

In the two years 2023–2024 the Group took its first concrete steps toward planning its own path to decarbonisation, completing:

- calculation of **scope 1 and 2** emissions on an organisational basis in 2023;
- analysis of **scope 3** emissions throughout the entire value chain in 2024.

These activities lay the foundations for future definition of a **structured climate transition plan**, due to be prepared **in the year 2026**, in the context of the **Sustainability Plan**. The goal will be to identify emissions reduction targets to be achieved through actions consistent with the trajectory keeping global warming within 1.5°C, reinforcing integration of environmental dimensions into the Group's industrial strategy and its planning and investment processes.

#### SBM-3 < ANALYSIS OF RESILIENCE

The Rhea Vendors Group acknowledges that climate change represents a structural factor capable of influencing the solidity of its business model and the stability of operations in its production facilities in the future. For this reason, in the context of the ESG risk analysis conducted in 2024, two significant climate risks were identified and classified, distinguishing between physical risks and transition risks.

- **Physical risk:** damage to production facilities caused by extreme climatic events (such as floods or heat waves), with a potentially significant impact on business continuity. In view of this risk, Rhea adopts a flexible model of production based on multiple facilities and an organisation capable of promptly implementing corrective actions.
- **Transition risk:** evolution of environmental regulations and risk of failure to align with the requirements. The company has implemented ongoing monitoring of new developments



in legislation and regulations, entrusted to an interdepartmental team including Compliance, Operations and Sustainability.

While Rhea has not yet conducted a **formal analysis of the climate scenario**, integration of environmental risks into its ESG risk management matrix represents the first concrete step toward understanding the **resilience of its business model in relation to various different future scenarios**.

In the medium term, preparation of a **climate transition plan** in 2026 will include further structured assessment of resilience, permitting integration of climate scenarios and quantitative projections consistent with pathways to global decarbonisation.

Management of material Impacts, Risks and Opportunities

SBM-3 < MATERIAL IMPACTS, RISKS AND OPPORTUNITIES AND THEIR INTERACTION WITH STRATEGY AND BUSINESS MODEL

Analysis of the **impacts, risks and opportunities** linked with the Group’s business model and strategy reveal that the issues of climate and energy play a key role for the organisation, in terms of both current exposure along the value chain and as a lever for future development. Dependence on **sectors with a high intensity of emissions and energy consumption**, and the environmental impact of use of the Group’s products, are areas to be focused on with mitigation strategies. At the same time, progressive integration of ESG criteria in the Group’s offering represents a **concrete opportunity** to reinforce competitive positioning, anticipate regulatory developments and generate value in the medium to long term.

E1-2 < POLICIES RELATED TO CLIMATE CHANGE

Rhea Vendors has an **official Environmental Policy**, integrated into its Code of Ethics and implemented through a **UNI EN ISO 14001:2015 certified Environmental Management System**. This policy provides the framework of reference for management of environmental impacts, including those connected with climate change, and is applied across all the company’s processes in design, production and operations.

Its Environmental Policy defines the organisation’s commitment to:

- compliance with current environmental regulations;
- allocation of sufficient resources to improvement of environmental conditions and safety in the workplace;
- prevention of pollution and minimisation of the environmental impact of activities, where technically and economically sustainable;
- promotion of ongoing improvement of environmental performance, also through life cycle assessment of its products;

| THEME                        | DESCRIPTION OF IRO                                                                                                                                                                                                                                                          | TYPE OF IRO     | STATUS    | TIME FRAME  | POSITIONING ON THE VALUE CHAIN |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------|-------------|--------------------------------|
| Mitigation of climate change | The organisation does not yet have any official policies or programmes for reduction of greenhouse gas emissions, but it has planned the adoption of a decarbonisation strategy                                                                                             | Positive impact | Potential | Medium term | Own operations                 |
| Mitigation of climate change | The organisation depends on a supply chain with high levels of greenhouse gas emissions, particularly in connection with use of emissions-intensive materials such as steel or plastic                                                                                      | Negative impact | Current   | Long term   | Upstream Value chain           |
| Energy                       | The organisation supplies "rhea ESG" machines designed to promote energy efficiency, contributing to the transition to solutions with a lower environmental impact                                                                                                          | Positive impact | Current   | Short term  | Downstream Value chain         |
| Energy                       | The organisation assembles and distributes coffee machines that require electricity to function, generating an impact linked with the products' energy consumption                                                                                                          | Negative impact | Current   | Short term  | Downstream Value chain         |
| Energy                       | The organisation depends on an energy-intensive supply chain, particularly the steel industry for materials and the logistics sector for product distribution                                                                                                               | Negative impact | Current   | Short term  | Downstream Value chain         |
| Energy                       | Contributing to reduction of energy consumption and to the energy transition is part of the organisation's revenue model, thanks to the "rhea ESG" range designed to promote efficiency and sustainability on the market served                                             | Opportunity     | -         | Short term  | Own operations                 |
| Energy                       | Investment in reduction of energy consumption and the energy transition could improve the organisation's financial position by aligning its offering with demand for sustainable products, improving its competitiveness and potentially reducing long-term operating costs | Opportunity     | -         | Medium term | Own operations                 |
|                              |                                                                                                                                                                                                                                                                             |                 |           |             |                                |

- identification of measurable environmental targets integrated into management of operations;
- encouragement of awareness of environmental impacts and educating employees about them;
- reduction of its consumption of energy, water and raw materials, promoting recovery of resources.

This policy is periodically controlled and distributed at all levels throughout the organisation, constituting a key tool in the Group's strategy for management of the material impacts connected with **mitigation of climate change**.

To complete this policy, in 2024 the organisation introduced a new **Car & Travel Policy** with explicit environmental targets, involving **progressive replacement of the entire pool of company vehicles** with hybrid and plug-in vehicles. This policy fits into the company's wider-ranging energy transition strategy, contributing to reduction of direct (Scope 1) emissions and improving alignment with regulations and the expectations of the market in terms of climate change strategy.

On the whole, Rhea manages these material impacts through **consolidated environmental policies** which have now been extended to include corporate mobility, and are **progressively evolving toward more structured climate governance**.

## Energy

### E1-3 < ACTIONS IN RELATION TO ENERGY MANAGEMENT

Energy efficiency and procurement from renewable sources represent an area of priority in Rhea Vendors' approach to environmental sustainability. The organisation has undertaken a series of actions aimed at reducing its consumption, optimising use of energy resources and increasing the share of renewable energy used in its plants and offices.

The actions implemented by the organisation in this area fall within its **UNI EN ISO 14001:2015 certified Environmental Management System**, which guides operative policies toward reduction of environmental impact and ongoing improvement of energy performance.

In addition, all the Group's Italian locations and its Austrian branch run on **100% electricity from renewable sources** under supply contracts with a Guarantee of Origin. This allows the Group to reduce its Scope 2 (market-based) emissions due to electricity consumption.

This focus on energy is also reflected in the solutions adopted to **save energy in the Group's offices**. In **France and Poland**, for example, **automatic temperature control systems** have been installed with the goal of cutting energy consumption while improving comfort in the workplace. Also in **Poland** and in **Russia, replacement of lighting systems with high efficiency LED lights** has been completed, contributing to overall improvement of energy performance in operational facilities.

Products themselves also play a key role in this area: **"rhea ESG" machines** are designed to ensure **high performance with optimised energy consumption**. Solutions such as **Varitherm** induction

heating technology can significantly reduce the amount of energy required to supply beverages, adapting their temperature to the requirements of different recipes. Energy efficiency during use is a distinguishing feature of the Group's offering, responding to the growing demand for low-impact solutions on the market.

Lastly, the company has also undertaken a **structural review of energy use in its production processes**, promoting efficiency in its operations and standardisation of technologies. The resources allocated to these actions are primarily classified as investment in **energy systems and infrastructure**, as well as **operating costs for system management and maintenance**.

These initiatives, already partly implemented and currently being extended to additional sites, constitute a pillar of Rhea Vendors' Sustainability Plan and prepare the way for a gradual transition to an increasingly efficient, responsible and resilient model of energy use.

### E1-4 < TARGETS RELATED TO ENERGY MANAGEMENT

In the short term, Rhea Vendors aims to **consolidate and maintain energy management actions already under way**, specifically including:

- use of **electricity from 100% renewable sources** in its Italian and Austrian locations;
- **production of photovoltaic energy on site** through the systems installed in its German location;
- **optimisation of energy consumption** in the workplace, particularly for climate control and lighting.

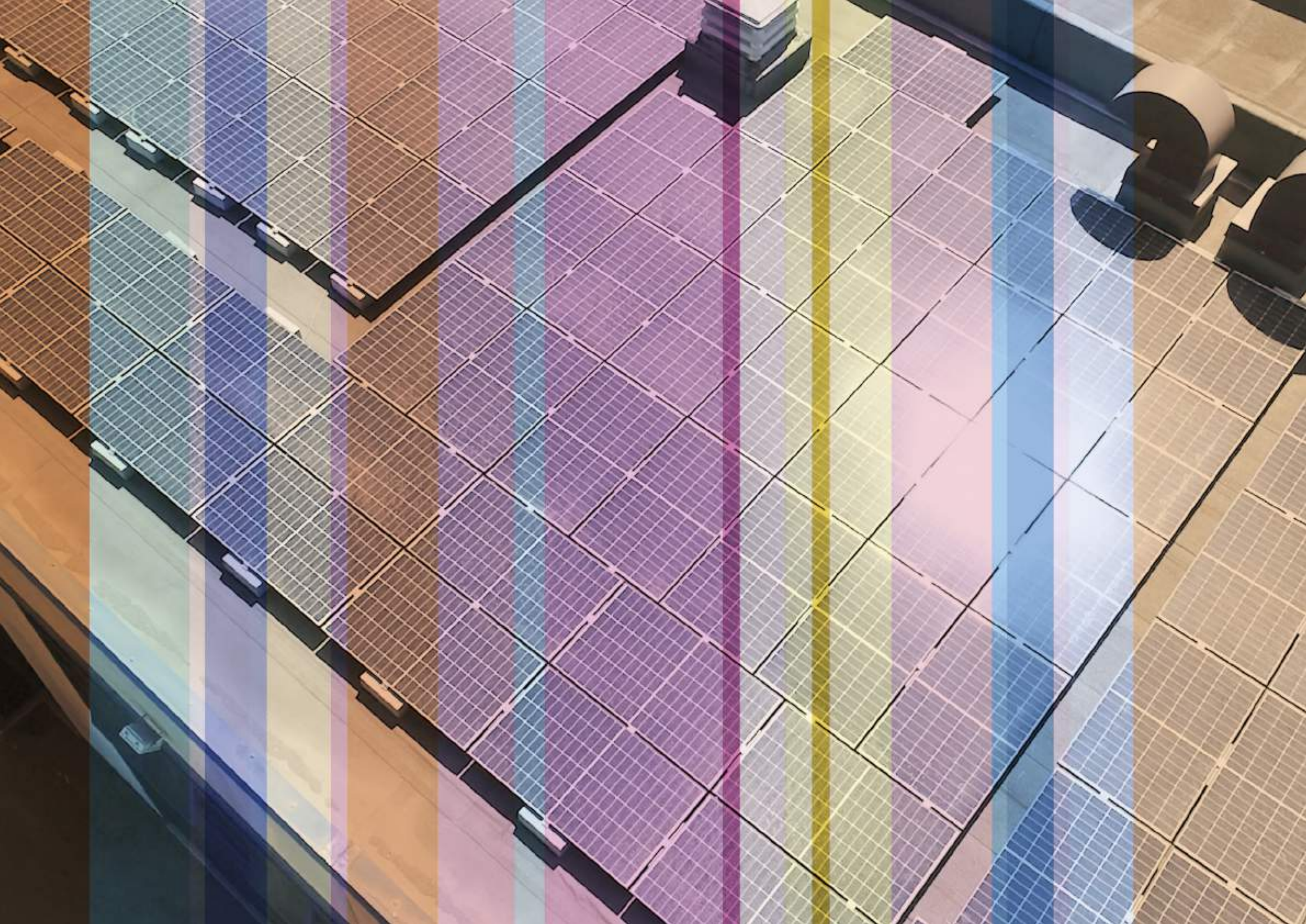
The Group intends to **extend this approach internationally** through parallel initiatives already planned in various companies in the network, including:

- in **Germany, transition to 100% renewable energy supplies** by the middle of 2025;
- in **Spain, installation of a photovoltaic system** on the company's warehouse and replacement of its lighting systems with LED lights;
- in **Austria, installation of a photovoltaic system producing about 30 kWp** on the roof of the building.

The company is assessing the possibility of **gradually extending procurement of green energy to other locations outside Italy** in the future, compatibly with the condition of local markets. The overall target is to ensure **efficient, sustainable management of energy consumption**, contributing to reduction of indirect emissions and stability of operations.

In the medium term, the Group has also **planned for 2026**:

- an **increase in the number of photovoltaic panels** installed at various sites in Italy;
- **installation of additional recharging columns for electric vehicles** in view of the **gradual replacement** of diesel vehicles in **the corporate vehicle pool** with **hybrid plug-in vehicles**.



E1-5 < METRICS FOR ENERGY CONSUMPTION

Energy consumption has been measured for each Group company and for all buildings included in the consolidation area. The figures also include **fuel consumption associated with use of company vehicles**, both owned and leased. The information provided below represents **total energy consumption, expressed in MWh**, calculated for **Rhea’s direct operations**.

| ENERGY CONSUMPTION AND MIX                                                         | 2024  |      | 2023  |      |
|------------------------------------------------------------------------------------|-------|------|-------|------|
|                                                                                    | MWh   | %    | MWh   | %    |
| Total energy consumption (A+B+C)                                                   | 7.357 | -    | 7.983 | -    |
| A) Total consumption of energy from fossil sources (1+2+3)                         | 5.970 | 81,1 | 6.588 | 82,5 |
| 1) Consumption of fossil fuels                                                     | 5.745 | -    | 6.268 | -    |
| Of which diesel                                                                    | 1.078 | -    | 1.331 | -    |
| Of which petrol                                                                    | 578   | -    | 350   | -    |
| Of which natural gas                                                               | 4.089 | -    | 4.586 | -    |
| 2) Consumption of electricity (non-renewable sources)                              | 203   | -    | 287   | -    |
| 3) Consumption of thermal energy (non-renewable sources)                           | 22    | -    | 33    | -    |
| A) Total consumption of energy from renewable sources (4+5+6)                      | 1.338 | 18,9 | 1.395 | 17,5 |
| 4) Consumption of renewable fuels                                                  | -     | -    | -     | -    |
| 5) Consumption of renewable energy purchased or acquired (with Guarantee of Origin | 1.338 | -    | 1.367 | -    |
| 6) Consumption of electricity self-generated from renewable sources                | 49    | -    | 28    | -    |
| C) Consumption of energy from nuclear sources                                      | -     | 0,0  | -     | 0,0  |

In 2024, **total energy consumption** amounted to **7,357 MWh**, about **8% lower than in the previous year (7,983 MWh)**. This figure reflects a **greater focus on the efficiency and optimisation of consumption**, both at the central level and in locations abroad.

**Energy from fossil** sources still represents the largest share (81.1%), but is slightly lower than in 2023 (82.5%). The principal sources of fossil energy used were:

- **natural gas** (4,089 MWh in 2024), representing the most significant source of energy,
- **diesel** and **petrol**, used primarily as fuel for the company’s vehicle fleet.

At the same time, the Group registered **reinforcement of the renewable component**, which accounted for **18.9% of the total energy mix in 2024**, 17.5% higher than in 2023. This item includes:

- **electricity purchased in Italy and Austria, 100% from renewable sources certified** with a Guarantee of Origin (1,338 MWh in 2024);
- **electricity self-produced by the photovoltaic installation** on the premises of the

Group’s German branch, higher than the previous year (49 MWh in 2024 as compared to 28 MWh in 2023).

Consumption of electricity and thermal energy from non-renewable sources totalled 225 MWh in 2024, **down from 2023**, helping improve the Group’s overall environmental profile.

The Group reports no consumption of energy from nuclear sources or direct use of renewable fuels.

On the whole, the figures reveal a **process of gradual energy transition** by the Group, which aims to **make the most of renewable sources** and **limit consumption** with the aid of **more efficient management of energy requirements** at its various operating sites.

| TOTAL ENERGY PRODUCTION                           | 2024  |        | 2023  |        |
|---------------------------------------------------|-------|--------|-------|--------|
|                                                   | MWh   | %      | MWh   | %      |
| Total energy production (A+B)                     | 90,27 | -      | 30,28 | -      |
| A) Total energy production from fossil sources    | -     | 0,0 %  | -     | 0,0%   |
| B) Total energy production from renewable sources | 90,27 | 100,0% | 30,28 | 100,0% |
| Of which consumed internally                      | 49,17 | 54,5%  | 28,30 | 93,5%  |
| Of which sold on the grid                         | 41,10 | -45,5% | 1,98  | 6,5%   |

In 2024 the Group registered a **total production of 90.27 MWh of energy**, entirely from **renewable sources**. The figures is higher than the **30.28 MWh produced in 2023**, confirming the significant increase in production of the photovoltaic installation.

In 2024:

- **49.17 MWh** were **consumed internally** (equal to **54.5%** of the energy generated),
- **41.10 MWh** were **sold to the grid (45.5%)**.

In 2023, the Group consumed **93.5%** of the energy it produced (**28.30 MWh**), and sold only **1.98 MWh** to the grid (**6.5%**).

The increase in the percentage of energy sold reflects an increase in the total amount generated.

Decarbonisation (mitigation, adaptation)

E1-3 < ACTIONS AND RESOURCES IN RELATION TO CLIMATE CHANGE POLICIES

Rhea Vendors has set out on the path of progressive decarbonisation, paying increasing attention to reduction of climate-altering emissions in all dimensions of its operations: from in-house work to logistics and transportation, as well as improvement of its products’ environmental performance. This commitment translates into **concrete actions, specific investments and monitoring tools** aimed at actively contributing to the fight against climate change.

One significant action in the area of **indirect emissions** regards **digitisation of technical assistance services** using the Group's proprietary **TM-ON** system permitting remote monitoring and updating of coffee machines. This solution permits a **significant reduction in travel for technical assistance**, with a positive impact in terms of lower emissions from transportation and optimisation of operations.

In support of sustainable mobility, the site in Via Trieste has been equipped with **charging columns for electric and hybrid plug-in vehicles**, an infrastructure enabling future conversion of the company's vehicle fleet to electric vehicles. This transition is already under way in some locations: **in Austria the company's fleet now consists of 100% electric and hybrid vehicles**, while **gradual transition to a low emissions fleet is under way** in the **United Kingdom**, with progressive inclusion of electric vehicles. This policy translates into a concrete reduction in **direct (Scope 1) emissions** connected with mobility.

A further contribution to reduction of the Group's carbon footprint comes from **product design**, with a special focus on efficiency and durability. **"rhea ESG" machines** not only consume less energy but are designed to permit easy maintenance and updating, reducing the need for frequent replacement and thereby limiting the impact of emissions throughout the product's life cycle.

In 2024, the organisation also conducted **five comparative Life Cycle Assessment (LCA) studies** of machines fitted with **induction heating technology** as compared to models with a **conventional boiler** in order to objectively assess the differences in their **impact on climate change**. The results revealed that induction machines have a **lower energy consumption during use**, confirming the validity of this technological choice for mitigation. Use of the LCA method permits comparison of environmental performance taking into account **all stages in the product life cycle**.

In support of these actions, in 2024 Rhea Vendors completed its first **calculation of its carbon footprint, extended to include all Scope 1, Scope 2 and Scope 3 emissions**, offering a complete overview of its impact throughout the entire value chain. This represents a key step on the path to organised, transparent management of climate-related aspects of performance, laying the foundations for future identification of targets for reduction and a roadmap consistent with energy transition scenarios..

The actions described were accompanied by **investment in technological upgrades, digital tools and infrastructure supporting electric mobility**, and are integrated into the 2024–2026 Sustainability Plan, which envisages reinforcement of decarbonisation initiatives all along the value chain.

**E1-4 < TARGETS RELATED TO CLIMATE CHANGE MITIGATION AND ADAPTATION**

Rhea Vendors' principal strategic goal in the area of climate change is **identification and adoption of a Group-wide decarbonisation plan within the year 2026**. This plan will provide the structural framework guiding emissions reduction actions in all areas of impact (Scope 1, 2 and 3 emissions) and will be constructed on the basis of the results of **complete calculation of carbon footprint**.

The year 2024 represents the **starting point for systematic measurement of climate-altering emissions**, which will permit identification of the principal sources of emissions, the areas of intervention that should be assigned top priority, and the emissions reduction trajectories consistent with European climate neutrality scenarios. The goal is to provide the Group with a **clear, realistic, measurable roadmap** including short, medium and long term quantitative targets to be integrated into the Group's operating processes and strategic choices.

In parallel, Rhea aims to **accelerate decarbonisation of corporate mobility**, progressively replacing its **vehicle pool in Italy with electric or hybrid plug-in vehicles** through a vehicle fleet renewal plan divided into a series of contractual cycles.

This line of action is part of the Group's wider-ranging strategy of **consistent, systematic implementation of the initiatives already under way on an international level**. Rhea specifically intends to:

- **accompany the current transition in the Netherlands**, where the Group's vehicle fleet will be composed primarily of electric and hybrid vehicles (75%);
- **consolidate the process under way in Germany**, aiming to pass the 50% mark for all-electric vehicles.

**E1-6 < GROSS SCOPES 1, 2, 3 AND TOTAL GHG EMISSIONS**

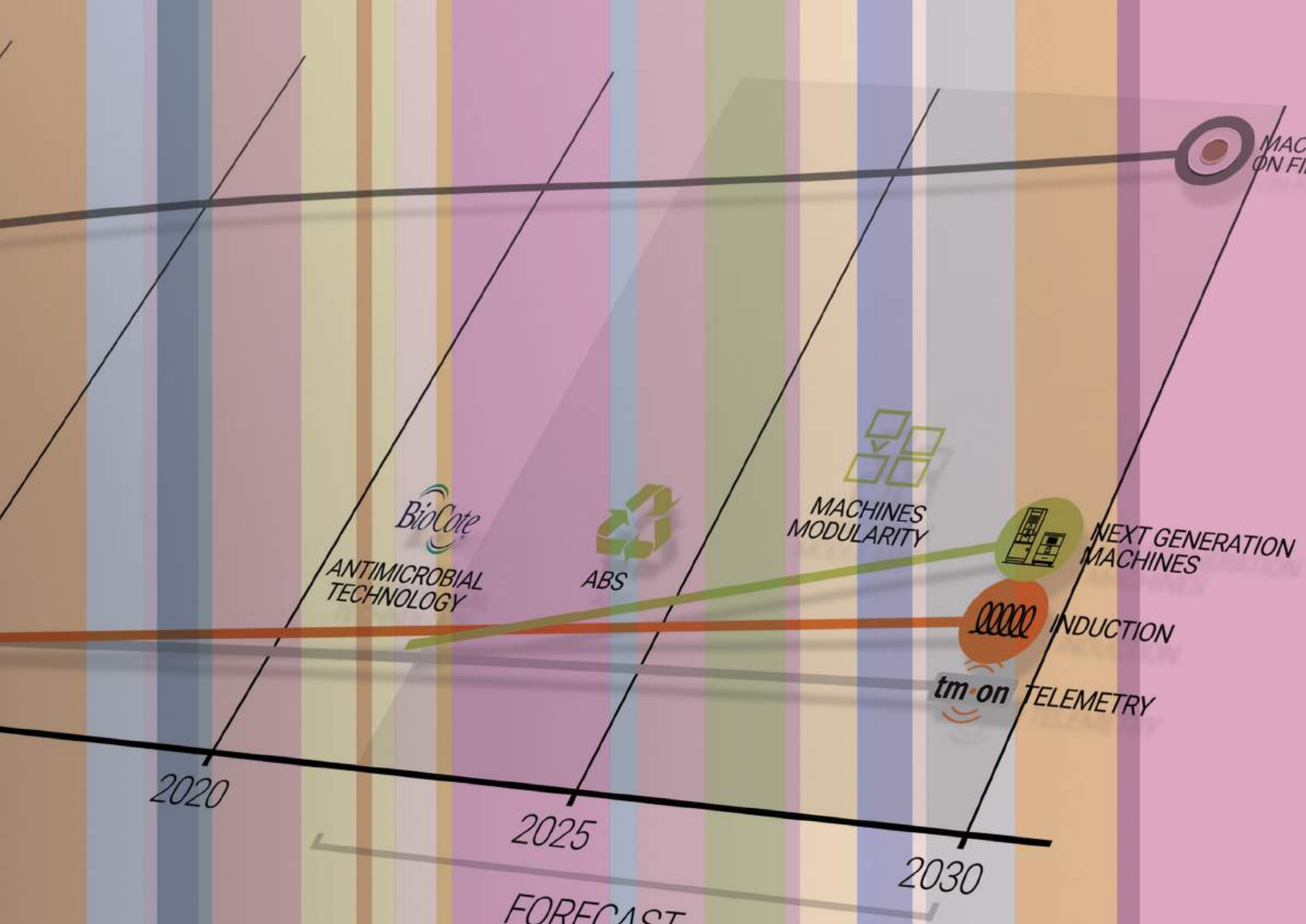
In 2024 Rhea reported its **gross greenhouse gas emissions** in compliance with the principles of **ISO 14064-1**, reported below on the basis of the categories in the **GHG Protocol** (Scope 1, Scope 2 and Scope 3). The perimeter of the reporting area has been determined on the basis of the criterion of **operative control**, and is consistent with the Group's perimeter of consolidation.

A **materiality analysis** has been conducted in compliance with standard ISO 14064-1, permitting identification of the categories of indirect emissions to be included in the GHG inventory, in that they are material, and those to be excluded. The analysis was conducted on the basis of the following criteria:

- **magnitude:** estimation of the relative weight of a category of indirect emissions with respect to the organisation's total emissions;
- **influence:** estimation of the degree of control or leverage the organisation may exert to reduce emissions in a given category, even if not generated directly;
- **accuracy:** measurement of the quality and dependability of the data available to estimate emissions, of essential importance to ensure the transparency, comparability and robustness of reporting;
- **accessibility:** assessment of the ease of accessing the data required to estimate emissions in a given category.

**Scope 3** categories considered immaterial and therefore excluded from the inventory are:

- **category 8 – Upstream leased assets:** Not applicable to Rhea's business model, which



does not involve leasing of upstream assets or, where present, considers them under the company's control, so that the resulting emissions are included in Scope 1 and Scope 2;

- **category 10** – Processing of sold products: The products sold by Rhea do not require any further processing prior to use by the end customer;
- **category 12** – End-of-life treatment of sold products: The low accessibility and accuracy of figures on end-of-life treatment of products on various world markets makes it difficult to obtain a reliable estimate;
- **category 13** – Downstream leased assets: Not applicable to Rhea's business model, which does not involve leasing of downstream assets;
- **category 14** – Franchising: Not applicable to Rhea's business model, which does not involve operation through franchising;
- **category 15** – Investment: Not applicable to Rhea's business model, as the Group does not have significant investments giving rise to significant indirect emissions.

On the other hand, the following Scope 3 categories are **included** in the inventory in that they are considered material:

- **category 1** – Purchases of goods and services;
- **category 2** – Capital goods purchased;
- **category 3** – Fuel- and energy-related activities (production, transportation and distribution of purchased energy);
- **category 4** – Upstream transportation of purchased goods;
- **category 5** – Waste treatment;
- **category 6** – Business travel;
- **category 7** – Employee commuting and remote working;
- **category 9** – Downstream transportation and distribution;
- **category 11** – Use of sold products.

More information is provided below on the figures used, the methodologies adopted and the sources of the emissions factors employed, broken down by area.

**Scope 1: Direct Emissions**

Sources of Scope 1 emissions include fixed natural gas combustion systems for heating the buildings occupied by the Rhea Vendors Group, as well as company vehicles running on fossil fuels (diesel and petrol). Fugitive emissions are monitored in annual audits, which did not reveal significant losses in the reporting period.

*Source of emissions factors used for Scope 1 emissions:*

- DEFRA 2024 (Department for Environment, Food & Rural Affairs, UK)
- ISPRA 2023 (Istituto Superiore per la Protezione e la Ricerca Ambientale, ITA)

**Scope 2: Indirect Emissions from Energy**

Scope 2 emissions result from consumption of purchased electricity and are reported according to

the location-based and market-based methods. The location-based approach takes into consideration the national energy mix, while the market-based method takes into account specific supply contracts or the residual energy mix.

*Source of emissions factors used for Scope 2 emissions:*

- Italy: ISPRA (Location-based); AIB Europa 2024 (Market-based)
- Spain: EEA (European Environmental Agency) (Location-based); AIB Europa 2024 (Market-based)
- France: EEA (Location-based); AIB Europa 2024 (Market-based)
- Germany: EEA (Location-based); AIB Europa 2024 (Market-based)
- The Netherlands: EEA (Location-based); AIB Europa 2024 (Market-based)
- Switzerland: Carbon Footprint Database (Location-based); EPA 2024 (Market-based)

**Scope 3: Indirect Emissions**

Scope 3 includes all indirect emissions of greenhouse gases produced along the Rhea Vendors Group value chain. Monitoring these emissions allows us to understand the impact on climate of strategic choices such as our selection of suppliers, materials and distribution models. The categories included in the analysis are listed below:

● **Category 1 – Purchased goods and services**

This category includes emissions deriving from the purchase of products and services. A hybrid approach has been adopted:

- **Quantity-based:** in view of the inaccessibility of environmental information on purchases, the approach adopted is based on well-monitored information about raw materials and semi-products used in the products sold during the year, on the basis of the LCA conducted for comparative purposes.
- **Spend-based:** applied to services purchased by the company, such as marketing, consulting services and telecommunications.

*Sources of emission factors: Ecoinvent 3.11, Oekobaudat, CBAM, ThinkStep, Exiobase, BEIS 2024, EPA.*

● **Category 2 – Capital goods**

Emissions of durable goods purchased by Rhea, such as machinery, tools and real estate properties. The spend-based method has been employed.

*Sources of emission factors: Exiobase, EPA, BEIS.*

● **Category 3 – Fuel- and energy-related activities**

This category includes the indirect emissions associated with production, extraction and transportation of electricity and fuels used by Rhea.

Sources of emission factors: DEFRA 2024, BEIS, Carbon Footprint, EPA.

● **Category 4 – Upstream transportation and distribution.**

Includes emissions linked with inbound logistics and outbound transportation managed directly by Rhea. Emissions are estimated on the basis of the distance travelled and the weight of the loads.

Sources of emission factors: European Environment Agency, IPCC.

● **Category 5 – Waste generated in operations**

This category includes emissions from the management of wastes generated by Rhea’s operations. The wastes taken into consideration include paper, plastic, metals, wood and electronic components.

Sources of emission factors: EPA, BEIS.

● **Category 6 – Business travel**

Travel for the purpose of events, meetings, visits to suppliers and sales is taken into consideration. Emissions are estimated on the basis of the spend-based method.

Sources of emission factors: Exiobase, EPA.

● **Category 7 – Employee commuting**

Emissions caused by commuting are calculated on the basis of information collected in internal questionnaires, considering the distances travelled and the means of transportation employed.

Sources of emission factors: DEFRA 2024, IPCC EFDB.

● **Category 9 – Downstream transportation and distribution.**

This category includes emissions deriving from distribution of finished products to end customers, when transported by the customer.

Sources of emission factors: European Environment Agency, IPCC

● **Category 11 – Use of sold products**

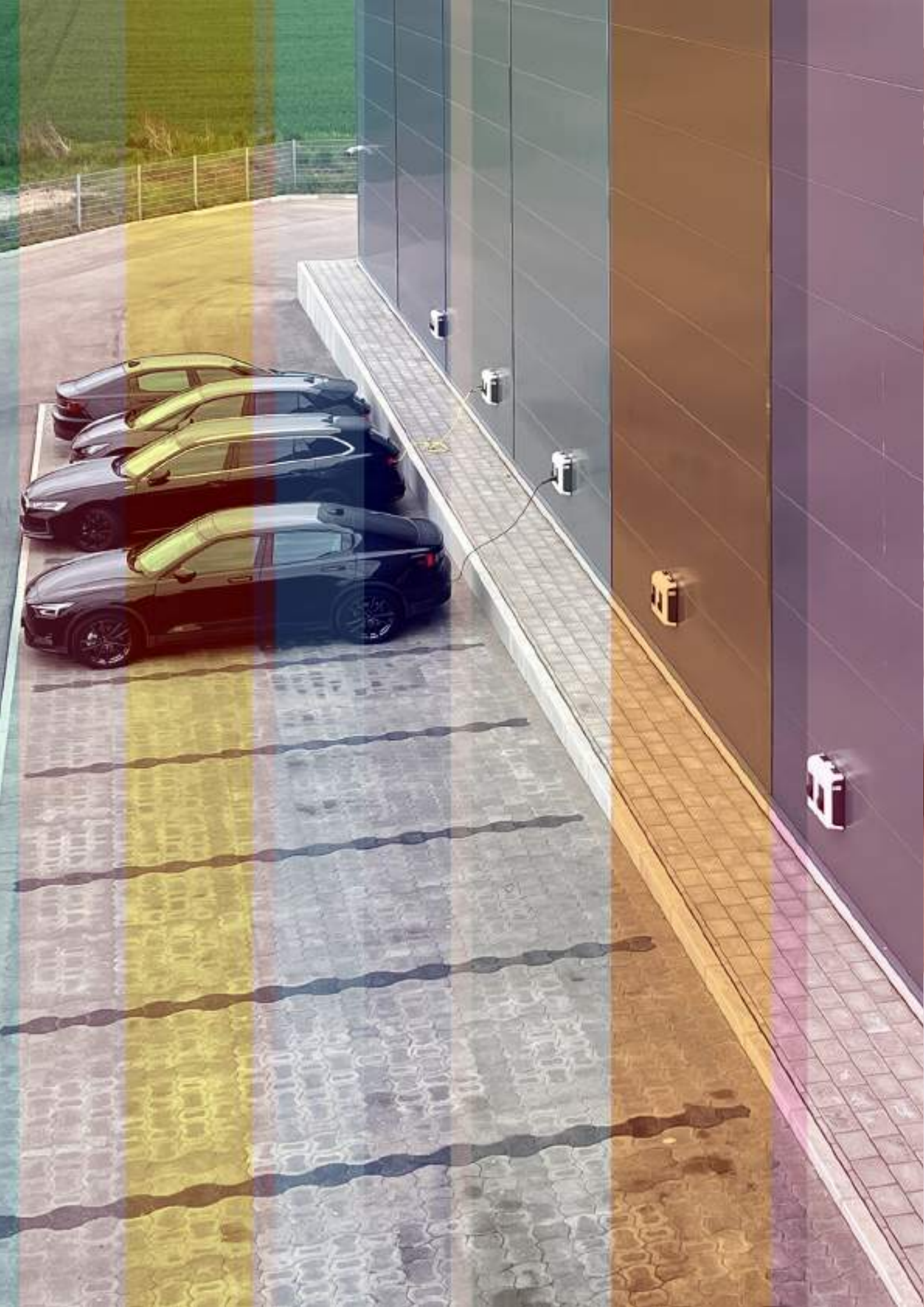
This is the category with the greatest impact. Emissions are estimated on the basis of the actual energy consumption of the vending machines sold throughout their entire life cycle, taking into account the various possible ways of using them and the different systems employed.

Sources of emission factors: ISPRA, AIB, EEA, Carbon Footprint, EPA.

The choice of methods and emissions factors is based on criteria of accuracy, availability of data and international recognition, in order to ensure the consistency, comparability and dependability of reporting.

| TOTAL GES EMISSIONS BROKEN DOWN BY SCOPE 1 AND 2 AND SIGNIFICANT SCOPE 3 CATEGORIES                                 |          |         |
|---------------------------------------------------------------------------------------------------------------------|----------|---------|
| tCO2e                                                                                                               | 2024     | %       |
| GES emissions - Scope 1 (A)                                                                                         | 984,4    | 1,48%   |
| From natural gas                                                                                                    | 579,1    | 0,87%   |
| From diesel for vehicle pool                                                                                        | 271,6    | 0,40%   |
| From petrol for vehicle pool                                                                                        | 133,7    | 0,19%   |
| GES emissions - Scope 2 Location-based emissions (B)                                                                | 407,1    | 0,61%   |
| Electricity                                                                                                         | 407,1    | 0,61%   |
| GES emissions - Scope 2 Market-based emissions (C)                                                                  | 111,5    | 0,17%   |
| Electricity                                                                                                         | 111,5    | 0,17%   |
| Material GES emissions - Scope 3 (D)                                                                                | 67.223,9 | 97,91%  |
| Category 1 – Purchased goods and services                                                                           | 6.481,0  | 6,63%   |
| Category 2 – Purchased capital goods                                                                                | 354,1    | 0,53%   |
| Category 3 – Fuel - and energy-related activities (production, transportation and distribution of purchased energy) | 200,5    | 0,30%   |
| Category 4 – Upstream transportation of purchased goods and services                                                | 91,0     | 014%    |
| Category 5 – Wastes generated in operations                                                                         | 237,5    | 0,36%   |
| Category 6 – Business travel                                                                                        | 358,6    | 0,54%   |
| Category 7 – Employee commuting and remote working                                                                  | 605,9    | 0,91%   |
| Category 9 – Downstream transportation and distribution                                                             | 365,1    | 0,55%   |
| Category 11 – Use of sold products                                                                                  | 58.530,3 | 87,95%  |
| Total GES emissions - Location based (tCO2e) (A+B+D)                                                                | 68.615,4 | 100,00% |
| Total GES emissions - Market based (tCO2e) (A+C+D)                                                                  | 68.319,8 |         |

In 2024 the Rhea Vendors Group registered **984.4 tonnes of CO<sub>2</sub>e in Scope 1**, corresponding to about **1.48% of its total emissions**. The majority of these emissions are attributable to **stationary combustion** of natural gas in the Group’s operating sites, contributing **579.1 t CO<sub>2</sub>e**, while the remainder derives from mobile combustion by the company’s diesel- and petrol-fuelled vehicle fleet (**405.3 t CO<sub>2</sub>e**). The absence of fugitive emissions in the reporting period reveals effective control of leakage of coolant gases. The relatively small contribution made by Scope 1 emissions reflect **limited dependence on high energy intensity production plants** and **efficient management of energy resources**, consistently with Rhea’s industrial model focusing on automation, design and customisation. Scope 2 emissions amount to **407.1 tonnes of CO<sub>2</sub>e** according to the **location-based** approach, equal to about **0.61% of total emissions**, while



the figure calculated using the **market-based** method is **111.5 t CO<sub>2</sub>e**. The market-based figure, lower than the location-based one, reveals the company's commitment to signing energy supply contracts with a reduced impact, demonstrating its **growing awareness of the importance of procuring energy from renewable sources**.

Rhea's Scope 3 greenhouse gas emissions in 2024 amount to **67,223.9 tonnes of CO<sub>2</sub>e**, representing **97.91%** of the total inventory. This figure reflects the extensive, articulated nature of the company's value chain, and above all reveals the crucial fact that **use of products sold** alone produces **87.95%** of all emissions.

This category takes on a decisive weight because the machines Rhea produces have a very long estimated useful lifespan, during which they continue to consume energy. The **LCA** conducted for a number of specific models confirms that energy consumption during use is the principal driver of environmental impact. As a result, all actions aimed at reducing consumption in this phase are of potential significance in terms of **climate mitigation**.

In this context, Rhea's commitment to developing **"rhea ESG"** machines featuring **induction** technology in place of conventional boilers represents a strategic choice consistent with sustainability targets. These solutions permit a significant reduction in energy consumption during operation, making a concrete contribution to **decarbonisation of the product life cycle**.

The analysis therefore confirms that technological innovation oriented toward improving energy efficiency represents not only an opportunity but a need for effectively addressing the company's impact on climate. Detailed measurement of Scope 3 emissions provides a solid foundation for **complete assessment of environmental impact throughout the entire product life cycle**, and represents a strategic opportunity for **targeted actions aimed at reduction**, particularly during use of the products and selection of materials.

| GES INTENSITY BASED ON NET REVENUES                                                                    | 2024   |
|--------------------------------------------------------------------------------------------------------|--------|
| Net revenues (million euro)                                                                            | 121,04 |
| Total GES emissions - location based - in proportion to net revenues (tCO <sub>2</sub> e/million euro) | 566,90 |
| Total GES emissions - market based – in proportion to net revenues (tCO <sub>2</sub> e/million euro)   | 564,44 |

**E1-7 < GHG REMOVALS AND PROJECT FOR MITIGATION OF GHG EMISSIONS FINANCED WITH CARBON CREDITS**

No information to report.

**E1-8 < INTERNAL CARBON PRICING**

No information to report.

**E5 < Circular economy and use of resources**

**Management of material Impacts, Risks and Opportunities**

**SBM-3 < MATERIAL IMPACTS, RISKS AND OPPORTUNITIES AND THEIR INTERACTION WITH STRATEGY AND BUSINESS MODEL**

The organisation is aware of the growing importance of efficient use of resources and the circular economy in the context of its operations. The analysis reveals the presence of both **initiatives already under way**, oriented toward reducing waste and increasing recovery of materials, and **structural critical points** linked with dependence on virgin resources and on non-circular flows of materials throughout the value chain..

Projects such as **"Second Life"** and **introduction of modular packaging** represent concrete examples of an approach oriented toward circularity, producing positive environmental impacts and potential benefits, including economic and competitive benefits. At the same time, **persistent dependence on non-renewable raw materials**, the **impact of packaging, production of waste during operations** and regulatory risk connected with the evolution of the regulatory framework suggest **areas requiring priority attention** to ensure the medium- to long-term sustainability of the Group's business model.

In this scenario, the circular economy represents an **area for ongoing improvement** and a **strategic opportunity** to reinforce resilience, optimise processes and contribute to the transition to more sustainable models of production.

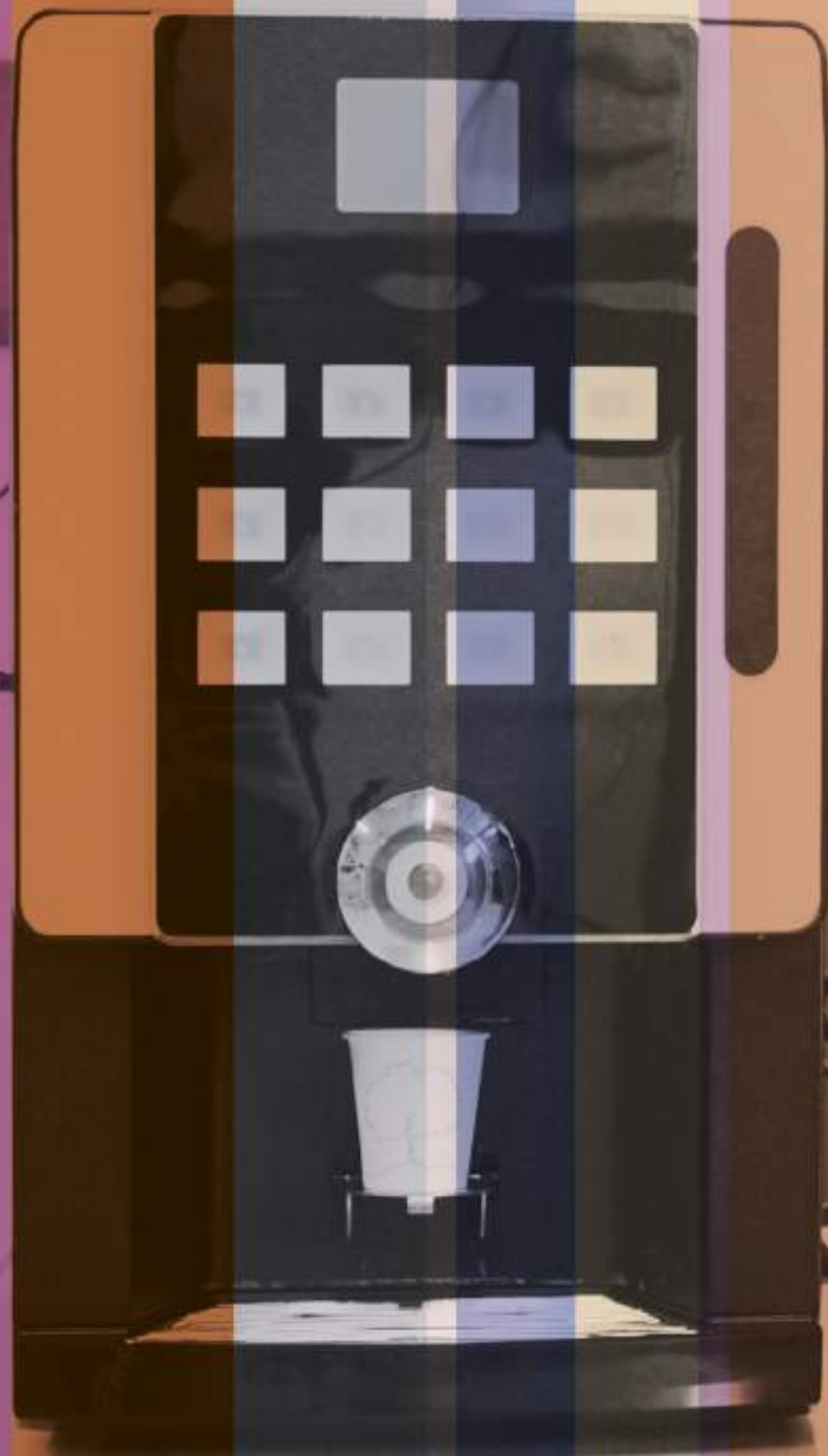
**E5-1 < POLICIES RELATED TO RESOURCE USE AND CIRCULAR ECONOMY**

Rhea Vendors manages impacts connected with use of resources and promotion of the circular economy through a structured set of policies integrated into its **UNI EN ISO 14001:2015 certified Environmental Management System**. This system represents the principal reference for identification, assessment and management of the environmental impacts of the product life cycle and of productive, logistical and organisational processes.

The key goals of the **Environmental Policy** adopted by Rhea Vendors include:

- **minimising consumption of energy, water, raw materials and production** of wastes, promoting recovery wherever possible;
- **integration of environmental targets into development programmes** and operative management of production;
- **wherever technically and economically sustainable, use of the best technologies available** to prevent environmental impacts;
- **assessment of context, stakeholders' expectations and the product's prospective life cycle, with a special focus on efficient use of resources.**

| THEME                                          | DESCRIPTION OF IRO                                                                                                                                                                                                                                                                                                                                                                                                        | TYPE OF IRO     | STATUS  | TIME FRAME  | POSITIONING ON THE VALUE CHAIN |  |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------|-------------|--------------------------------|--|
| Incoming resources, including use of resources | The organisation contributes to resource circularity through the “Second Life” project, aimed at extending the lifespan of coffee machines by promoting their reuse and reducing waste. The initiative permits reclamation rather than disposal of used machines, favouring a more sustainable approach to materials management                                                                                           | Positive impact | Current | Short term  | Downstream value chain         |  |
| Incoming resources, including use of resources | The organisation promotes efficient, circular use of resources through concrete initiatives such as introduction of modular packaging to optimise the use of materials and reduce waste and the “Second Life” project for reducing dependency on virgin resources by promoting reuse of second-hand machines                                                                                                              | Positive impact | Current | Short term  | Both                           |  |
| Incoming resources, including use of resources | Though initiatives such as the “Second Life” project help reduce wastes, the company’s activities and processes still depend largely on non-circular resources such as metals and plastic made primarily from virgin materials                                                                                                                                                                                            | Negative impact | Current | Short term  | Own operations                 |  |
| Incoming resources, including use of resources | The organisation depends on a supply chain based on non-renewable resources, such as metals, plastic and electronic components, from sectors with limited circularity and high levels of waste. This form of procurement contributes to non-circular use of raw materials                                                                                                                                                 | Negative impact | Current | Long term   | Upstream value chain           |  |
| Incoming resources, including use of resources | Initiatives such as the “Second Life” project and use of modular packaging reflect the organisation’s commitment toward achieving a more efficient, circular business model. These practices represent a financial opportunity due to the reduction of waste and optimisation of consumption of materials                                                                                                                 | Opportunity     | .       | Short term  | Own operations                 |  |
| Outgoing flows of resources                    | The organisation has adopted a modular packaging system with the goal of optimising use of materials and reducing waste, demonstrating its concrete commitment to limiting outgoing flows of resources throughout the production cycle                                                                                                                                                                                    | Positive impact | Current | Short term  | Own operations                 |  |
| Outgoing flows of resources                    | The organisation supplies coffee machines and spare parts for them, accompanied by packaging that contributes to the flows of materials associated with its operations                                                                                                                                                                                                                                                    | Negative impact | Current | Long term   | Downstream value chain         |  |
| Outgoing flows of resources                    | The organisation’s activities, such as supplies of spare parts and packaging, contribute to outgoing flows of resources throughout the products’ lifespan. Not all the materials used are guaranteed reusable or recyclable, limiting the potential for overall circularity                                                                                                                                               | Negative impact | Current | Long term   | Own operations                 |  |
| Outgoing flows of resources                    | The organisation depends on raw materials procurement supply chains with very intensive use of resources such as metals, plastic and electronic components, essential for the production of coffee machines and their spare parts. This dependence has a negative impact in terms of consumption of virgin resources                                                                                                      | Negative impact | Current | Long term   | Upstream value chain           |  |
| Wastes                                         | The organisation is exposed to financial risks connected with the evolution of the regulatory framework concerning the use and disposal of packaging and electronic components, including the possibility of prohibition of non-recyclable materials. Such changes could compromise the security of the supply chain and increase the cost of materials, with a direct impact on operations and on profitability          | Risk            | -       | Long term   | Upstream value chain           |  |
| Wastes                                         | The organisation contributes to the generation of wastes, particularly due to the packaging used for its products. Coffee machines designed to be long-lasting, modular and supported with the availability of spare parts help reduce the frequency of replacement. But product end-of-life nonetheless represents a critical point, requiring appropriate disposal or recycling practices to limit environmental impact | Negative impact | Current | Medium term | Value chain                    |  |
|                                                |                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |         |             |                                |  |



In parallel, the **Code of Ethics** underlines the Group's commitment to compliance with current environmental legislation (such as Legislative Decree 152/06) and to the promotion of a corporate culture oriented toward protection of the environment and sustainability throughout the value chain.

Lastly, the Group's **Quality Policy** explicitly draws **attention to product life cycle and recyclability**, underlining the importance of an integrated approach embracing technological innovation and reduction of environmental impact.

These policies outline a consistent framework **acknowledging the central importance of efficient use of resources** and the **transition to a circular model**, systemically and continuously guiding the company's work and promoting an organisational culture based on progressive improvement of environmental performance.

**In short, the policies adopted by Rhea Vendors:**

- **guide the transition from use of virgin resources to use of secondary materials**, integrating circularity into the logic of product design and packaging;
- **promote sustainability in the selection and use of resources**, with explicit reference to life cycle assessment and eco-design.

**E5-2 < ACTIONS RELATED TO RESOURCE USE AND CIRCULAR ECONOMY**

Consistently with the commitments outlined in its environmental policies, Rhea Vendors has begun to implement an articulated set of actions aimed at improving the **efficiency of resource use**, reducing waste and promoting an increasingly circular form of production. These actions focus on **eco-design, optimisation of the use of materials, reuse, recyclability and systematic monitoring** throughout the entire product life cycle.

**Circular design and product durability**

Key initiatives include the **Second Life** project, consisting of **refurbishment, rental and resale of reconditioned machines**, extending the machines' useful lifespan and reducing end-of-life waste. In parallel, another project under way focuses on **product modularity**, with the goal of making machines increasingly **interchangeable, repairable and dismantlable**, supporting reuse of individual components and facilitating recycling.

**"rhea ESG" and solutions for efficient use of resources**

**"rhea ESG"** machines represent a synthesis of technological innovation and circular economy. Developed on the basis of an approach oriented toward **durability, efficiency of use and sustainability of materials**, the machines integrate:

- **modular components** which can easily be replaced to extend the products' useful lifespan;
- **recycled plastics** in some parts of their structure;
- **water dispensers designed to reduce consumption of single-use plastics**;
- **induction heating technologies** (Varitherm) optimising the energy required for each recipe while contributing to reduction of mechanical and thermal stress on components.

Moreover, **TM-ON telemetrics** technology permits **remote management of machines**, reducing the need to provide technical assistance in person and thereby helping to minimise the logistical impact and waste associated with maintenance work.

To objectively measure the environmental benefits of these solutions, in 2024 the company conducted a **comparative LCA of "rhea ESG" and conventional machines**. The results confirmed that ESG solutions permit an **overall reduction of environmental impact throughout the product life cycle**. This approach allows the organisation to orient its future design choices on the basis of measurable, scientifically validated data.

**Optimisation of packaging and incoming resources**

Rhea Vendors has introduced **modular packaging systems** to optimise use of materials, reduce the volume of scrap and improve the efficiency of logistics. At the same time, the company worked in **partnership with local suppliers** to reduce or reuse incoming packaging, helping to decrease non-circular material flows upstream of the value chain.

These actions are being **extended internationally**:

- in **Germany, Austria and the United Kingdom**, incoming plastic packaging has been replaced with **paper or card**, accompanied with **reuse of existing plastic** in order to reduce non-circular material flows;
- in **Poland**, a machine has been purchased specifically to facilitate reuse of boxes, improving the circularity of operative packaging.

In 2024, the Group completed systematic monitoring of recycled raw materials used in a selection of its machines and packaging materials, laying the foundations for future integration of secondary materials in its supplies.

**Waste management and prevention**

The company has implemented **monitoring of the wastes generated** and their degree of circularity with the goal of improving **traceability of outgoing flows of materials** and reinforcing strategies for reduction and recovery. Special attention is focused on:

- defective components and scrap materials from production processes;
- packaging waste;
- electronic waste and non-reusable parts.

Wastes are handled on the basis of the principles of the waste hierarchy, giving priority to prevention, reuse and recycling with a systematic approach under standard ISO 14001.

**Metrics and targets**

**E5-3 < TARGETS RELATED TO RESOURCE USE AND CIRCULAR ECONOMY**

Rhea Vendors has set a number of concrete targets to reinforce its approach to responsible use

of resources and transition to a more circular model. These priorities regard **transparency toward customers, use of recycled raw materials, and progressive alignment with recognised environmental standards.**

The organisation specifically aims to:

- **systematically communicate the percentage of recycled raw materials** used in each product and its packaging, with specific reference to recycled plastic;
- **assess adoption of environmental labelling systems** (such as Nordic Ecolabelling, Eco-score and Planet-score) to help customers understand the environmental impact of products and encourage conscientious purchasing decisions.

These goals are part of a wider-ranging strategy of eco-design which is already in place, contributing at higher levels in the waste hierarchy, specifically through **prevention, reuse and valorisation of the resources used.** These are **voluntary** targets aimed at consolidating the **circularity of the product portfolio** and fulfilling the company’s **responsibility to provide information** to its stakeholders.

E5-4 < RESOURCE INFLOWS

Quantitative data on materials used by the Rhea Vendors Group in the assembly and production of its products is presented below. Values are expressed in tonnes to ensure uniformity and legibility, with the exception of finished products, which, as they are sold by sales branches, are reported in terms of the number of units.

The principal categories of materials employed include **metal and plastic semi-products** – destined for assembly of machines – and **packaging materials** such as card, wood, plastic and paper. **Sheet metal** represents the largest share of semi-products, consistently with the nature of the products produced. Quantities are estimated on the basis of amounts of materials effectively purchased, considering a certain physiological percentage of scrap and referring to the standard average weights of components.

Volumes of packaging materials are determined on the basis of the number of packages used and their composition, with reference to the principal types of packaging in use. The source of the data varies on the basis of the Group’s information systems and the reporting practices of different companies in the group.

Comparison of the years 2023 and 2024 reveals an **overall reduction in the weight of the materials employed** from about **3,110 tonnes to 2,546 tonnes (-18%).** This trend clearly and consistently reflects **the actions implemented by the Group to improve the efficiency of its use of resources,** particularly through:

- **rationalisation of use of plastic,** in both components and packaging (-22% in plastic semi-products and -22% in plastic packaging),
- **optimisation of metal semi-products,** reducing use of sheet metal from 2,390 to 1,960

tonnes (-18%),

- and **progressive reduction of packaging** thanks to introduction of **modular solutions with a reduced environmental impact,** decreasing total packaging from 400 to 337 tonnes (-16%), particularly wood (-22%) and cardboard (-10%).

At the same time, foreign companies purchased about **933,000 units of finished products** in 2024, including machines, vending machines and spare parts, registering a drop over 2023 (1,033,000 units). This figure, expressed in terms of units rather than by weight, reflects the heterogeneous nature of the products sold.

At the present time **no precise figures are available on the portion of the materials used that is recycled,** for either semi-products or packaging. The Group is however aware of the importance of this information for ongoing improvement, and is committed to **setting up a more advanced tracking and monitoring system** in the years to come, permitting transparent, precise reporting of the origin of materials and integration of secondary raw materials in its processes.

All the figures reported should be considered **estimates** based on internal data processing, and

| TOTAL WEIGHT OF PRODUCTS AND CLASSIFICATION OF WASTE |       |       |
|------------------------------------------------------|-------|-------|
| Tons                                                 | 2024  | 2023  |
| Weight of products and materials used                | 2.546 | 3.110 |
| Semi-products                                        | 2.209 | 2.710 |
| Of which plastic                                     | 249   | 320   |
| Of which sheet metal                                 | 1.960 | 2.390 |
| Packaging materials                                  | 337   | 400   |
| Of which cardboard                                   | 192   | 214   |
| Of which paper                                       | 6     | 8     |
| Of which plastic                                     | 27    | 34    |
| Of which wood                                        | 112   | 144   |

| Units                           | 2024    | 2023      |
|---------------------------------|---------|-----------|
| Finished products               | 932.834 | 1.033.191 |
| Of which table-top machines     | 14.213  | 17.426    |
| Of which vending machines       | 2.161   | 2.403     |
| Of which snack vending machines | 728     | 983       |
| Of which spare parts            | 915.732 | 1.012.379 |

represent the first step toward more precise reporting in line with the Group’s **targets for environmental sustainability** and **responsible resource use**.

E5-5 < RESOURCE OUTFLOWS

Figures on **wastes generated by the Rhea Vendors Group** are provided below, divided into two sections.

The first table presents a breakdown of wastes by **type of material** (paper, plastic, glass...), combining the figures from all Group companies.

The second table concerns **management of hazardous and non-hazardous waste**, providing details of their destination (disposal or recovery) and referring **exclusively to companies in Italy**, representing the largest share of total wastes (about 96% in 2024, equal to 749 t out of a total of 779 t).

In 2024 the Group generated a total of **779.87 tonnes of wastes**, down since the previous year (**814.76 tonnes**, -4%). **The categories with the highest impact** in terms of weight are still **mixed municipal wastes (273.94 t)**, **paper (235.74 t)** – used primarily for packaging – and **coffee residues** from testing machines (**150.00 t**).

These are followed by **wood** (70.03 t) used in the movement and packaging of products and other metals (31.38 t), down since 2023. Also note the increase in **WEEE (8.46 t)** compared to 4.50 t in 2023).

On the other hand, decreases are reported in waste **glass** (-1.17 t), **organic wastes** (-1.22 t) and **coffee residues** (-56.45 t), the latter thanks to more efficient testing and reduction of the number of tests conducted during assembly of machines.

Consistently with the goal of reducing environmental impact, a slight **improvement in the portion of wastes not sent for disposal** may be noted, from **81% in 2023 to 82% in 2024 in Italy**, testifying to progressive improvement of the separation and recycling of wastes. Wastes sent for disposal decreased from **154.80 tonnes to 137.74 tonnes**.

All wastes generated by the Group are **non-hazardous**.

At the present time, **complete, homogeneous reporting of the final destination of wastes** (recycling, waste-to-energy, landfill, etc.) is not yet available, as the figures collected refer primarily to the destination macrocategory (disposal or alternatives to disposal).

Moreover, **information on the final destination of wastes is available for Italy only**, as the flows of wastes produced by companies operating abroad are not yet systematically monitored. The Group is aware of the importance of more detailed reporting, and is committed to **improving its waste tracking system** in the years to come, in terms of both **classification by type of processing** and **extension of the reporting area to include international companies**.

| TOTAL WEIGHT AND CLASSIFICATION OF WASTE   |        |        |
|--------------------------------------------|--------|--------|
| Tons                                       | 2024   | 2023   |
| Total wastes                               | 779,87 | 3.110  |
| Of which paper                             | 235,74 | 224,94 |
| Of which plastic                           | 5,25   | 4,42   |
| Of which glass                             | 0,90   | 2,07   |
| Of which wood                              | 70,03  | 73,31  |
| Of which toner                             | 0,17   | 0,10   |
| Of which WEEE                              | 8,46   | 4,50   |
| Of which other metals                      | 31,38  | 45,23  |
| Of which packaging made of mixed materials | 4,60   | 3,30   |
| Of which organic wastes                    | 5,05   | 6,27   |
| Of which coffee                            | 150.00 | 206.45 |
| Of which mixed municipal wastes            | 273,94 | 259,25 |
| Of which bulky wastes                      | -      | 1,06   |

| Tons                            | 2024   | 2023   |
|---------------------------------|--------|--------|
| Hazardous waste                 | 0      | 0      |
| Waste not destined for disposal | 0      | 0      |
| Wastes destined for disposal    | 0      | 0      |
| Non-hazardous waste             | 749,06 | 811,35 |
| Waste not destined for disposal | 611,32 | 656,75 |
| Wastes destined for disposal    | 137,74 | 154,60 |
| Total wastes                    | 749,06 | 811,35 |
| Not destined for disposal (%)   | 82%    | 81%    |
| Destined for disposal (%)       | 18%    | 19%    |

# Social

## S1 < Own workforce

### Management of material Impacts, Risks and Opportunities

#### SBM 3 < MATERIAL IMPACTS, RISKS AND OPPORTUNITIES AND THEIR INTERACTION WITH STRATEGY AND BUSINESS MODEL

Analysis of the impacts, risks and opportunities linked with the workforce has confirmed Rhea Vendors' commitment to promoting a corporate culture focusing on people, considered an essential resource for the organisation's competitiveness and sustainable growth. The Company's operating model is based on **permanent, long-term employment**, as demonstrated by the high percentage of permanent contracts, and on a concrete focus on **protection of workers' health, safety and physical and psychological well-being**.

Rhea invests constantly in **training and skill development**, acknowledging the key role they play in innovation, quality of service and internal motivation.

It also dedicates special attention to **creation of inclusive workplaces respectful of diversity**, through initiatives and programmes promoting equal access to opportunities, work/life balance, and acknowledgement of each person's contributions. In this context, the human dimension is an integral part of the company's strategy, contributing to the generation of shared value and solid relationships based on trust, listening and participation.

In this solid context, Rhea recognises the importance of further reinforcing **representation of women in positions of responsibility, improving structured tools for consulting people** and **extending active involvement to include temporary workers**. These areas represent opportunities for improvement on which the Company is already actively working, consistently with its vision centring around the value of people as drivers of sustainable progress.

#### S1-1 < POLICIES RELATED TO OWN WORKFORCE

The Rhea Vendors Group has adopted clear policies and commitments aimed at promoting respect for human rights and workers' rights, non-discrimination and inclusion, consistently with the **United Nations Guiding Principles on Business and Human Rights**, the **ILO Declaration on Fundamental Principles and Rights at Work** and the **OECD Guidelines for Multinational Enterprises**.

The **Code of Ethics** adopted by the entire Group sets forth the basic principles of conduct expected and expressly prohibits all forms of discrimination, abuse, harassment, intimidation or degrading



| THEME             | DESCRIPTION OF IRO                                                                                                                                                                                                                                                                                                                          | TYPE OF IRO     | STATUS  | TIME FRAME  | POSITIONING ON THE VALUE CHAIN |  |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------|-------------|--------------------------------|--|
| Secure employment | The organisation actively promotes secure employment, as demonstrated by the near-total use of permanent contracts (98%) and initiatives for inclusion of disadvantaged persons, such as programmes for reintegration of former detainees                                                                                                   | Positive impact | Current | Short term  | Own operations                 |  |
| Secure employment | Investing in secure employment helps reduce employee turnover, improve the workplace climate and attract talent. These elements, taken together, improve productivity and business continuity, reinforcing the organisation's long-term resilience and financial solidity                                                                   | Opportunity     | -       | Medium term | Own operations                 |  |
| Working hours     | The organisation adopts flexible ways of working such as working from home, personalised working hours and part-time work. A task monitoring system permits rotation of factory workers' tasks, contributing to fair distribution of workloads and prevention of fatigue                                                                    | Positive impact | Current | Short term  | Own operations                 |  |
| Working hours     | The organisation has adopted policies such as limitation of overtime hours, paid leave for medical appointments and attentive management of workloads with a special system for factory workers                                                                                                                                             | Positive impact | Current | Short term  | Own operations                 |  |
| Working hours     | The solutions adopted promote more efficient management of resources and help improve employees' satisfaction and productivity. Alignment of organisational well-being and operative efficiency reinforces the economic sustainability of the Group's business model                                                                        | Opportunity     | -       | Medium term | Own operations                 |  |
| Adequate pay      | The organisation offers pay above the average rates on the market, integrated by a corporate welfare system including vouchers, refunds for educational expenses, and recreational and social security services. Moreover, productivity bonuses linked with achievement of targets help to reward merit and reinforce individual motivation | Positive impact | Current | Short term  | Own operations                 |  |
|                   |                                                                                                                                                                                                                                                                                                                                             |                 |         |             |                                |  |

| THEME                   | DESCRIPTION OF IRO                                                                                                                                                                                                                                                                                                                             | TYPE OF IRO     | STATUS    | TIME FRAME  | POSITIONING ON THE VALUE CHAIN |  |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------|-------------|--------------------------------|--|
| Adequate pay            | The organisation has introduced regulations and operating tools guaranteeing that salaries are fair, transparent and appropriate for the cost of living, going beyond economic factors alone. With a structured welfare platform, Rhea Vendors integrates pay with targeted accessory benefits such as reimbursement for educational expenses  | Positive impact | Current   | Short term  | Own operations                 |  |
| Workers' representation | Rhea Vendors' business model ensures the conditions for adequate representation of employees, who are covered by collective bargaining agreements                                                                                                                                                                                              | Positive impact | Current   | Short term  | Own operations                 |  |
| Workers' representation | The organisation has implemented regulations and operative tools ensuring employees' involvement and representation, primarily through participation of collective bargaining contracts of employment formally stating their right to participate                                                                                              | Positive impact | Current   | Short term  | Own operations                 |  |
| Life/work balance       | The organisation actively promotes achievement of life/work balance through structured, inclusive policies such as flexible working hours, part-time employment options and up to 10 hours of paid medical leave                                                                                                                               | Positive impact | Current   | Short term  | Own operations                 |  |
| Life/work balance       | The absence of an appropriate balance between professional and personal life can generate direct financial risks for the organisation, in terms of higher rates of absenteeism, less satisfaction and greater turnover. These critical areas are particularly significant for shift workers and those with limited potential to work from home | Risk            | -         | Medium term | Own operations                 |  |
| Health and safety       | The organisation has a structured system of policies and programmes protecting workers' health, safety and well-being, including risk assessment, periodic medical check-ups, dedicated training sessions and emergency drills. The organisation is working on reinforcement of this commitment in the form of UNI ISO 45001 certification     | Positive impact | Potential | Medium term | Own operations                 |  |
|                         |                                                                                                                                                                                                                                                                                                                                                |                 |           |             |                                |  |

| THEME                          | DESCRIPTION OF IRO                                                                                                                                                                                                                                                                                                                                                                                                                                      | TYPE OF IRO     | STATUS  | TIME FRAME  | POSITIONING ON THE VALUE CHAIN |  |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------|-------------|--------------------------------|--|
| Health and safety              | The organisation guarantees a safe, healthy working environment thanks to the availability of resources for systematic investment in risk assessment, training, periodic medical check-ups and protective devices. Adoption of external audits such as SMETA 4 Pillar, combined with preparation of emergency plans and preventive measures, confirms the organisation's ability to integrate safety into its operative choices and corporate processes | Positive impact | Current | Short term  | Own operations                 |  |
| Gender equality                | Rhea Vendors’ business model permits promotion of equal opportunities and equal pay for men and women, as demonstrated by its gender pay gap of only 7%, well below the national and European average                                                                                                                                                                                                                                                   | Positive impact | Current | Short term  | Own operations                 |  |
| Gender equality                | The organisation has adopted specific policies ensuring equal pay and equal opportunities for men and women, as demonstrated implementation of a Gender equality policy and qualification for UNI-PdR 125:2022 gender equality certification                                                                                                                                                                                                            | Positive impact | Current | Short term  | Own operations                 |  |
| Gender equality                | In organisational terms, under-representation of women in positions of management represents an area for improvement in the company                                                                                                                                                                                                                                                                                                                     | Negative impact | Current | Medium term | Own operations                 |  |
| Training and skill development | Rhea Vendors’ business model permits ongoing investment in training and skill development                                                                                                                                                                                                                                                                                                                                                               | Positive impact | Current | Short term  | Own operations                 |  |
| Training and skill development | The organisation has introduced structured employee training and professional development programmes, beginning with annual assessment of training requirements. Learning programmes include technical skills, leadership skills, cyber security and regulatory updates, as well as targeted initiatives such as managerial training and the “Women Spark” programme                                                                                    | Positive impact | Current | Medium term | Own operations                 |  |
|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                 |         |             |                                |  |

| THEME                                                        | DESCRIPTION OF IRO                                                                                                                                                                                                                                                                                                                                                      | TYPE OF IRO     | STATUS  | TIME FRAME  | POSITIONING ON THE VALUE CHAIN |  |
|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------|-------------|--------------------------------|--|
| Employment and inclusion of persons with disabilities        | Rhea Vendors’ business model supports inclusion of persons with disabilities in the workplace, as the company offers opportunities for permanent employment to members of protected categories                                                                                                                                                                          | Positive impact | Current | Short term  | Own operations                 |  |
| Measures preventing violence and harassment in the workplace | The organisation has adopted a series of policies and tools for preventing violence and harassment in the workplace. The Code of Ethics clearly defines unacceptable behaviour and its consequences, while dedicated whistleblowing channels and providing of information ensure that employees are aware of their rights and the forms of protection available to them | Positive impact | Current | Short term  | Own operations                 |  |
| Measures preventing violence and harassment in the workplace | Rhea Vendors’ business model allows the company to guarantee a safe workplace free of violence and harassment, thanks to adequate resources and an organisational set-up oriented toward social responsibility                                                                                                                                                          | Positive impact | Current | Short term  | Own operations                 |  |
| Diversity                                                    | Rhea Vendors’ business model permits concrete support for initiatives focusing on diversity and inclusion, favouring investment in inclusive hiring practices, fair career development and programmes aimed at appreciation of diversity, such as “Women Spark”                                                                                                         | Positive impact | Current | Medium term | Own operations                 |  |
| Diversity                                                    | The organisation has adopted a policy for diversity and inclusion, establishing the organisation's guidelines in the area of equal opportunities, non-discrimination and appreciation of diversity                                                                                                                                                                      | Positive impact | Current | Short term  | Own operations                 |  |
|                                                              |                                                                                                                                                                                                                                                                                                                                                                         |                 |         |             |                                |  |



treatment in the workplace. The document emphasises the organisation's commitment to:

- **respect for human dignity**, guaranteeing fair, inclusive working conditions;
- **promotion of equal opportunities** in hiring, pay and career development;
- **protection of trade union rights**, the right to free association and freedom of expression;
- guaranteeing the **physical and psychological safety of workers**, prohibiting all forms of violence or coercion.

The Code includes general provisions concerning **combating trafficking in human beings**, forced labour and child labour, and outlines responsibilities in the area of **health and safety**, appointing Management and to Department Heads to the task of promoting a healthy, safe working environment. Moreover, it recalls the **whistleblowing mechanism** for reporting behaviour contrary to the company's principles, also available to its international branches.

To reinforce its commitment to inclusion and equality, Rhea has adopted a **Diversity and Gender Equality Policy**, intended to ensure a fair, accessible workplace open to diversity. The key principles of the policy include:

- **equal pay for men and women**;
- **removal of obstacles to women's professional development** with dedicated training programmes;
- **protection of vulnerable categories** and appreciation of individual differences (in gender, age, disabilities, ethnic origin, sexual orientation, religion);
- **involvement of management** and ongoing monitoring with specific indicators.

The policy involves concrete actions for **preventing and combating all forms of discrimination and harassment**, including personnel training and adoption of inclusive language and behaviour. It is an integral part of the corporate management system, and is updated periodically on the basis of the results achieved and the reference framework

### **S1-2 < PROCESSES FOR ENGAGING WITH OWN WORKFORCE AND WORKERS' REPRESENTATIVES ABOUT IMPACTS**

Rhea Vendors promotes awareness of the importance of open, collaborative communication within the company. Methods of direct involvement of the workforce include **department meetings, communication via company bulletin boards, e-mail notifications and periodic meetings** with management to discuss targets, results and proposals for improvement.

All employees have the opportunity to **propose changes to procedures or report issues in operations**, contacting their supervisors or Management in writing, to contribute to the identification of actions for improvement. Communication is supported by the principles of **confidentiality, transparency and reciprocal respect**, as required by the Code of Ethics.

Workers may be involved directly or through their representatives, where applicable. The **Human Resources Manager**, working in coordination with company management, is in charge of ensu-

ring that there is constant dialogue with the workforce and that its results inform the company's decisions.

The company is aware of the importance of listening to the voices of workers belonging to potentially vulnerable categories, such as **persons with disabilities, women and temporary workers**, and is committed to reinforcing tools and initiatives aimed at ensuring that their point of view is represented and that they are integrated into the company's decision-making processes. This is the context of **Women Spark**, an initiative promoting women's leadership and development of awareness among women in the company. Through training programmes, testimony and discussion, the initiative encouraged cross-cutting dialogue and laid the foundations for shared reflection on equal opportunities and women's role in the organisation.

### **S1-3 < PROCESSES TO REMEDIATE NEGATIVE IMPACTS AND CHANNELS FOR OWN WORKERS TO RAISE CONCERNS**

Rhea Vendors has implemented a **structured whistleblowing procedure** in compliance with Legislative Decree 24/2023, allowing employees and third parties (including associates, suppliers, former employees and candidates for employment) to **safely report unlawful behaviour, violations or other significant problems**, possibly anonymously.

The internal whistleblowing channel is accessible via a **dedicated encrypted channel** protecting the confidentiality of the whistleblower and of the person involved. Reports may be presented in writing, in an audio file or, on request, during a meeting in person with the person in charge of whistleblowing.

Reports are handled by **designated figures** including the HR Manager and, in the event of a conflict of interest, the Sustainability Manager. There is a specific procedure for receiving, assessing and responding to reports, including confirmation of reception and a response within three months.

The procedure is extensively **publicised among employees** (by e-mail, intranet, posters, web site) and covered in **training and onboarding processes**. The **management of reports is monitored**, storing the data for five years and reporting to the Board of Directors or the Board of Auditors if required.

The organisation assesses the effectiveness of its whistleblowing system with the involvement of trade union representatives and ongoing education initiatives, with the goal of promoting a **culture of transparency and trust** in which employees can feel safe filing a report. Sanctions are applied in the event of retaliation or hindering of whistleblowing.

### **S1-4 < TAKING ACTION ON MATERIAL IMPACTS AND APPROACHES TO MITIGATING MATERIAL RISKS AND PURSUING MATERIAL OPPORTUNITIES RELATED TO OWN WORKFORCE, AND EFFECTIVENESS OF THOSE ACTIONS**

In 2024 the Rhea Vendors Group further reinforced its commitment to its workforce with an organic set of actions aimed at generating positive impacts, preventing negative ones and taking advantage of opportunities linked with appreciation of people's potential. These initiatives are developed on the basis of the principal lines of impact emerging from double materiality analysis, with the involvement of all company functions, confirming the organisation's focus on the well-being, inclusion and growth of its employees.

**Secure employment and inclusion in the workplace**

**Secure employment and inclusion in the workplace** are pillars of Rhea's organisational model. In addition to maintaining a rate of **99%** permanent contracts, the company has consolidated its social inclusion policies, with a special focus on integration of people in disadvantaged situations in its workforce. This is the context of the company's participation in the Gi Group's **Women4** project, offering free technical training for women seeking employment, concluding with permanent job offers for participants. The initiative represented a concrete example of combating segregation in employment and appreciation of diversity in industry.

**Gender equality and inclusion**

2024 was also an important year for the theme of **gender equality**. Following a structured process involving multiple levels in the organisation, Rhea obtained **UNI/PdR 125:2022** certification, underlining the effectiveness of its policies on equal pay, career opportunities, life-work balance and prevention of discrimination. At the same time, the company continued to develop the **Rhea Women Spark** programme, involving new women in managerial positions in paths for the achievement of women's leadership, self-awareness and storytelling. In 2024, the programme was **extended to foreign branches** with the goal of promoting awareness of inclusiveness throughout the Group.

**WOMEN SPARK**

Rhea Women Spark is a training and collaboration project developed by Rhea to promote women's empowerment and contribute to the creation of a fair, sustainable workplace.

The training project, begun in 2022 under the guidance of Dr. Lorenza Angelini – an Akron partner – saw the involvement of 15 women from various company departments in the first stage, with the goal of bringing out their full potential, strengthening their soft skills and ability to work as a team, and encouraging them to achieve greater self-awareness.

In the second part of the programme, participants put the knowledge they had acquired into practice, becoming team leaders in the following projects aimed at improving employees' well-being and experience throughout the company while promoting awareness of the importance of environmental and social sustainability:

**RheallySustainable** for reducing waste and promoting reuse of resources

**ComunicaRhea** for improving the visibility of innovative projects and social and environmental initiatives in progress

**WeRhea** for the publication of a periodic newsletter written entirely by company employees, providing information on initiatives under way in the company as well as regular features about hobbies such as food, photography and more

**BenessereRhea** for the organisation of activities aimed at improving employees' well-being and interrelationships through activities such as yoga lessons, meetings with nutritionists and ecological walks

**ViviRhea**, a practical guide to internal procedures intended to promote successful integration of new hires

**Social Sparks** promoting the Rhea Women Spark project via various internal and external communication channels

**Un giorno in produzione**, "a day in production" offering direct experience of the production that is at the heart of the company's activities.

**Organisational well-being and work-life balance**

The company confirmed its use of **flexible working methods** such as working from home and working personalised hours, along with specific measures for factory workers such as a task monitoring system permitting rotation of tasks for balanced distribution of workloads. Employees maintained their right to **paid leave** for medical appointments, an additional mark of the company's recognition of people's physical and psychological health.

Alongside these measures, the company introduced **BenessereRhea**, a wellness project promoting activities such as yoga, meetings with nutritionists, postural exercises and special discounts at sporting facilities.

In Russia, the company covers up to **70% of the cost of sports** practised by employees as an additional incentive for physical and mental well-being.

**Remuneration, welfare and recognition of merit**

Rhea has consolidated an integrated approach to pay and recognition of merit combining **competitive pay, production bonuses** for achievement of targets and an articulated corporate welfare system.

The **welfare platform** offers services concretely supporting individuals and families in their daily lives, such as **shopping vouchers, reimbursement of educational expenses, sustainable mobility, supplementary medical insurance and recreational packages**. These measures help to reinforce employees' spending power and sense of belonging to the company.



## A 60 YEARS OLD STARTUP

Designing dependencies

rhea projects

### The lean approach

How to build a startup that is lean and agile, and how to design dependencies in a lean way.

Lean is the simplest, most powerful, and most effective way to build a startup. It is a way of thinking and working that focuses on the customer and the value of the product.

Lean is a way of thinking and working that focuses on the customer and the value of the product.

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Lean is a way of thinking and working that focuses on the customer and the value of the product.

1 DISCOVERY

2 INNOVATION

3 DEVELOPMENT

### Training, development and attraction of talent

In the area of training, development and attraction of talent, 2024 saw the introduction of a **tutoring system for new hires**, who work alongside a buddy or tutor at the beginning of their career to support more effective, engaging onboarding.

Onboarding has been further reinforced through the **ViviRhea** programme, in which new hires are offered a welcome kit, training content and opportunities for discussion with the team.

In parallel, the company has increased its commitment to reinforcement of **relationships with the academic world** through initiatives such as the **co-design project with the School of Design at Politecnico di Milano**, aimed at coming up with new concepts of hospitality based on students' creative contributions, and participation in **Career Day PMI 2024** at Politecnico di Milano with the aim of intercepting young talents and promoting career opportunities in the company.

Foreign branches also consolidated their relationship with local educational institutions: in **Germany** they began an on-the-job training programme, while in **Spain** the company continued its periodic apprenticeship programmes for local students.

### Occupational health and safety

**Protection of health and safety** remains a strategic priority. The organisation reinforced its work on **risk assessment, training, medical check-ups and preventive maintenance**. The measures in progress, supported by internal and external audits and a structured emergency response system, reflect the effectiveness of an **integrated approach to prevention**.

### Awareness and interpersonal respect

In continuity with its commitment to the promotion of a **respectful, safe** workplace, in 2024 Rhea implemented an initiative raising awareness of the prevention of all forms of **violence and harassment**, also open to employees' families.

The **workshop organised on the company's premises** offered a shared space for reflection, with family members, about an issue that is often kept hidden but actually concerns the entire community. During the meeting, a **"symbolic box"** was brought to the company in which everyone could leave their thoughts, fears or encouragements: a tangible act representing a collective commitment **never to look the other way**.

### Dialogue and workers' representation

Lastly, workers' representation is guaranteed by complete coverage with **national collective bargaining agreements** protecting workers' fundamental rights to participation and negotiation. The company also promotes **ongoing dialogue** through tools for listening and discussion, integrated by internal communications initiatives such as **ComunicaRhea** and **WeRhea**, concerned with the promotion of ESG initiatives and with active involvement of employees in corporate life, respectively.

### Dedicated resources and monitoring of effectiveness

All the initiatives described above are supported by dedicated economic, professional and organisational resources, all coordinated by the **HR and Sustainability functions**. The effectiveness of these actions is monitored through a combination of **quantitative indicators** (hours of training, turnover rate, gender pay gap) and **qualitative indicators** (surveys, feedback, audits and certifications), permitting **ongoing assessment of the impact generated** and orientation of future actions.

## Metrics and targets

### S1-5 < TARGETS RELATED TO MANAGING MATERIAL NEGATIVE IMPACTS, ADVANCING POSITIVE IMPACTS, AND MANAGING MATERIAL RISKS AND OPPORTUNITIES

In the **Sustainability Plan**, the company set a series of **strategic targets** for 2025 aimed at reinforcing the organisation's positive impact on its people and managing risks and opportunities linked with human capital in a structured way. Targets were identified with the aid of the HR and Sustainability functions, in collaboration with company management. The process privileged a participatory, interdepartmental approach oriented toward integration of organisational culture, well-being and professional development.

### Internal organisation and valorisation systems

Key goals for 2025 include **reinforcement of the Group's organisational structure** with updating of the organisation chart, job titles and tasks for operations within Italy, along with introduction of company committees supporting decision-making processes. At the same time, the company plans to **implement an MBO framework** for people in strategic and technical positions, as well as a number of work teams, based on transparent criteria and shared KPIs, in order to promote appreciation of merit and alignment of individuals' goals with those of the company.

### Attraction and selection of talent

In the management of human capital, the company intends to come up with a **talent attraction strategy** focusing on technical job positions by boosting its partnerships with technical institutes, secondary schools and universities, participating in career days and implementing apprenticeship programmes and alternation of work and study. The selection process will be further qualified with **adoption of a guide interview for assessment of cultural fit**, with the goal of reinforcing alignment of the company's values and those of new hires.

### Skill development and onboarding

Goals for training include **planning programmes for the development of technical and soft skills**, starting with analysis of requirements within the company, focusing on strategic marketing and data-driven decision-making, as well as the digital transition. In 2025 this will be flanked by **pro-**

grammes dedicated to women’s leadership and inclusive language, with the aim of reinforcing a culture of respect within the organisation.

Well-being, parenting and support for everyday living

In 2025 Rhea plans to **expand its welfare package** to include initiatives aimed at supporting parenthood – such as refunds for the cost of summer camps and new agreements with schools and medical facilities – while extending the availability of benefits to include employees’ families. It also plans to organise opportunities for education about wellness, balanced lifestyles and quality relationships, addressing topics such as posture, diet, prevention of smoking, the responsibilities of parenthood and combating violence.

Health, safety and prevention

In accordance with the emphasis on prevention adopted in previous years, 2025 will see the reinforcement of initiatives focusing on the **culture of safety**, with training units, organisation of periodic meetings with emergency response and fire-fighting teams, and **installation of defibrillators at all company sites**, training people in their use. These initiatives are aimed at reinforcing widespread awareness and responsibility, particularly among supervisors.

Definition and monitoring process

Targets for 2025 have been defined in a participatory process combining the requests of the workforce with internal analysis and the company’s strategic priorities. Progress will be monitored through **quantitative and qualitative indicators** with the goal of assessing the effectiveness of the measures adopted and redirecting actions where necessary. Workers’ involvement will continue in the assessment phase, consistently with the company’s commitment to building more inclusive governance based on consultation.

S1-6 < CHARACTERISTICS OF THE UNDERTAKING’S EMPLOYEES

All the figures appearing below are reported in terms of Head Count (HC) as of the end of the reporting period (31 December), on the basis of actual figures.

| INFORMATION ON THE NUMBER OF EMPLOYEES, BROKEN DOWN BY GENDER |      |     |      |     |
|---------------------------------------------------------------|------|-----|------|-----|
| GENDER                                                        | 2024 |     | 2023 |     |
| Women                                                         | 109  | 27% | 110  | 28% |
| Men                                                           | 292  | 73% | 284  | 72% |
| Other                                                         | 0    | 0%  | 0    | 0%  |
| Not specified                                                 | 0    | 0%  | 0    | 0%  |
| TOTAL                                                         | 401  |     | 394  |     |

| NUMBER OF EMPLOYEES, IN COUNTRIES WHICH THE UNDERTAKING HAS AT LEAST 50 EMPLOYEES REPRESENTING AT LEAST 10% OF THE TOTAL NUMBER OF EMPLOYEES |      |      |
|----------------------------------------------------------------------------------------------------------------------------------------------|------|------|
| COUNTRY                                                                                                                                      | 2024 | 2023 |
| Italy                                                                                                                                        | 276  | 264  |
| Other countries <sup>(1)</sup>                                                                                                               | 125  | 130  |
| TOTAL                                                                                                                                        | 401  | 394  |

As of 31 December 2024, the only country in which the Group has a number of employees above the threshold specified (at least 50 employees representing at least 10% of the total number of employees) is Italy, accounting for 69% to the total workforce.

| INFORMATION ON EMPLOYEES BASED ON THE TYPE OF CONTRACT, BROKEN DOWN BY GENDER |       |     |       |       |       |     |       |       |
|-------------------------------------------------------------------------------|-------|-----|-------|-------|-------|-----|-------|-------|
|                                                                               | 2024  |     |       |       | 2023  |     |       |       |
| TYPE OF CONTRACT                                                              | WOMEN | MEN | TOTAL | %     | WOMEN | MEN | TOTAL | %     |
| Employees on permanent contract                                               | 107   | 289 | 396   | 98,8% | 109   | 281 | 390   | 99,0% |
| Employees on temporary contract                                               | 2     | 0   | 0     | 1,2%  | 1     | 3   | 4     | 1,0%  |
| Employees working variable hours                                              |       | 0   | 0     | 0     |       |     |       |       |
| TOTAL                                                                         | 109   | 401 | 401   |       | 110   | 284 | 394   |       |

As of 31 December 2024, practically all employees were hired with permanent contracts. A breakdown of the geographical distribution of the 5 temporary contracts appears below:

- **Italy:** 2 women and 2 men;
- **The Netherlands:** 1 man.

| NUMBER OF EMPLOYEES WHO LEFT THE COMPANY AND TURNOVER PERCENTAGE |      |      |
|------------------------------------------------------------------|------|------|
|                                                                  | 2024 | 2023 |
| Outgoing employees                                               | 24   | 32   |
| Total employees at the end of the reporting period               | 401  | 394  |
| TURNOVER                                                         | 6,0% | 8,1% |

S1-7 < CHARACTERISTICS OF NON-EMPLOYEE WORKERS IN THE UNDERTAKING’S OWN WORKFORCE

As of 31 December 2024 the Group’s workforce included 67 non-employee workers. The figures appearing below are reported in terms of Head Count (HC) as of the end of the reporting period (31

(1)Includes Germany, Spain, France, Poland, Russia, the Netherlands, Austria, the United Kingdom and China (all with values below the threshold of 10% of total employees)



| NUMBER OF NON-EMPLOYEES ON THE WORKFORCE                                                                                |           |           |
|-------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| TYPE OF CONTRACT                                                                                                        | 2024      | 2023      |
| Self-employed                                                                                                           | 0         | 6         |
| Workers supplied by undertakings performing candidate identification, selection and supply services (temporary workers) | 67        | 91        |
| <b>TOTAL</b>                                                                                                            | <b>67</b> | <b>97</b> |

December), on the basis of actual figures.

**S1-8 < COLLECTIVE BARGAINING COVERAGE AND SOCIAL DIALOGUE**

As of 31 December 2024, maintaining continuity with 2023, all Rhea employees in Italy (the only country with a workforce of more than 50 people representing more than 10% of the total number of employees) are covered by collective bargaining agreements.

As of the same date, 16% of employees are covered by workers’ representatives, as they are **members of a trade union** (19% as of 31 December 2023).

| COLLECTIVE BARGAINING COVERAGE AND SOCIAL DIALOGUE |                                                                                       |                                                                                                    |
|----------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
|                                                    | COLLECTIVE BARGAINING COVERAGE                                                        | SOCIAL DIALOGUE                                                                                    |
| COVERAGE RATE                                      | Dipendenti – SEE<br>(for countries with >50 employees representing >10% of the total) | Representation in the workplace (EEA only)<br>(for countries with >50 employees representing >10%) |
| 0 -19 %                                            |                                                                                       | Italy                                                                                              |
| 20 -39 %                                           |                                                                                       |                                                                                                    |
| 40 -59 %                                           |                                                                                       |                                                                                                    |
| 60 -79 %                                           |                                                                                       |                                                                                                    |
| 80 -100 %                                          | Italy                                                                                 |                                                                                                    |

**S1-9 < DIVERSITY METRICS**

Senior executive figures refer to management.

| DISTRIBUTION BY GENDER FOR SENIOR MANAGEMENT |      |     |      |     |
|----------------------------------------------|------|-----|------|-----|
| GENDER                                       | 2024 |     | 2023 |     |
| Women                                        | 2    | 13% | 2    | 13% |
| Men                                          | 14   | 87% | 13   | 87% |

| DISTRIBUTION OF EMPLOYEES BY AGE RANGE |            |     |            |     |
|----------------------------------------|------------|-----|------------|-----|
| AGE RANGE                              | 2024       |     | 2023       |     |
| Under 30                               | 24         | 9%  | 2          | 8%  |
| 30 - 50                                | 144        | 52% | 144        | 55% |
| Over 50                                | 108        | 39% | 99         | 37% |
| <b>TOTAL</b>                           | <b>276</b> |     | <b>264</b> |     |

Distribution by age range remained substantially the same in 2024 as in the previous year. Workers **under 30** represent **9%** of the total, slightly higher than the figure of **8% in 2023**. The **30-50** age range is still the **most significant numerically**, despite registering a slightly lower percentage (down from **55% to 52%**) as a result of an increase in the total number of employees. The percentage of employees **over 50** increased from **37% to 39%**.

**S1-10 < ADEQUATE WAGES**

All Rhea employees receive adequate pay, defined on the basis of the provisions of collective bargaining agreements, where applicable. In Italy, all employees are subject to the national collective bargaining contracts applicable to their category, establishing minimum pay on the basis of their level and job classification.

**S1-11 < SOCIAL PROTECTION**

| TYPES OF EMPLOYEE COVERED BY SOCIAL PROTECTION  |           |
|-------------------------------------------------|-----------|
| TYPE OF EVENT                                   | EMPLOYEES |
| Illness                                         | x         |
| Unemployment                                    | x         |
| Work-related injuries and acquired disabilities | x         |
| Parental leave                                  | x         |
| Pension                                         | x         |

All Rhea Vendors employees are **covered by forms of social protection** in the case of events leading to a significant loss of income, **both through national public systems and through supplementary measures applied by the employer**.

Specifically:

- **In Italy**, coverage is ensured by the public system, which protects workers in each of the even-

(1) Include Germania, Spagna, Francia, Polonia, Russia, Paesi Bassi, Austria, Regno Unito e Cina (tutti con valori inferiori alla soglia del 10% sul totale dipendenti)



ts listed. **Illness, unemployment and parental leave** are covered by **INPS**, Italy's national social security institute. In the event of **work-related injuries or acquired disabilities**, the institution concerned is **INAIL**, with the addition of further forms of protection for **executives**, such as obligatory insurance and supplementary coverage provided by the company as a benefit. **Pensions** are also paid by INPS.

These forms of public protection are supplemented with **additional measures under collective bargaining** agreements and **corporate welfare** initiatives, reinforcing employees' economic security at difficult times in their personal and professional lives.

- **In Germany**, employees benefit from a complex system of social protection combining public contributions with those paid by the company. These forms of protection include:
  - **illness**: coverage is initially provided 100% by the company, for the first six weeks, after which compensation is provided under medical insurance;
  - **unemployment**: obligatory insurance is funded by joint contributions, providing 60-67% of net income;
  - **injury and disability**: state-provided coverage in the event of disability of 50% or more, possibly supplemented by private insurance policies;
  - **parental leave**: public compensation of 65% of net income, for a maximum of 14 months, within a certain ceiling on income;
  - **pension**: public system in which contributions are paid equally by the company and the employee.
- **In Austria**, all employees are covered by public systems for each of the events listed above. Social protection includes insurance against illness, unemployment (after working at least 52 weeks within the past 24 months), injury, parental leave and pensions, guaranteed nation-wide.
- **In Spain**, all employees are covered by the public social protection system known as **Seguridad Social (S.S.)**, covering illness, unemployment, injury, parental leave and pensions.
- **In the Netherlands**, employees are covered by a social protection system which is the combined responsibility of the company and public coverage. In the event of **illness**, the cost is initially borne by the company, with the public system intervening after 24 months. **Unemployment** is normally covered by public compensation equal to 70% of the most recent salary, up to a certain ceiling. In the case of **injury and disability**, the company provides insurance coverage if the employer is responsible. **Parental leave** is 100% covered by UWV (a public agency), though the company pays it in advance and is then reimbursed. In the case of **pensions**, individual plans are in place in which the company contributes 5%.
- **In France**, all employees are covered by a public social protection system. **Illness** and **parental leave** are handled by **CPAM** (Caisse Primaire d'Assurance Maladie), while unemployment is covered by **France Travail**. In the case of **injury or disability**, the company provides obligatory coverage. **Pensions** are paid by the public system managed by **AGIRC-ARRCO**.
- **In Poland**, **illness** is covered 80% by the employer for the first 30 days, after which it is covered

entirely by the public system. **Unemployment insurance, parental leave** and **pensions** are paid by the state. In the event of injury or disability, the public system intervenes, integrated by an **additional insurance policy** covering all employees.

- In the **United Kingdom**, employees can obtain **Statutory Sick Pay** in the event of illness. Unemployment is managed with the assistance of a qualified external HR, while injury and disability are covered as stated in the **Staff Handbook**. Parental leave is based on **government guidelines**, while the company has a pension plan which also permits a **transitional part-time phase**.
- **In Russia**, all employees are covered by a public social protection system. **Illness** is covered by obligatory national medical insurance. **Unemployment, injury or disability, parental leave** and **pensions** are covered by the state. In 2024, **Rhea East also supplied economic assistance** in the case of significant personal events such as the **birth of a child** or **death of a close family member**.

As of the reporting date, there are no countries in which Group employees are not covered by adequate forms of social protection in the situations taken into consideration.

S1-12 < PERSONS WITH DISABILITIES

| PERSONS WITH DISABILITIES, BROKEN DOWN BY GENDER |      |      |      |      |
|--------------------------------------------------|------|------|------|------|
| GENDER                                           | 2024 |      | 2023 |      |
| Women                                            | 6    | 5,5% | 6    | 5,5% |
| Men                                              | 10   | 3,4% | 10   | 3,5% |
| TOTAL                                            | 16   | 4,0% | 16   | 4,1% |

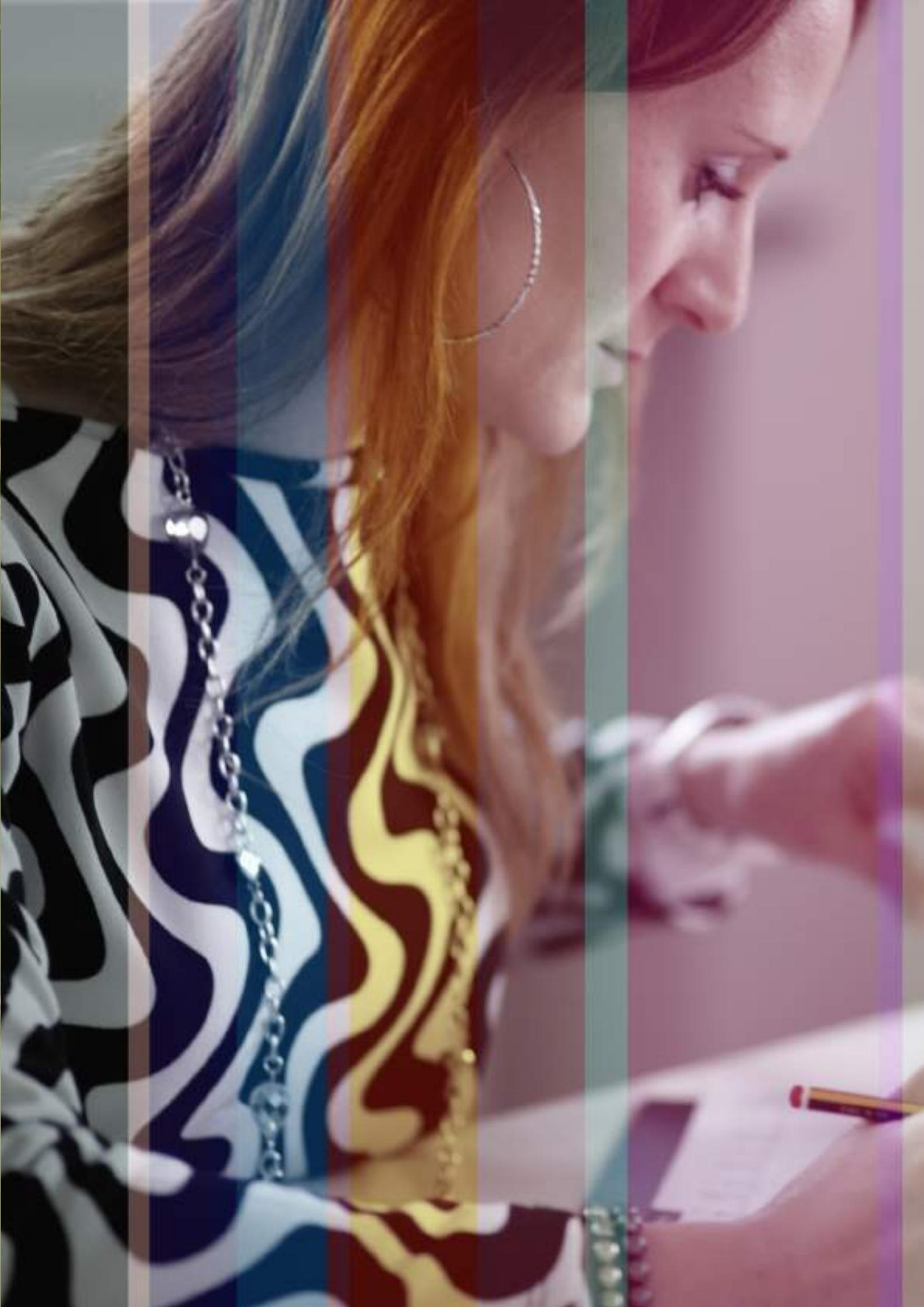
The percentages shown are calculated as a ratio of the number of employees with disabilities to the total number of Group employees of each gender, in each year reported.

S1-13 < TRAINING AND SKILLS DEVELOPMENT METRICS

“Training hours” are defined as time dedicated to the development of employees’ skills, provided through training sessions held in person or virtually, online training courses, workshops, and other training opportunities.

In calculation of the average number of training hours per employee, the total number of hours provided in the reporting period is divided by the number of employees of each gender. All Rhea employees are included in the reporting perimeter, in line with the requirements of ESRS standards.

The percentages specified below represent the ratio between the total number of employees participating in periodic reviews of performance and career development and the total number of Group employees of the same gender, for each year reported.



| AVERAGE TRAINING HOURS FOR EACH GENDER, PER EMPLOYEE |                      |                                              |                      |                                              |
|------------------------------------------------------|----------------------|----------------------------------------------|----------------------|----------------------------------------------|
| GENDER                                               | 2024                 |                                              | 2023                 |                                              |
|                                                      | Total training hours | Average training hours per year per employee | Total training hours | Average training hours per year per employee |
| Men                                                  | 4.235                | 14,5                                         | 4.697                | 16,5                                         |
| Women                                                | 1.764                | 16,2                                         | 1.630                | 14,8                                         |
| <b>TOTAL</b>                                         | <b>5.999</b>         | <b>15,0</b>                                  | <b>6.327</b>         | <b>16,1</b>                                  |

These practices are already consolidated in Germany and are progressively being introduced in Italy, where implementation of structured assessment and development processes is among the priorities identified for the near future.

| METRICS ON TRAINING AND SKILL DEVELOPMENT |                                                                                   |              |           |              |
|-------------------------------------------|-----------------------------------------------------------------------------------|--------------|-----------|--------------|
| GENDER                                    | Employees participating in periodic reviews of performance and career development |              |           |              |
|                                           | 2024                                                                              |              | 2023      |              |
| Men                                       | 29                                                                                | 9,9%         | 43        | 15,1%        |
| Women                                     | 12                                                                                | 11,0%        | 17        | 15,5%        |
| <b>TOTAL</b>                              | <b>41</b>                                                                         | <b>10,2%</b> | <b>60</b> | <b>15,2%</b> |

### S1-14 < HEALTH AND SAFETY METRICS

The company adopts a systematic approach to management of occupational health and safety, ensuring that **100% of its employees in Italy, the Netherlands and Austria** – equal to **72% of the total workforce** – are covered by a health and safety management system that is compliant with current legislation and integrated into company processes. The remaining 28% of the workforce is employed abroad in countries where a structured management system has not yet been implemented in accordance with the same standards.

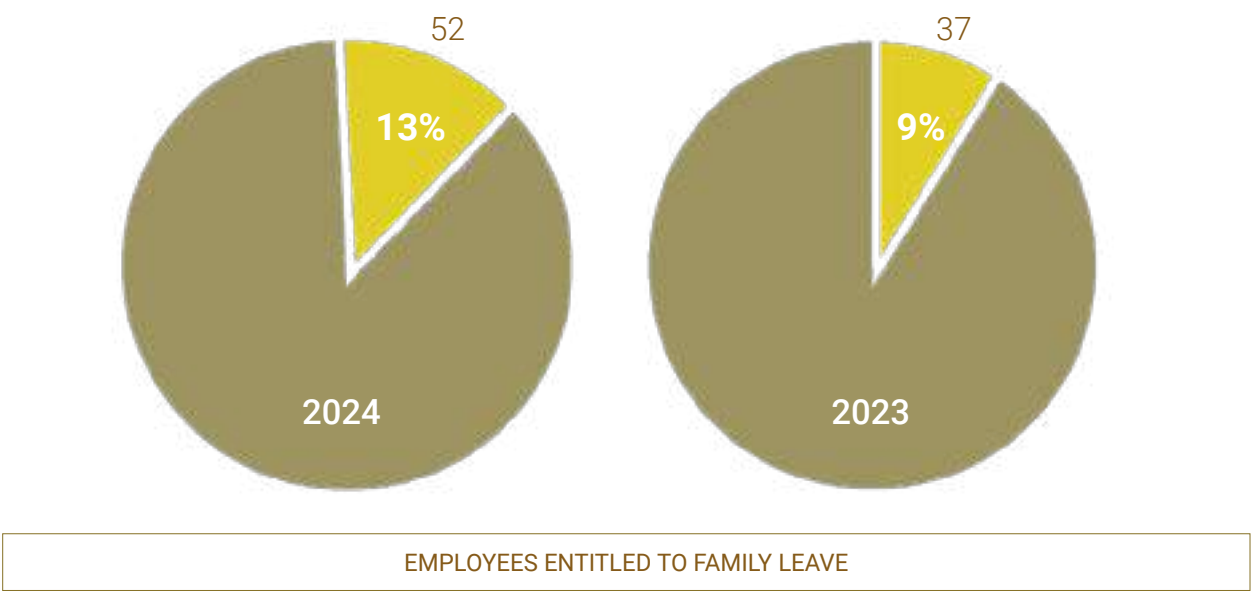
There were no **deaths** among employees as a result of injuries or occupational disease in the year 2024.

There were however **4 work-related injuries** among employees, down from **5 in 2023**. The **rate of recordable work-related injuries<sup>(2)</sup>** the year 2024 is **11.75** (as compared to 11.04 in 2023). The **number of days lost due to work-related injuries** was **91.37 in 2024**, higher than the figure of **84.62 in 2023**.

There were no cases of occupational illness in either 2024 or 2023.

### S1-15 < WORK-LIFE BALANCE METRICS

The table below reports the **number and percentage of employees entitled to family leave in 2023 and in 2024**, calculated in relation to the total workforce. “Family leave” means absences acknowledged under national legislation or collective bargaining agreements, including **maternity leave, paternity leave, parental leave and caregiver leave**, as defined by the applicable legislation. The figure includes only those employees for whom the company has officially acknowledged the right acquired. **All employees entitled to leave effectively took the leave allowed** in the years reported on.



### S1-16 < REMUNERATION METRICS (PAY GAP AND TOTAL COMPENSATION)

Rhea considers monitoring of the gender pay gap a key indicator of its commitment to fairness and inclusion in people’s economic treatment. In the year reported on here, this analysis was conducted for employees working in Italy. The gender pay gap is calculated on the basis of average annual gross pay for men and women, expressed on an hourly basis. This value is determined by subtracting the average pay of women from the average pay of men and expressing this difference as a ratio to the average pay of men.

In 2024, the **total gender pay gap** in Rhea Vendors was **8.3%**, representing an **improvement over the figure of 9.0% recorded in 2023**. This figure is significantly lower than the overall average for Italy (more than 20%) and the figure specific to the manufacturing industry – in which the company

(2) The injury rate for 2024 is calculated as the ratio of the number of injuries to the number of hours worked in Italy, in that all the incidents took place within Italy. In 2023, the rate was calculated on the basis of the total number of hours worked in Italy and in France, both countries where injuries occurred. There was no complete figure for the number of hours worked by foreign companies.

| GENDER PAY GAP     |       |                     |
|--------------------|-------|---------------------|
| JOB CLASSIFICATION | 2024  | 2023 <sup>(3)</sup> |
| Management         | n.a.  | n.a.                |
| Junior management  | 10,6% | 9,3%                |
| Office workers     | 7,5%  | 9,4%                |
| Factory workers    | 1,7%  | 3,2%                |
| TOTAL              | 8,3%  | 9,0%                |

operates – where the gender pay gap is also around 20%, as well as the European average (13%)<sup>(4)</sup> . This result reflects the company’s commitment to promoting **equal pay** and constantly monitoring any differences linked with gender.

The improvement that may be observed is the result of increasingly fair, transparent remuneration policy, accompanied by constant monitoring of key indicators. The smallest gap is recorded among factory workers (1.7%), while the gap is greater for office workers and managerial employees. The gender pay gap is not applicable to the management category as there were no women in this contractual category in the period reported on.

The remuneration ratio is determined by comparing the total annual pay of the highest-paid employee in Rhea with the average remuneration of employees working in Italy.

| 2024  |                                 | 2023  |
|-------|---------------------------------|-------|
| 14,84 | ANNUAL TOTAL REMUNERATION RATIO | 14,97 |

S1-17 < INCIDENTS, COMPLAINTS AND SEVERE HUMAN RIGHTS IMPACTS

**No episodes of discrimination or other human rights violations** occurred in relation to the Rhea Vendors workforce in 2024. No complaints were filed through internal channels or to OECD National Contact Points, and **no sanctions, fines or compensation** were applied in connection with these issues. The Group did not identify any serious cases constituting violations of the UN Guidelines or the OECD Guidelines, nor did it have to intervene to compensate persons affected.

S4 < Consumers and end users

Management of material Impacts, Risks and Opportunities

(3) The figures for the year 2023 have been recalculated in compliance with the methodology required by the ESRS, requiring use of average gross hourly pay as the reference baseline. This methodological update may produce differences in the values reported with respect to those appearing in the 2023 Sustainability Report.

(4) Source: INPS portal - 2024 gender reporting: the figures

| THEME                         | DESCRIPTION OF IRO                                                                                                                                                                                                                                                                                                                                                                            | TYPE OF IRO     | STATUS  | TIME FRAME  | POSITIONING ON THE VALUE CHAIN |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------|-------------|--------------------------------|
| Privacy                       | The organisation has implemented specific policies for the protection of end users’ personal data, particularly data collected through telemetric systems installed on machines, ensuring compliance with the GDPR                                                                                                                                                                            | Positive Impact | Current | Short term  | Value Chain                    |
| Access to quality information | The organisation promotes access to clear, reliable information on the part of its customers and end users, supplying detailed manuals, technical documents and environmental information on its products. This approach helps reinforce transparency and support informed buying decisions.                                                                                                  | Positive impact | Current | Short term  | Value Chain                    |
| Health and safety             | The organisation has adopted policies aimed at ensuring the safety and hygiene of its products, with a special focus on compliance with the regulations applicable to food safety and use of materials approved for use in contact with food. The organisation conducts regular quality controls and maintains high standards of hygiene to protect public health and its products’ end users | Positive impact | Current | Short term  | Value Chain                    |
| Health and safety             | Malfunctioning of a machine or poor quality of materials could possibly compromise the safety of their use for final consumers, generating reputational impacts, costs due to withdrawal or replacement of the product, and indirect economic damage to the organisation                                                                                                                      | Risk            | -       | Medium term | Own operations                 |
| Non-discrimination            | The organisation designs its products to promote inclusion of vulnerable persons, for instance by producing vending machines accessible to the sight-impaired. This commitment to universal accessibility demonstrates the organisation’s intention of eliminating barriers to use and promoting inclusion through innovation                                                                 | Positive impact | Current | Short term  | Value Chain                    |
|                               |                                                                                                                                                                                                                                                                                                                                                                                               |                 |         |             |                                |



| THEME                         | DESCRIPTION OF IRO                                                                                                                                                                                                                                                                                                                                                                              | TYPE OF IRO     | STATUS  | TIME FRAME | POSITIONING ON THE VALUE CHAIN |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------|------------|--------------------------------|
| Responsible sales practices   | The organisation promotes responsible sales practices in its relations with consumers thanks to a Quality Management System compliant with standard ISO 9001 and a Quality Policy                                                                                                                                                                                                               | Positive impact | Current | Short term | Value chain                    |
| Access to quality information | Through integration of LCA assessment into its product development cycle, Rhea Vendors is strengthening its reputation as a transparent, dependable brand. This focus on the truthfulness of environmental declarations improves customers' trust and consolidates the company's position on the market for sustainability, generating a concrete opportunity to stand out from the competition | Opportunity     | -       | Short term | Value chain                    |
|                               |                                                                                                                                                                                                                                                                                                                                                                                                 |                 |         |            |                                |

**SBM-3 < MATERIAL IMPACTS, RISKS AND OPPORTUNITIES AND THEIR INTERACTION WITH STRATEGY AND BUSINESS MODEL**

In its relations with consumers, Rhea Vendors stands out for its focus on **product safety, transparency of information, accessibility and personal data protection**. Adoption of practices such as LCA to support credible communication about environmental impact, development of vending machines accessible to sight-impaired persons and measures guaranteeing compliance with GDPR in management of data collected through telemetrics testify to an approach oriented toward responsibility and trust. At the same time, **management of product safety throughout the supply chain remains a key focus**, due to the potential for reputational risk in the event of non-compliance. Promotion of fair, inclusive sales practices is still a strategic lever for strengthening customer relations and consolidating the brand’s positioning.

**S4-1 < POLICIES RELATED TO CONSUMERS AND END USERS**

The Rhea Vendors Group acknowledges the importance of ensuring respect for the basic rights of consumers and end users of its products and services. In line with the **United Nations Guidelines on Undertakings and Human Rights**, the **ILO Declaration on Fundamental Principles and Rights at Work** and the **OECD Guidelines for Multinational Undertakings**, the company expresses its commitments through policy tools integrating these references in its daily operations.

The principal reference document is the **Code of Ethics**, sanctioning the organisation’s commitment to operating with fairness, transparency and respect for people in all its relations with customers and users. The document specifically:

- imposes an obligation to supply customers with top quality products and services that meet the needs and expectations they have expressed, accompanied by clear, complete information, in compliance with privacy and corporate confidentiality;
- affirms the principle of non-discrimination and promotes an inclusive environment respectful of human dignity;
- in the section dedicated to **protection of privacy**, underlines compliance with Regulation (EU) 2016/679 (GDPR) and Legislative Decree 196/2003, extending its commitment to protection of personal data to include customers and third parties.

In addition to the above, Rhea has adopted a **Policy for commercial communications**, published on its corporate web site, describing how personal data is handled in promotional activities and guaranteeing respect for stakeholders’ rights, including freedom of choice whether or not to receive marketing communications.

In compliance with the international standards mentioned, the company promotes an approach based on transparency, fairness and personal protection as the ethical foundations of its policies targeting consumers and end users.

**S4-2 < PROCESSES FOR ENGAGING WITH CONSUMERS AND END USERS ABOUT IMPACTS**

The Rhea Vendors Group has **structured mechanisms for the collection and management of feedback from end users**, primarily through its B2B customers operating in the vending machine, OCS and Ho.Re.Ca. channels. These customers represent the primary interface with end users and serve as a key reference for indirectly consulting end users about their needs and experiences.

Among the tools in use, Rhea has implemented a **ticketing system based on KPIs**, permitting monitoring of reports and levels of satisfaction of end customers at various stages in the product life cycle, from design to assistance. The information collected through this system may also reflect critical aspects or requirements perceived by end users, contributing to ongoing improvement of products and services.

In 2023 and 2024 the company also involved its customers in **materiality analysis** by administering structured questionnaires. This form of involvement permitted consideration of end users’ point of view in relation to the principal ESG impacts throughout the value chain.

To complete this indirect consultation, the company offers its customers a vast range of **technical assistance and support services**, representing operative channels for interaction and collection of demands and reports of potential significance for end users’ experiences. The services currently offered include:

- technical assistance;

- assistance via a direct telephone line;
- assistance via a dedicated portal;
- a network of partners providing technical assistance locally;
- training and updating courses;
- customised consulting services.

Consultation is supervised by a number of company departments, including Sales Management, Customer Service and Marketing, which systematically collect and analyse feedback, discussing the results with management and helping to guide strategic decisions.

There are so far no initiatives under way specifically concerned with direct involvement of **vulnerable or marginalised categories**.

#### S4-3 < PROCESSES TO REMEDIATE NEGATIVE IMPACTS AND CHANNELS FOR CONSUMERS AND END USERS TO RAISE CONCERNS

The Rhea Vendors Group has a **ticketing system** for collecting and responding to customers' reports, requests and complaints. This tool, under the supervision of dedicated company departments such as Customer Service, permits monitoring of any issues that may have implications for end users' experience. Reports are analysed on the basis of predefined performance parameters (KPIs) and contribute to ongoing improvement processes.

In addition, there is a **whistleblowing channel**, also accessible from outside the company, permitting confidential, protected reporting of any infractions of the Code of Ethics or other unlawful behaviour.

Moreover, the local branch in **the Netherlands** has adopted a **structured system for monitoring customer satisfaction**, based on feedback from the help-desk and a rating system. This practice represents a local experience that could also be of use as a model for future developments throughout the Group.

#### S4-4 < TAKING ACTION ON MATERIAL IMPACTS ON CONSUMERS AND END-USERS, AND APPROACHES TO MANAGING MATERIAL RISKS AND PURSUING MATERIAL OPPORTUNITIES RELATED TO CONSUMERS AND END USERS, AND EFFECTIVENESS OF THOSE ACTIONS

The Rhea Vendors Group acts to prevent and mitigate any negative impacts and, at the same time, to generate positive impacts in terms of safety, inclusion, transparency and dependability in relation to consumers and end users. Its principal actions and initiatives are organised by theme area.

##### Product health and safety;

Rhea is committed to guaranteeing the highest standards of safety and hygiene in the products it

sells, in full compliance with the applicable European and international legislation. Machines comply with requirements in the area of electrical safety, electromagnetic emissions and suitability of materials for contact with foodstuffs. Compliance is checked by third parties, by the company itself or by its suppliers, **through rigorous testing in accredited laboratories in Italy**.

Rhea conducts analyses of microplastics and monitoring of **NIAS** (non-intentionally added substances), VOCs and SVOCs, to guarantee the utmost **chemical and microbiological safety of the beverages** dispensed by its machines. The company's technical team undergoes ongoing training in food safety and the safety of devices, and all machines are supplied with declarations of conformity upon request.

##### Accessibility and inclusion

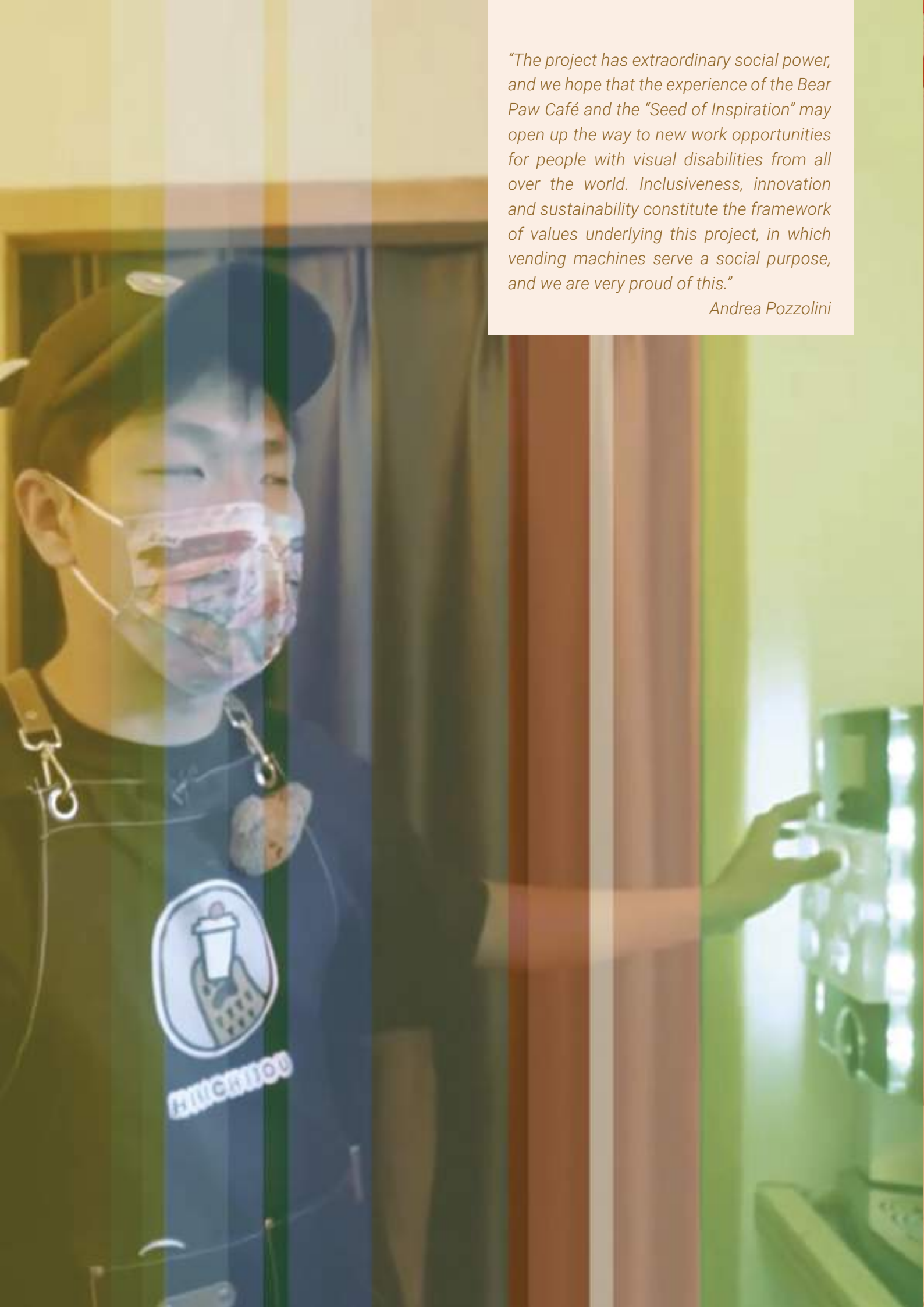
The company promotes the **accessibility of its products for persons with disabilities**, also through inclusive innovation projects. One significant example is participation in the **Seed of Inspiration** project begun in Shanghai in partnership with the Bear Paw Café, for the creation of a **coffee machine with a touch interface for use by blind or sight-impaired persons**. The initiative demonstrates the potential of technology for promoting **social and professional inclusion** and represents a replicable model of involvement and accessibility.

#### SEED OF INSPIRATION

Rhea has always been committed to social sustainability and integration of persons with disabilities in the world of employment, and participated in this important social enterprise by developing a coffee machine for Seed of Inspiration, designing and building an interface that allows blind or sight-impaired persons to make their own coffee, making selections using the sense of touch.

The project, inaugurated in the first point of sale in Shanghai's Times Square in 2022, was promoted by David Wang, founder of the Bear Paw Café. The seed is a symbol of birth and hope, and Seed of Inspiration was established to allow the blind (a community including more than 12 million people in China) to improve their professional skills, to the point of becoming co-owners of the café. Rhea designed the interface for the blind by integrating a simple technology into its existing machines. The usual touchscreen is replaced by a touch panel with six shapes in relief, each corresponding to a different recipe: a square for an espresso, a circle for a double espresso, a triangle for an americano, a diamond for an americano at room temperature, a star for hot water and a heart for water at room temperature.

This makes the automatic coffee machine easy to use for Tian Bao, the sight-impaired barista at the Bear Paw Café.



*"The project has extraordinary social power, and we hope that the experience of the Bear Paw Café and the "Seed of Inspiration" may open up the way to new work opportunities for people with visual disabilities from all over the world. Inclusiveness, innovation and sustainability constitute the framework of values underlying this project, in which vending machines serve a social purpose, and we are very proud of this."*

*Andrea Pozzolini*



*Since 2020, Rhea has been supporting Doctors Without Borders with various projects to aid those who are on the front lines every day, helping people in need around the world. To further raise awareness and promote the activities of the non-profit organization, Rhea has designed, at the beginning of 2024, a special version of the Monolite project dedicated entirely to Doctors Without Borders. Monolite for Doctors Without Borders interprets the theme of social sustainability and – through the power of imagery – tells the heroic work of DWB workers, who every day provide healthcare and assistance where the right to care is not guaranteed. In this context, Monolite is not just an object, but a tangible message of solidarity. Each of us can do our part to contribute to creating a better world.*

*Andrea Pozzolini*

The partnership demonstrates the potential of automatic coffee machines and technological innovation for promoting inclusion and equal opportunities for persons with disabilities in the world of work, opening up new career prospects and inspiring other communities to follow this example of empowerment and solidarity.

**Privacy and data protection**

Rhea has implemented specific policies guaranteeing protection of the data collected by the **telemetric** systems installed on its machines. These systems process only **anonymous sales statistics** and do not process sensitive data. The company guarantees compliance with **Regulation (EU) 2016/679 (GDPR)**, and in 2024 – as in 2023 – **there were no violations of privacy, data breaches or disputes** linked with these aspects.

**Access to information and transparency**

Rhea supplies customers and users with **clear, complete, technically detailed information** on its products in the form of manuals, technical documents and informative materials. Adoption of **LCA** allows the company to provide transparent information on the environmental properties of its products, reinforcing trust and supporting conscientious purchasing decisions.

**Responsible sales practices and customer satisfaction**

Rhea promotes a quality-oriented approach through an **ISO 9001 certified management system, Quality Policy** and long-term relationships with key customers. The company stands out for its **customers' fidelity**, with several partnerships that have lasted more than 40 years, and for its flexible, customised, collaborative approach.

In the year 2023 the company implemented a **ticketing system based on KPIs** to monitor customer satisfaction at all stages in the product life cycle: design, production, distribution and assistance.

Moreover, in order to facilitate the purchasing process and speed up order dispatching, it came up with a **digital configurator** for the new RH FS&TT range, allowing customers to select the model most appropriate for their needs, contributing to the quality and efficiency of their experience.

Metrics and targets

**S4-5 < TARGETS RELATED TO MANAGING MATERIAL NEGATIVE IMPACTS, ADVANCING POSITIVE IMPACTS, AND MANAGING MATERIAL RISKS AND OPPORTUNITIE**

The Rhea Vendors Group adopts an approach oriented toward ongoing improvement of the quality of customers' and end users' experience, progressively integrating operative indicators and targets into its activities and its ESG plan.

Starting in 2024, Rhea included in its ESG plan a **strategic target** for management of the customer experience: **designing and adopting a global system for collection of feedback and monitoring of Customer Satisfaction**, extending throughout the Group the approach already successfully attempted by the branch in the Netherlands.

This target involves harmonisation of consultation channels, adoption of shared KPIs and progressive extension of the structured collection of feedback in order to consolidate an integrated vision of customer satisfaction and the demands of the market. This new development will reinforce the organisation's ability to prevent and promptly respond to potential critical points, generate positive impacts in terms of transparency, trust and inclusion, and take advantage of new opportunities for improvement.

The functions involved in the supervision of these processes include **Customer Service, the Quality team, Marketing** and **international branches**, with a view to cross-cutting collaboration. The data collected will be used to assess the effectiveness of the actions undertaken and to identify new margins for improvement, consistently with an approach based on customer-centricity and consultation.

# Governance

## G1 < Business conduct

### Management of material Impacts, Risks and Opportunities

#### SBM-3 < MATERIAL IMPACTS, RISKS AND OPPORTUNITIES AND THEIR INTERACTION WITH STRATEGY AND BUSINESS MODEL

Rhea Vendors demonstrates solid commitment to sustainable governance, promoting a corporate culture based on integrity, transparency and social responsibility. The organisation has adopted **key reference documents**, including a **Code of Ethics** and a **whistleblowing mechanism** which is internationally active and accessible. Ethical management of supplier relations is supported by **long-term relationships**, with the intention of integrating ESG criteria into assessment processes.

#### G1-1 < BUSINESS CONDUCT POLICIES AND CORPORATE CULTURE

The Rhea Vendors Group adopts a business model based on **integrity, lawfulness, transparency and responsibility**, promoting a corporate culture consistent with the values set forth in its **Code of Ethics**, an integral part of its governance system, and its contracts with employees, associates and partners.

#### Code of Ethics and principles of conduct

The **Code of Ethics** is the regulatory framework applicable to business conduct and relations with all stakeholders. It is binding upon members of the Board of Directors, management, employees, consultants and associates, and is integrated into contracts of employment and contractual relations with suppliers.

The document sets forth:

- the general principles of **honesty, fairness, loyalty, lawfulness and respect for human rights**;
- Medium termpublic authorities;
- methods for distribution and ongoing training;
- the **sanctions applicable in the event of violation**, in proportion to its severity and in compliance with the law and collective bargaining agreements;
- measures taken to prevent retaliation** against persons reporting incorrect behaviour in good faith.

The **values inspiring** the Code include:

| THEME                            | DESCRIPTION OF IRO                                                                                                                                                                                                                                                                           | TYPE OF IRO     | STATUS  | TIME FRAME  | POSITIONING ON THE VALUE CHAIN |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------|-------------|--------------------------------|
| Corporate culture                | The organisation promotes a socially responsible corporate culture through adoption of key tools and documents, including a Code of Ethics, a Diversity and Gender Equality Policy and a Social Sustainability Policy                                                                        | Positive impact | Current | Short term  | Both                           |
| Corporate culture                | Investing in a socially responsible corporate culture allows the organisation to strengthen employees' satisfaction and involvement while improving the company's reputation and contributing to the organisation's resilience and competitiveness                                           | Positive impact | -       | Medium term | Value chain                    |
| Whistleblower protection         | The organisation has implemented a safe, accessible whistleblowing mechanism available to all employees, including those working for its foreign branches, permitting reporting of incorrect or unethical behaviour                                                                          | Positive impact | Current | Short term  | Own operations                 |
| Management of supplier relations | The organisation adopts a responsible approach to supply chain management based on long-term relationships with top-level suppliers, primarily small enterprises in Italy, promoting constant collaborative dialogue and thereby reinforcing mutual trust                                    | Positive impact | Current | Short term  | Own operations                 |
| Management of supplier relations | Investing in reinforcement of relationships with suppliers allows the organisation to guarantee the continuity of supplies, reduce the risk of disputes and increase the efficiency of the supply chain. These elements contribute to long-term operative resilience and financial stability | Positive impact | Current | Short term  | Both                           |
| Whistleblower protection         | Rhea Vendors' business model is based on permanent, collaborative relationships with suppliers, primarily small local businesses, ensuring the continuity of quality components and contributing to the organisation's operative and financial solidity                                      | Opportunity     | -       | Long term   | Both                           |
| Active and passive bribery       | The organisation has adopted a Code of Ethics establishing clear principles for the prevention of bribery and kickbacks, applicable to all Group companies.                                                                                                                                  | Positive impact | Current | Short term  | Value chain                    |
|                                  |                                                                                                                                                                                                                                                                                              |                 |         |             |                                |

- **Respect and dignity:** protection of the physical and moral integrity of persons, dignified working conditions and inclusion;
- **Impartiality and equal opportunities:** absence of discrimination and appreciation of merit;
- **Environmental protection:** commitment to sustainability and to reduction of environmental impact;
- **Transparency and integrity:** clarity in communications, accuracy of data, compliance with regulations.

The **Chairman of the Board of Directors** is responsible for supervision of the application of the Code and management of cases of nonconformity. All employees are asked to contribute to protection of the identity, reputation and correct functioning of the organisation.

**No episodes of discrimination, corruption or anti-competitive behaviour occurred** in 2024.

### Corporate culture

In 2023 and the first half of 2024, Rhea began a participatory process of defining and formally stating a **corpus of shared values**, holding dedicated workshops with the involvement of leading representatives of the company. The values that emerged, "Care & Dedication", sum up the principles inspiring the distinctive behaviour of people who work with Rhea, implemented and demonstrated on all the company's teams.

In Italy, a **new cultural body** was officially presented during a **Town Hall in 2024**, promoting widespread internal distribution of the new corporate culture. These values will progressively become an integral part of assessment processes and be extended Group-wide.

### Integrity and prevention of unlawful conduct

To reinforce prevention of unlawful and unethical behaviour, Rhea has implemented a **whistleblowing channel** in compliance with Directive (EU) 2019/1937, accessible to both employees and external parties (such as customers, suppliers and partners). The channel is managed by an **independent third-party supplier**, guaranteeing the anonymity of the reporter and ensuring **protection against all forms of retaliation** against persons who file a report in good faith.

The system ensures:

- availability of clear information on how to access and use the channel;
- in-house training in reporting methods and whistleblowers' rights;
- designation of trained personnel for impartial, confidential management of reports;
- **internal procedures for prompt, independent, objective analysis** of reports received.

The organisation also adopts **internal investigation procedures** permitting intervention in the event of a suspected violation of the Code of Ethics or conduct contrary to the company's values. The results of the investigation will be assessed by the competent functions and, if necessary, brought to the attention of the company's governance bodies for corrective action.

### Training and conduct risk

The Code of Ethics envisages **periodic training** for employees aimed at increasing their awareness of ethical principles and individual responsibilities. These activities primarily involve the functions most exposed to conduct risk, such as the **purchasing and sales offices, international functions and relations with public authorities**.

### G1-2 < MANAGEMENT OF RELATIONSHIPS WITH SUPPLIERS

The Rhea Vendors Group managers relations with its suppliers on the basis of principles of **fairness, collaboration and shared responsibility**, promoting sustainable purchasing practices oriented toward quality throughout the entire value chain.

### Relations and approach to the supply chain

Almost all Rhea's **direct (Tier 1) suppliers** are **small to mid-sized enterprises in Italy**, with whom the organisation has **long-term relationships** based on trust, transparency and ongoing improvement. In 2024, **94% of the Rhea Vendors Group's active suppliers (in Italy)** were located **within 30 km of the company's headquarters**, confirming the high degree of localisation of the company's supply chain. This approach, consistently with the Group's **nearshoring** strategy, facilitates direct control over quality, promotes traceability, contributes to reduction of emissions from logistics and strengthens ties with the local community.

Management of procurement is the task of **category buyers** supported by interdepartmental teams, with central product analysis and rationalisation of the supplier pool. The **vendor rating model** currently in use assesses performance on a qualitative and economic basis, reducing operative risk and reinforcing the overall efficiency of the supply chain.

### Integration of environmental and social criteria

All suppliers are required to **sign** the organisation's **Code of Ethics**, requiring respect for human rights, compliance with environmental legislation and fair working conditions. Compliance is checked through **audits and document surveys**, consistently with the Group's **ISO 9001 and ISO 14001** certified management systems.

With a view to reinforcing integration of ESG criteria, Rhea is implementing a **new supplier qualification and selection process** involving systematic inclusion of **environmental and social criteria**. The new process will be **issued and tested with 2 or 3 new suppliers in 2025**, and then gradually extended throughout the supply chain.

In parallel, the organisation has included among its ESG targets for 2026 the **preparation and adoption of a Code of Conduct** for suppliers, clearly and formally stating the environmental, social and ethical principals and standards it requires of its partners in the supply chain. Acceptance of the code will be required for supplier qualification, representing an additional tool for alignment of



*In the world of sports there is a value that goes beyond competition: it's about inclusion, aggregation and socialization. Rhea's Softball is a life school where girls learn to share, collaborate and achieve goals together. It's an experience that goes beyond the result of a game: it's a lesson of growth and solidarity.*

*Andrea Pozzolini*

values and contractual terms.

This new development will further reinforce alignment of procurement with the organisation’s ESG targets and extend the culture of sustainability throughout the value chain.

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**G1-3 < PREVENTION AND DETECTION OF CORRUPTION AND BRIBERY**

Rhea Vendors adopts a **zero tolerance approach toward all forms of corruption, bribery and unlawful business practices**, promoting conduct based on integrity, fairness and lawfulness in all its business relationships, as stated in its Code of Ethics.

The company expressly prohibits all forms of unlawful payment or benefit, either direct or indirect, toward public or private entities. The Code is binding upon all personnel, management and contractual partners, including suppliers, and is accessible to all significant stakeholders.

**Management and response procedures**

The organisation has implemented **clear procedures for identifying, managing and sanctioning any episodes of corruption**. Reports may be submitted via the **external whistleblowing channel**. Reports are impartially analysed by trained personnel who have no hierarchic relationship with the reported persons.

If a violation is ascertained, **proportionate disciplinary measures** are applied, identified in compliance with current legislation and the applicable collective bargaining agreements. Particularly significant cases will be **drawn to the attention of the Board of Directors**, which is ultimately responsible for ensuring application of the Code of Ethics.

**Training and promotion of awareness**

Rhea promotes **periodic training** in the issues of ethical conduct and prevention of corruption, intended primarily for the **functions most exposed to this risk**, such as purchasing and sales offices, international offices and functions interfacing with public-sector organisations. This training is intended to guarantee complete understanding of the policies, risk areas and consequences of violations.

Training initiatives are extended to include members of **administrative and management bodies**, consistently with the approach of widespread acceptance of responsibility promoted by the organisation. Content is adapted to suit the trainee’s role and responsibilities, with the goal of reinforcing a culture of control and prevention.

Metrics and targets

**G1-4 < INCIDENTS OF CORRUPTION OR BRIBERY**

**There were no incidents of corruption or bribery** involving Rhea Vendors or its employees in 2024.

- There were no reports of:
- sentencing or pecuniary sanctions for violation of regulations for the prevention of corruption;
  - confirmed cases requiring disciplinary measures against employees;
  - interruption of contracts with business partners for reasons connected with corruption;
  - public disputes opened or settled during the year.

The organisation confirms the **effectiveness of its preventive measures** and widespread compliance with the rules of ethical conduct on the part of its partners and associates.

**SOCIAL RESPONSIBILITY: RHEA’S COMMITMENT BEYOND MATERIALITY**

Though the theme of “community” was not classified as material in the double materiality analysis, **Rhea Vendors Group has always considered its social role in the areas where it works to be of central importance**. The conviction that there cannot be solid, long-lasting growth without the well-being of local communities has over the years inspired the company to come up with **concrete initiatives consistent with its values** and capable of generating a positive impact.

Over the years, the organisation has built a **synergistic relationship with the local social fabric**, supporting entities that promote inclusion, culture, sports, solidarity and care. This commitment has now become a path of **strategic evolution** collecting all initiatives under a single **umbrella of values and identity**, with the goal of setting up a consistent, recognisable **give-back** strategy at both the local and international levels.

**AB Softball Caronno**

Since 1989 Rhea has sponsored the women’s softball team in Caronno Pertusella, offering girls and young women an opportunity to practice competitive and amateur sports in a context focusing on inclusion, growth and fair play.

**Pulmino Amico minibus for Auser**

By granting free use of an appropriately equipped vehicle, Rhea supports the Pulmino Amico, a minibus for transporting persons with disabilities, ensuring they have access to services and eliminating physical and social barriers.

**Doctors without Borders**

Rhea has supported Doctors without Borders since 2020. In 2024 the company presented a new version of its **Monolith** – an icon of Rhea design – dedicated entirely to the NGO. The work interprets the theme of social sustainability through the power of images, drawing attention to the humanitarian work performed by MSF in vulnerable areas.

**Events and solidarity**

The company regularly participates in events for solidarity, such as the **Scatole di Natale** or Christmas boxes initiative and a partnership with the family solidarity association **Solidarietà Familiare**; Rhea had the pleasure of receiving in its offices a number of children from the **Pollicino di Busto Arsizio** hospital for refreshments, play and socialisation during the 2024 Christmas season.



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