



Sustainability

Report 2023

The way forward

With the future of logistics inextricably linked to the health of our planet, we are determined to play a central role in innovating and redefining the industry in accordance with the 3 Ps: Planet, People and Prosperity.

The past year has been one of significant challenges. As the global geopolitical landscape intensified, our industry faced abrupt shifts in business dynamics, with the entire sector marked by escalating costs alongside declining rates and volumes. Nevertheless, Arcese's direction remained firm.

Staying on track

Guided by our Strategic Journey and its pillars, over the course of 2023 we laid the groundwork for a sustainable strategy, defining our Strategic Sustainability Roadmap. During the year, we invested in alternative fuels, electric mobility and long-haul intermodal transport, and achieved a consistent reduction in employee injuries. Also, we introduced digital tools such as the Vendor Lifecycle Management (VLM) platform for partners.

Listening in action

We listened to and analyzed the feedback that all our employees globally returned to us through the Global Employee Survey. The dialogue is an essential component of Arcese's approach. Suggestions from our employees led to many of the tangible

actions included in this 2023 Sustainability Report such as the global Diversity and Inclusion task force and the People Academy, our digital learning platform.

A shared journey

We would like to sign off by thanking our employees. Fueled by the power of active listening, the past year marks a turning point for Arcese: your voices have shaped our vision, and we are deeply grateful for your commitment. We want sustainability to permeate every aspect of our lives, both at work and beyond, and we invite you to be an active part of this journey. Share your ideas, hold us accountable, and inspire us with your solutions. Let's join forces and pioneer a sustainable future!



Matteo Arcese
Global Executive President



Guido Pietro Bertolone
Global Chief Executive Officer

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DATA SUMMARY - METHODOLOGICAL NOTE - INDEPENDENT AUDITOR'S REPORT - GRI CONTENT INDEX AND OTHER RELEVANT KPI



Arcese Trasporti SpA will be hereinafter referred to as **Arcese** or **Arcese Trasporti**.

01

About Arcese

*THE WORLD NEEDS
CONNECTIONS. WE EXIST
TO CREATE THEM.*

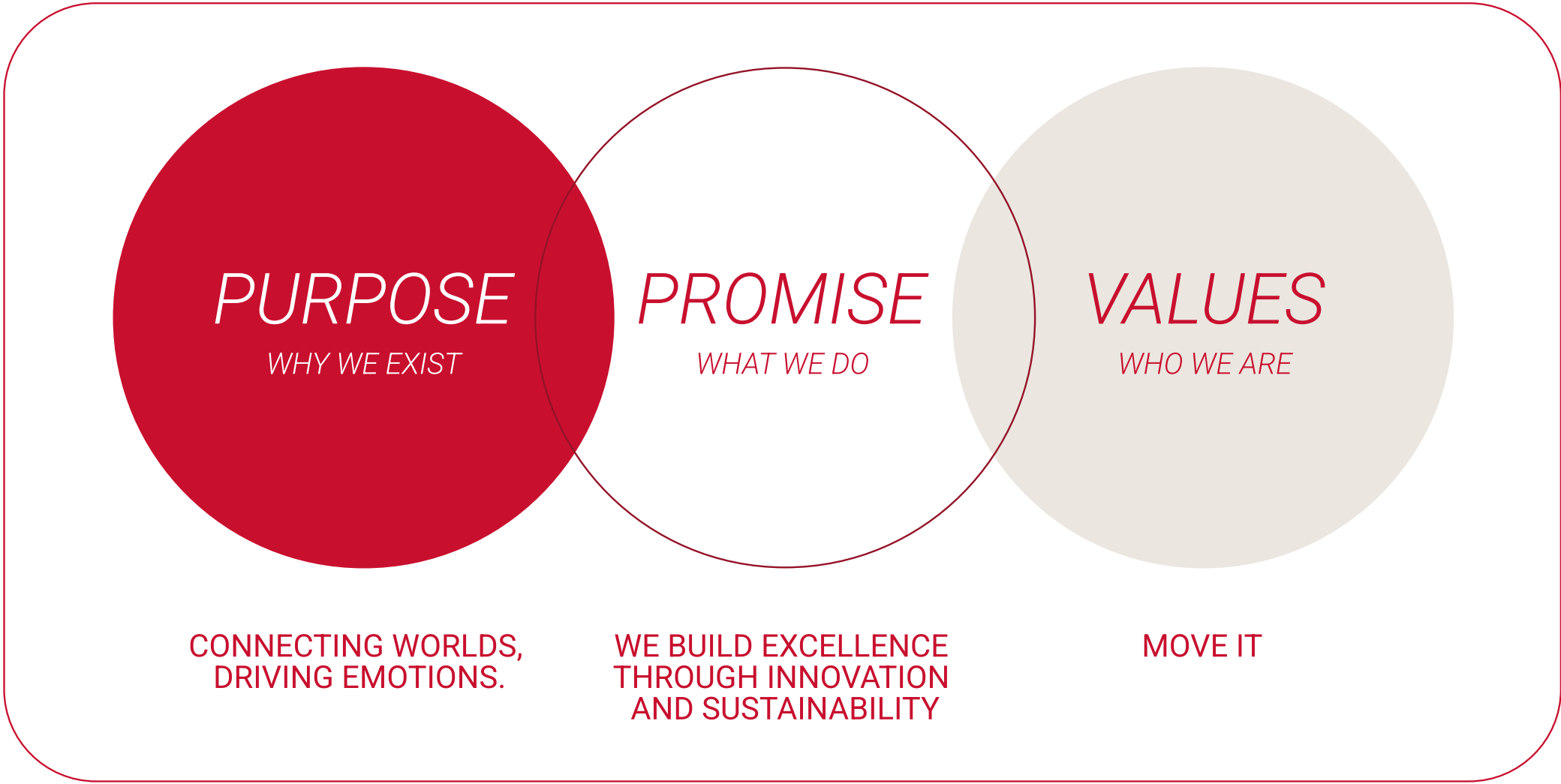


We are a global logistics operator connecting the world with the aim of providing innovative solutions, to build tomorrow logistics today. Ethics, sustainability and **digitalization** are at the heart of our **growth** and guide all of our **people** in anticipating customers’ needs whilst guaranteeing maximum efficiency and a standard of **operational excellence**.

1.1 Our Purpose, Promise and Values

[GRI 2-23]

Our people defined the company’s Purpose, Promise, and Values (PPV), giving voice to how our Group will address the **challenges of today and tomorrow**.



In line with PPV, Arcese recognizes the following as important development factors:

- **Environmental protection**, aware of responsibility towards the environment, moving towards economic and environmental sustainability
- **Occupational safety and security** (in terms of protection of people, goods and information), in harmony with the production activities and with the company resources available

M

Movement

We never settle.
We bring passion and commitment. We never stop learning and bringing change.

O

One Team

Together, we are more than the sum of our parts.
We advance with trust and a common goal.

V

Value to Customer

We go beyond what's at task.
We feel accountable for our results and add value in any way we can.

E

Excellence

We settle for nothing less than greatness.
We take risk and thrive on results.

I

Innovation

We are creative,
digital, never satisfied with the status quo.

T

Transformational Leadership

We inspire each other
to be what we have always dreamed of becoming.

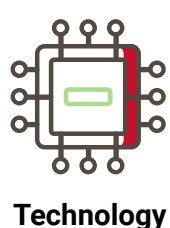
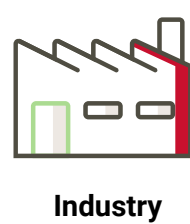
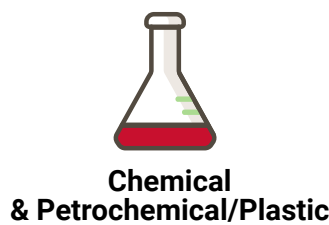
1.2 Our expertise and solutions

[GRI 2-6]

As a global logistics operator, we offer **integrated solutions** covering the entire supply chain. Our Group's service portfolio includes **road and intermodal transportation, air and sea freight forwarding, warehouse management, and integrated logistics solutions**. With expertise spanning several industries, including automotive, consumer goods, industrial, paper, chemical, fashion & textile, construction & furniture, technology, and food & beverage, we meet the needs of both SMEs and large multinationals, developing **high levels of professionalism worldwide**.

Our Fields

We are the strategic choice for thousands of companies around the world, which operate in a wide variety of fields both **B2B** and **B2C**.



Global Network

Arcese Group operates in **70 locations worldwide**, boasting warehouse spaces spanning over **1,5 million square meters**. This extensive network, a customer-centric approach and strong partnerships enable us to meet our customers’ needs with innovative and tailored solutions.



Road Freight

Road and intermodal transportation are the solid foundation of Arcese Group’s activities, supporting it since its origins. With a robust fleet capacity and a well-established distribution network, we can meet diverse transport requirements in terms of volume, delivery timelines, and logistical intricacies. Operating more than **2.000 daily departures** across over **30 countries**, we are a leading road freight operator in Europe.



Contract Logistics

We provide end-to-end supply chain solutions and distribution services through our dedicated **Contract Logistics division**. Leveraging technology and innovation, this department designs and implements optimized and dependable solutions.

Air & Ocean

The Air & Ocean division specializes in global ocean and air shipping, delivering comprehensive, personalized, and flexible services through a wide **global network supported by local expertise**. Through established relationships with leading sea and air carriers, we ensure daily departures for both imports and exports worldwide. Additionally, our Air & Ocean division offers a range of value-added services, including **customs clearance, warehousing, and brokerage services**.



1.3 Arcese Trasporti SpA & the Group

[GRI 2-1]

Arcese Trasporti SpA is the Arcese Group company specializing in Road Freight and Contract Logistics in Italy. It is a Joint-stock company with a single shareholder (Arcese Holding S.a.p.a. di Eleuterio e C.), **headquartered in Arco (TN)**¹. The history of Arcese Trasporti, and Arcese Group as a whole, is a long journey **started in 1966** and continues to this day. Inspired by our history of constant innovation, commitment and passion, we have built a vibrant company. Today, we are a leading international transportation, logistics and freight forwarding company, with a global presence supported by an integrated network of branches, logistics sites and transportation partners. In Italy, Arcese Trasporti SpA maintains a strong presence with **29 operating locations**, comprising around **556.000 square meters of logistics areas**.

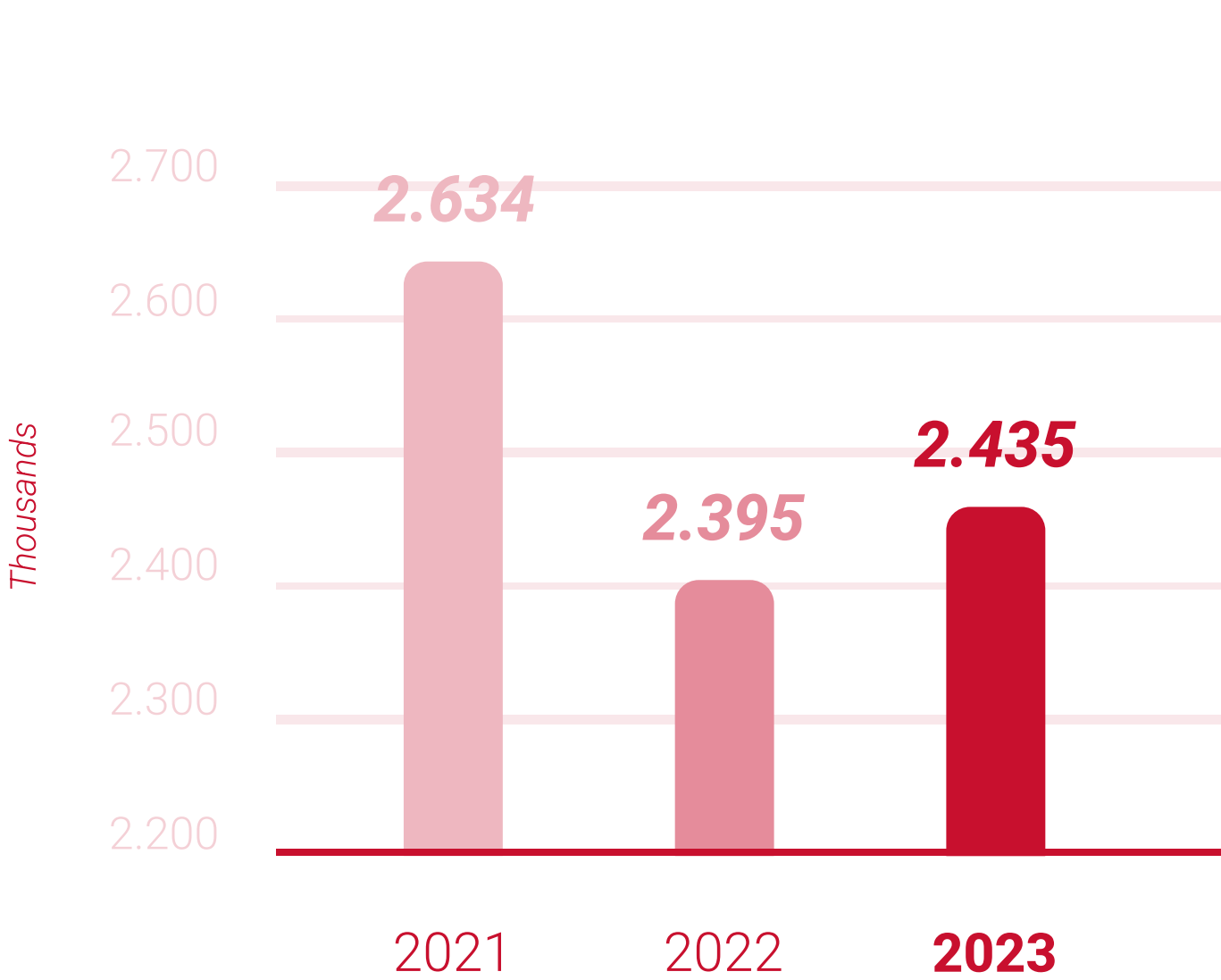


¹Arcese Trasporti SpA has the registered and administration office in Via Aldo Moro 95, 38062 Arco (TN).

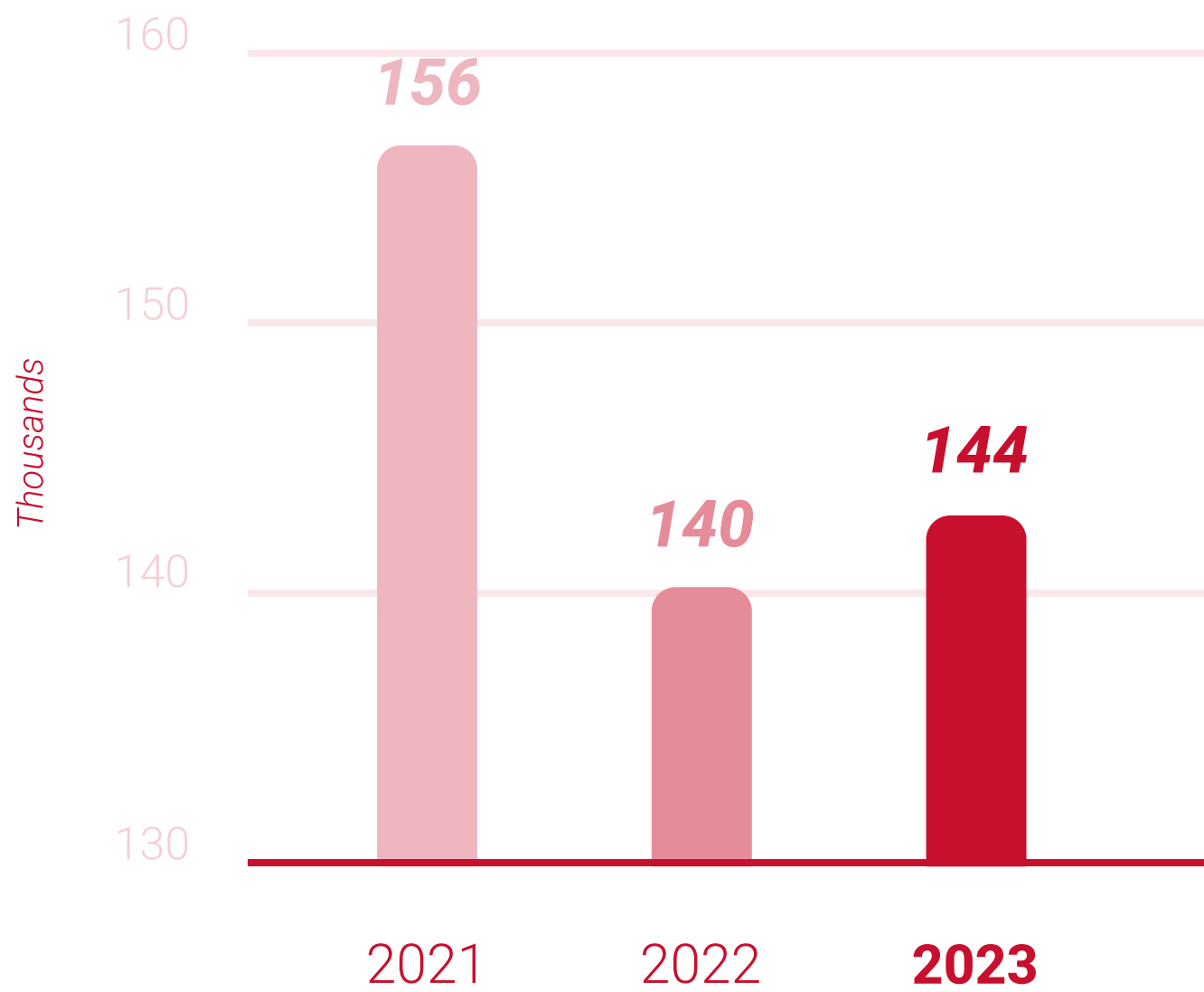
The year 2023 registered an inversion of the trend compared to 2022. Regarding LTL shipments, after the 2022 decrease, **LTL orders increased of 1,6%** from 2.395.453 shipments to **2.434.830**, for what concerns **FTL orders** they registered an **increase of 2,7%**.

The increase of volumes is mainly related to automotive and fashion market exploit that recovered from the market conditions seen during 2022, the results anyway were affected by the geopolitical situation described before.

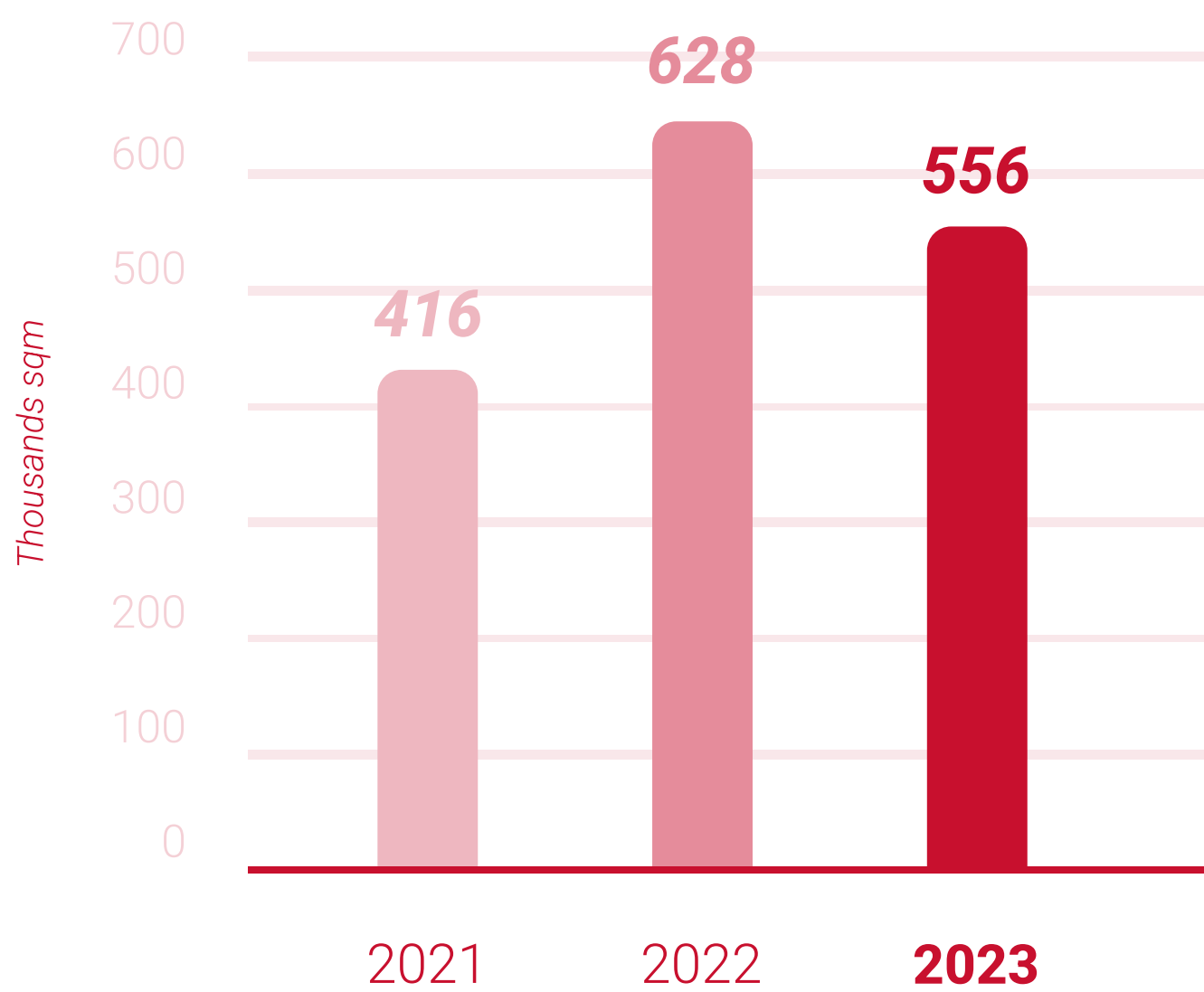
LTL ORDERS
(NUMBER OF SHIPMENTS)



FTL ORDERS
(NUMBER OF TRIPS)



LOGISTICS
(WAREHOUSES AREAS)



02 Sustainability

*EMBEDDED INTO OUR DNA:
ARCESE COMMITMENT
TO ETHICAL, FAIR AND
RESPONSIBLE OPERATIONS.*

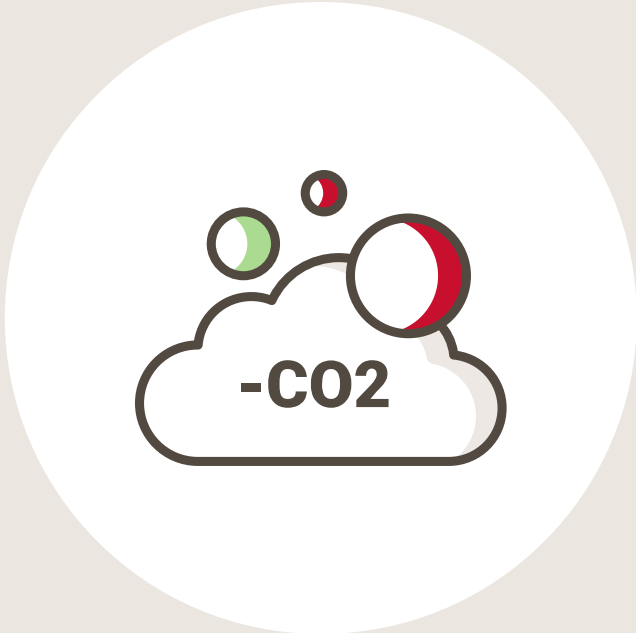
2.1 Our Journey so far

For the Arcese Group, being a sustainable company means **enriching management** and **strategic choices** with ethical and social considerations, investing in human capital, the environment, and relations with all stakeholders. We embarked on a conscious path by strongly **believing in an ethical** and **sustainable business** and by implementing several concrete actions over the years.



Our ambition:
be your sustainable
supply chain partner.





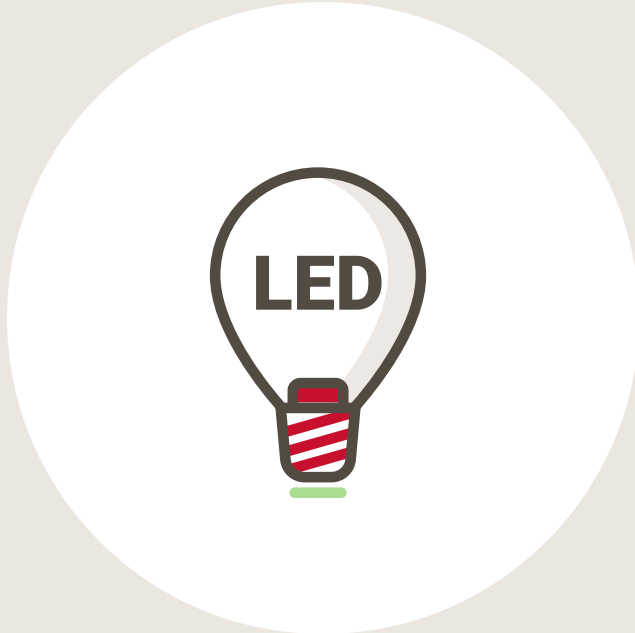
2014

CO₂ EMISSIONS
calculation tool
implemented



2015

**CODE OF ETHICS
AND ORGANIZATION
MANAGEMENT AND
CONTROL MODEL**
published



2016

**PROGRESSIVE
UPLOAD TO LED**
warehouse lighting start

RED BOXES introduced
to improve trasport
efficiency and reduce
the consumption of
cardboard

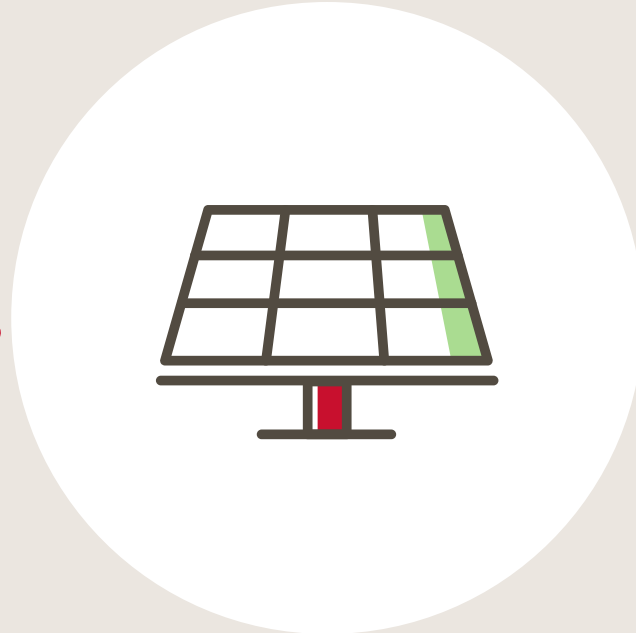


2017

**FIRST ELECTRIC
VEHICLE**
for last-mile deliveries
in Milan introduced

CSR POLICY for
all Arcese Group
companies published

**QUALITY,
ENVIRONMENT
AND HEALTH
& SAFETY**
integrated Policy
publication



2018

**PHOTOVOLTAIC
SYSTEM**
in main branches
installed



2019

LNG VEHICLES
introduced in
Arcese fleet



2020

ISO 45001
certified

FIRST SUSTAINABILITY REPORT published



2021

“PLASTIC FREE” INITIATIVE
has been lauched concerning the progressive reduction of single-use plastics in our branches with a trial project for Basiano branch.

SWITCH TO BIO-LNG SUPPLIES
a renewable gas with very high potential to reduce its environmental impact



2022

GOLD MEDAL AWARD
confirmed by Ecovadis



2023

GOLD MEDAL AWARD
confirmed by Ecovadis

TAPA certified

Start of **HVO** supply



2.2 A vision towards a sustainable framework

[GRI 2-22]

Be your Sustainable Supply Chain Partner.
This represents our ambition, as outlined in our Strategic Sustainability Roadmap.

Material topics, along with their identified impacts, set the stage for our targeted commitments. Each identified pledge has been matched with a corresponding **United Nations Sustainable Development Goal** (SDGs), challenging our Company along its value chain.

Our ambition will be steered by our Strategic Plan, structured around three central pillars: **Environment, Social, and Governance**. Under each of those, we will delineate precise initiatives that we will come back to tell you about in forthcoming sustainability reports.

Our targeted results span various timeframes, from early goals (ex. from our Corporate Carbon Footprint in 2024), through middle term ones (decarbonization strategy), to long-term ones such as reaching **carbon neutrality in 2040** and succeeding in fulfilling our ambition.

2.3 Stakeholder mapping and engagement

[GRI 2-29]

To enhance our approach to sustainability issues, it's imperative to **identify the parties impacted by our business activities**. In line with the Global Reporting Initiative Sustainability Reporting Standards (referred to as "GRI Standards"), which Arcese has adopted for its Sustainability Report, stakeholders are defined as "entity or individual that can reasonably be expected to be significantly affected by the reporting organization's activities, products and services, or whose actions can reasonably be expected to affect the ability of the organization to successfully implement its strategies and achieve its objectives".

Arcese Trasporti has identified its primary stakeholders through a comprehensive analysis of its business operations, determining those most impacted by our decisions and those whose actions influence our strategies. Throughout our operations, we engage with a diverse array of stakeholders who contribute to and influence our actions. For each relevant stakeholder group, we have established specific communication and engagement channels, tailored to their needs and preferences. Some stakeholders require regular and periodic discussions, while others are engaged as needed, based on mutual requirements and interests.



STAKEHOLDER	DEFINITION	METHODS OF DIALOGUE AND FREQUENCY OF ENGAGEMENT
EMPLOYEES	<i>People working in Arcese</i>	• Management committee meeting every two weeks • Monthly team meeting (committee members and direct reports) • Function meeting every six months • Monthly informative newsletter to all employees • Annual survey about the Aplace intranet • Drafting of the sustainability report • Workshop to present the sustainability report
SUPPLIERS	<i>Contractors and subcontractors who are entrusted with the transport services</i>	Contractors and subcontractors are engaged by e-mail or phone calls on a daily basis from the Operations Department to assign and track the transport services and monitor the performances. A specific Arcese function is also in charge to engage regularly (monthly or quarterly) the subcontractors for administrative purposes, to verify their documents and compliance to transport regulations and to audit their internal procedures. Audits on site are carried out as well.
CLIENTS	<i>Users of the transport services offered by Arcese</i>	• Daily relationship with Sales representative and Customer Service by e-mail, phone call and live/online meeting • Monthly KPI reports and monthly CO2 reports, if requested by the clients • Annual client's satisfaction survey
ECONOMIC PARTNERS	<i>Companies that supply goods and services, and local related companies</i>	Regular relationship with Purchasing Department by e-mail, physical or remote working groups
SHAREHOLDERS AND INVESTORS	<i>Capital providers</i>	Daily presence in the business activities

STAKEHOLDER

DEFINITION

METHODS OF DIALOGUE AND FREQUENCY OF ENGAGEMENT

TRADE UNION ASSOCIATIONS	Entities that protect the rights of workers	• Regular communication by e-mail • Monthly worker council meeting, Arcese engages with associations to define and manage agreements concerning the employees working in a specific plant or in the company
INSTITUTIONS	PA, national and international authorities, including bodies that regulate transport matters	• Participation to industry Associations • Formal communication and provision of data/report required by law • European/National financing project participation
LOCAL COMMUNITIES	Citizens who live in the areas of the Arcese production plants, families of collaborators, organizations operating in the same areas	• Arcese utilizes feedback mechanisms such as surveys, interviews, and community meetings to gather input from stakeholders and assess the impact of its actions. • Internal audits and reviews are conducted to evaluate compliance with policies and procedures, identify areas for improvement, and track progress over time
UNIVERSITIES AND RESEARCH CENTRES	Organizations operating in the R&D of sustainable transport policies	• Workshop, written communications and advisory panels (on a quarterly basis) • Research projects on specific topics are developed regularly (one or two projects per year)
EXTERNAL CONSULTANTS	Professionals who are called upon by the Group to carry out dedicated projects	Daily relationship by e-mail, live/online meetings and workshops

2.4 The approach to materiality topics

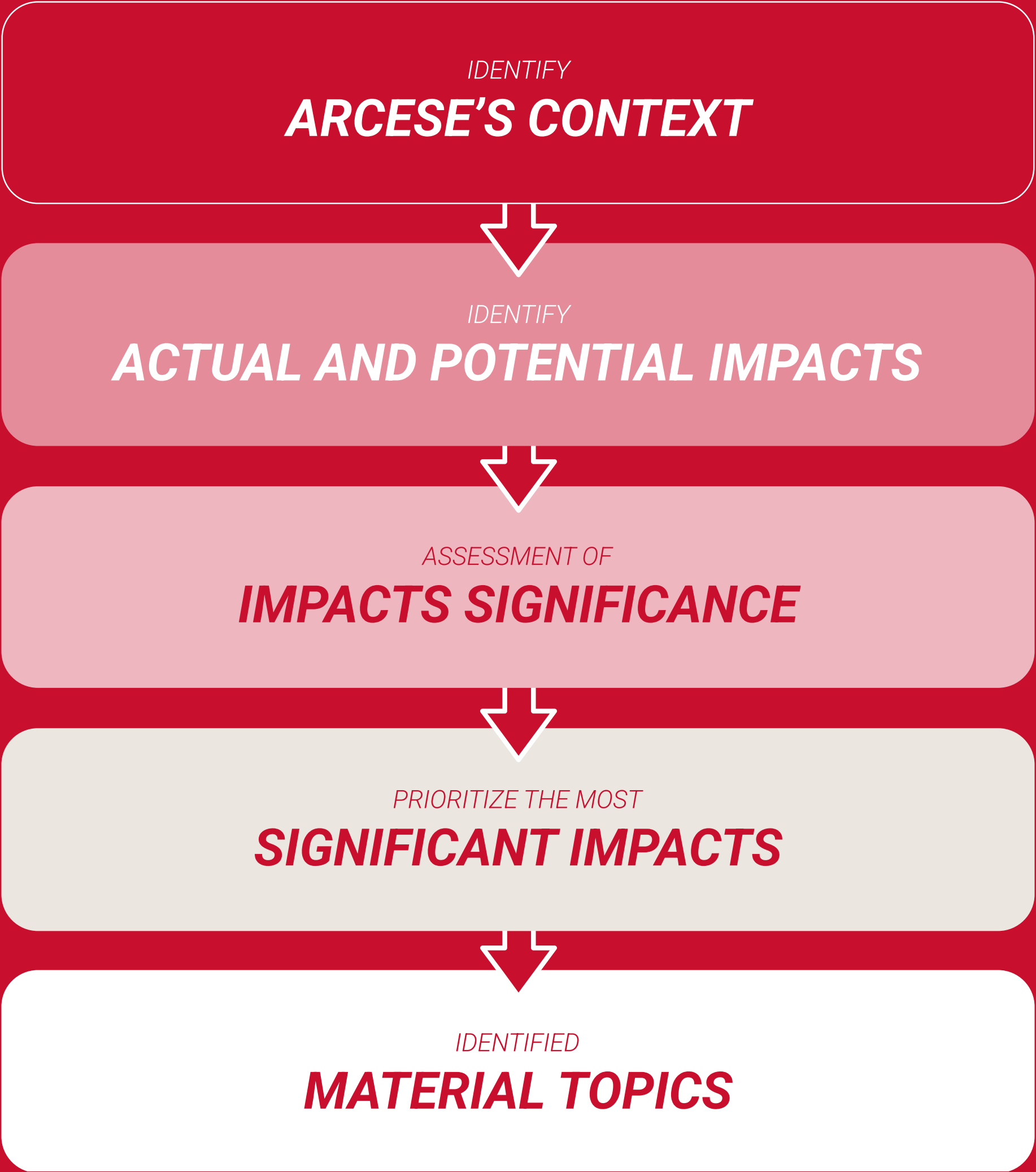
[GRI 3-1, GRI 3-2]

To comply with the requirements of the **GRI Standards 2021**, Arcese Trasporti embarked on a thorough materiality analysis following stakeholder identification. This analysis aims to pinpoint material topics for inclusion in the Sustainability Report.

A material topic is defined as a “topic that represents the organization’s most significant **impacts on the economy, environment, and people, including impacts on their human rights**”.

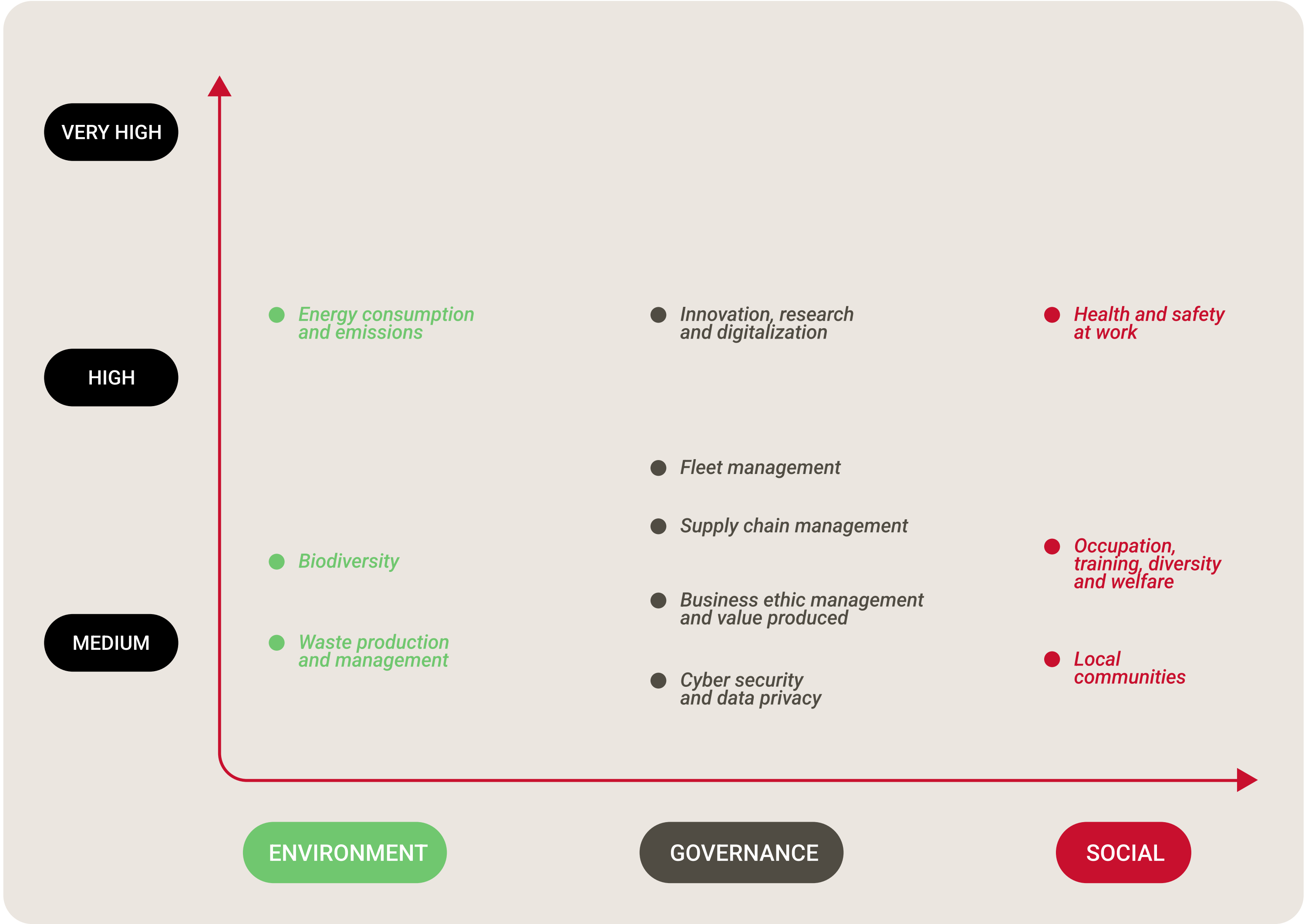
Arcese Trasporti conducted a comprehensive reassessment of material topics reported in previous editions of the Sustainability Report. This involved analysing sustainability trends at both global and European levels, benchmarking against national and international peers and competitors, and conducting desk analysis of internal and external contexts. Collaboration with internal corporate functions and top management facilitated the identification of actual and potential impacts throughout the organization’s value chain. Subsequently, the significance of these impacts was assessed, leading to the identification of the most significant ones.

This process, as required by the GRI Standards, is illustrated by the following flow:



Arcese’s material topics

As a result of this process, Arcese Trasporti identified **11 material topics**, presented in the following chart. These results, and more broadly all our **sustainability efforts**, were presented to all Arcese’s functions during dedicated Workshops. In the following chapter of this document, we will report the company’s adopted management approach and specific performance indicators for each topic.



SUSTAINABILITY PILLAR	MATERIAL TOPIC	HIGHLIGHTS
GOVERNANCE	<i>Business Ethics management and value produced</i>	The topic refers to the maintenance of a good and solid corporate organization, which favours business management in compliance with national and supranational laws and the ethical principles adopted by the company. Furthermore, the topic provides information on the value produced and distributed along the value chain.
	<i>Supply Chain management</i>	Raw materials, subcontractors and transport providers could be linked to environmental impacts generated with their services. Arcese Trasporti purchases a significant amount of packaging materials and other materials for their offices. Part of its services rely on other transportation providers.
	<i>Cybersecurity and data privacy</i>	Arcese Trasporti relies on digital based solutions for a large portion of its internal processes. The topic refers to the security of the sensitive information, privacy and the protection of the overall IT infrastructure from any harmful event.
	<i>Service quality and repercussions on third-party entities</i>	Even if not considered material Arcese decided to keep reference for this topic. It refers to the development of quality services aimed at identifying and satisfying clients’ needs, guaranteeing the highest standards in terms of simplicity, safety, speed and punctuality of transport.
	<i>Fleet management</i>	The topic refers to the design of new and innovative solutions, collaboration with research institutions and companies in order to identify those that best meet client needs and improve logistics and transport.
	<i>Innovation, research and digitalization</i>	Fleet management aims at optimizing costs and performances. Arcese Trasporti also implements management strategies aimed at mitigating fleet emissions.

SUSTAINABILITY PILLAR	MATERIAL TOPIC	HIGHLIGHTS
SOCIAL	Health and Safety at work	The topic refers to the promotion of safety in the workplace, through a careful assessment and management of risks, which are carried out through daily actions such as training, responsible behaviour awareness and implementation of preventive actions.
	Occupation, training, diversity, and welfare	The topic refers to the organization’s commitment to provide equal opportunities to everyone, recognizing, respecting and valuing differences in employees, collaborators and candidates and to create the best “employee experience”, and to promote employees’ growth, skills and capabilities towards a stronger organizational culture.
	Local Communities	The topic refers to the impacts that the organisation generates towards local communities and focuses on the initiatives to better engage the communities where the organisation has operations but also driven by promoting sports events.
ENVIRONMENT	Energy consumption and emissions	Transport and logistics sector contributes significantly to global emissions. To mitigate its potential impacts on the ongoing climate crisis, Arcese Trasporti implements solutions and technologies in order to reduce its direct and indirect GHG emissions.
	Biodiversity	The topic refers to the potential impact on the environment caused by the transport and storage of some hazardous goods.
	Waste production and management	Arcese Trasporti manages most of its deliveries packaging, producing waste. Arcese implements responsible management of waste through activities such as separate collection and recycling, as well as initiatives aimed at raising awareness among employees of the “3R” principles.

Our contributions to the Sustainable Development Goals

In line with our sustainability vision, inspired by the 17 Sustainable Development Goals (SDGs) that serve as cornerstones for our initiatives, we have identified, as we did last year, a specific **set of goals as benchmarks for our commitments**, guided by our materiality analysis. This focused approach allows us to align our efforts with the most **relevant** and **impactful goals**, ensuring that our contributions effectively support sustainable development.

3

GOOD HEALTH
AND WELL-BEING

5

GENDER
EQUALITY

7

AFFORDABLE AND
CLEAN ENERGY

8

DECENT WORK AND
ECONOMIC GROWTH

9

INDUSTRY, INNOVATION
AND INFRASTRUCTURE

12

RESPONSIBLE
CONSUMPTION
AND PRODUCTION

13

CLIMATE
ACTION

16

PEACE, JUSTICE
AND STRONG
INSTITUTIONS

2.5 Commitments and achievements

[GRI 2-23]

Aligned with our dedication to ethical and transparent conduct, as outlined in the Code of Ethics and CSR policy, we are steadfast in integrating social and environmental considerations while upholding the quality of our services. Our principal objectives encompass:

- Offer a service in line with the customer’s needs according to the agreements made
- Comply with current legislation on environment, health and safety regulations in the workplace and engaging in large-scale improvement projects for conservation of environment and safety at work
- Manage business processes with a view to effectiveness and efficiency, ensuring adequate communication with collaborators
- Optimize and reduce the consumption of renewable resources and encourage proper waste management aimed at their reduction and reuse
- Offer logistics services that guarantee the protection of product safety, managed information and people



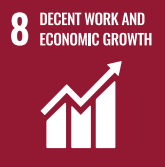
2023vs2024

The following table outlines the advancements made on each material topic as per the previous Sustainability Report, alongside Arcese Trasporti's proposed sustainability initiatives for the upcoming year. These commitments are established considering the nature of individual projects and the resources necessary to execute the activities.



SDGs	PILLAR	MATERIAL TOPIC	COMMITMENTS 2023	STATUS ²
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 13 CLIMATE ACTION 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	GOVERNANCE	Cybersecurity	• All application/software moved to cloud solution • Implementation of an automatic system response when the SOC (Security Operation Centre) identifies a possible threat	
		Purchasing	• Implement by Q4 WAVE 1 of VLM Project with focus to create transport supplier CRM • Implementation of supplier code of conduct	1
		Fleet Management	• Increase the Hybrids fleet 90% Euro 6 fleet mix • HVO implementation within FTL operations • 90% Euro 6 fleet mix	
		Innovation, research and digitalisation	• Increase intermodal production share up to 7% • Complete implementation of electric truck for paper mill • Complete test for electric Terberg at customer logistic platform • Transport document digitalisation (Proof of Delivery) • Predictive asset positioning • Planning module for first/last mile management	3 1
5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH	SOCIAL	Health and safety	• Improve management of first aid boxes thanks to digital control system, avoiding waste of products • Increase number of AED devices, with training for first aiders: implemented in following operations sites: Chiari, Tortona, Rovereto, Verona workshop	1
		Occupation, training, diversity and welfare	• GES: survey extended at global level • Diversity and Inclusion initiative • Increase cultural engagement: periodic newsletter aiming to increase cultural awareness on the sustainability topics	
7 AFFORDABLE AND CLEAN ENERGY 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION	ENVIRONMENT	Energy consumption and emission	• Chemical product substitution: For maintenance activities substitution of chemical product with biological based ones mostly for cleaning purposes • Complete implementation of Green Router for FTL and LTL • Start scouting for renewable energy purchase in order to define possible business case	1 2
		Waste production and management	• Proceed with the implementation of water dispenser at least on additional three branches • Increase waste sorting disposal at the branches with environmental certification	1
		Impact on biodiversity	• Change procurement and utilisation of chemical products in workshop	1
			• Keep high level of attention at operations sites close to protected areas	1

² 1 = Achieved, 2 =Partially achieved, 3 = Not achieved, postponed to 2024

SDGs	PILLAR	MATERIAL TOPIC	COMMITMENTS 2024
  	GOVERNANCE	<i>Business ethics Management and value produced</i>	Keep high level of attention on tax management through constant update about normative
		<i>Cybersecurity and data privacy</i>	• Definition of comprehensive Cybersecurity strategy and related implementation roadmap • Definition and implementation of the application security framework to ensure a proper prioritization, tracking and monitoring of the vulnerabilities and their remediation • Extensive cybersecurity awareness training is offered to all the employees with tracked results and follow-up activities • Improve awareness about privacy in the company
		<i>Supply chain Management</i>	• Implement by Q4 WAVE 2 of VLM Project with focus to create transport supplier CRM • Implementation scorecard for supplier assessment on sustainability issues
		<i>Fleet Management</i>	• Increase the Hybrids fleet • Second order electric car • 95% fleet euro 6
		<i>Innovation, research and digitalisation</i>	• Increase intermodal production share up to 3% • Reduction of paper documentation applied on road transport carried out by subcontractors • Digitalization of contract management (sales, purchasing, etc.) • Data Platform: Shipment Lifecycle • Vendor Lifecycle Management: Order to Bill • Planning tool Control Tower • Order Management and Customer Track & trace
 	SOCIAL	<i>Health and safety</i>	• Increase number of AED devices, with training for first aiders • Self-contained breathing apparatus (APVR) course in warehouse for environmental emergency management • Increased security checks near operational sites
		<i>Occupation, training, diversity and welfare</i>	• People academy and people academy management: launch in Italy on sap • D&I: Implementation actions plan • Increase percentage of local workers for Verona workshop: +4 manpower • Launching Space as a platform: more efficient and globally scalable data • Sustainability training to employees
  	ENVIRONMENT	<i>Energy consumption and emission</i>	• New travel reporting software (data for carbon footprint) • Chemical product substitution: objective to introduce them into production • Fixing errors and incomplete information in the management system for calculating CO2 emissions using the Green Router system • Corporate Carbon footprint and start target setting definition • Complete implementation of Green Router for FTL and LTL
		<i>Waste production and management</i>	• Increase waste sorting disposal at the branches with environmental certification • Proceed with the implementation of water dispenser at least on additional three branches
		<i>Impact on biodiversity</i>	• Keep high level of attention at operations sites close to protected areas

03

Governance

LEADING WITH INTEGRITY:
OUR GOVERNANCE PRINCIPLES
FOR SUSTAINABLE LOGISTICS.

3.1 Our business ethics management and produced value

3.1.1 Our ethical approach for business

[GRI 3-3, GRI 2-15, GRI 2-23, GRI 2-24, 2-26]

Since its foundation, Arcese Group has recognized the profound impact of every business decision on society, including employees, clients, suppliers, partners, the local community, and institutions. This awareness of our external impacts and our commitment to fair and ethical behaviour are formalized through a voluntary self-regulation process, resulting in the creation of four key documents³:

- Code of Conduct
- Code of Ethics
- Corporate Social Responsibility Policy (CSR)
- Security Policy

All of Arcese’s business operations are guided by the values outlined in these documents, emphasizing compliance with laws and regulations, respect for human rights, honesty, fairness, cooperation, loyalty, workplace health and safety, environmental stewardship, transparent accounting practices, and zero tolerance for money laundering, corruption, and smuggling.

Our top priority is to uphold these rights and principles through clear policies, communication, and training. To achieve this, we strive to ensure that all stakeholders are familiar with the contents of these documents, fostering a shared culture where our employees are empowered and accountable for maintaining high ethical standards. **All documents are readily accessible on Arcese’s intranet website,** ensuring transparency and accessibility for all stakeholders.

³ These documents integrate the requirements of the international standards ISO 9001-14001 and 45001 and are available at the following link: <https://arcese.com/responsabilita-di-impresa/>. The policies are approved by Arcese CEO at the first release, then confirmed, updated and validated every year if required by the Quality Review committee.



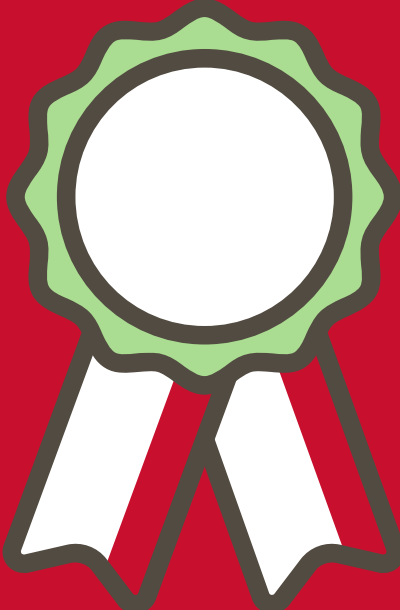
Ethical business management recognition

Our commitment to conducting an ethical business management model was recognized by confirming the **EcoVadis Gold Medal**. We also improved our rating compared with previous years, ranking in the top 2% of companies in its sector.

71/100

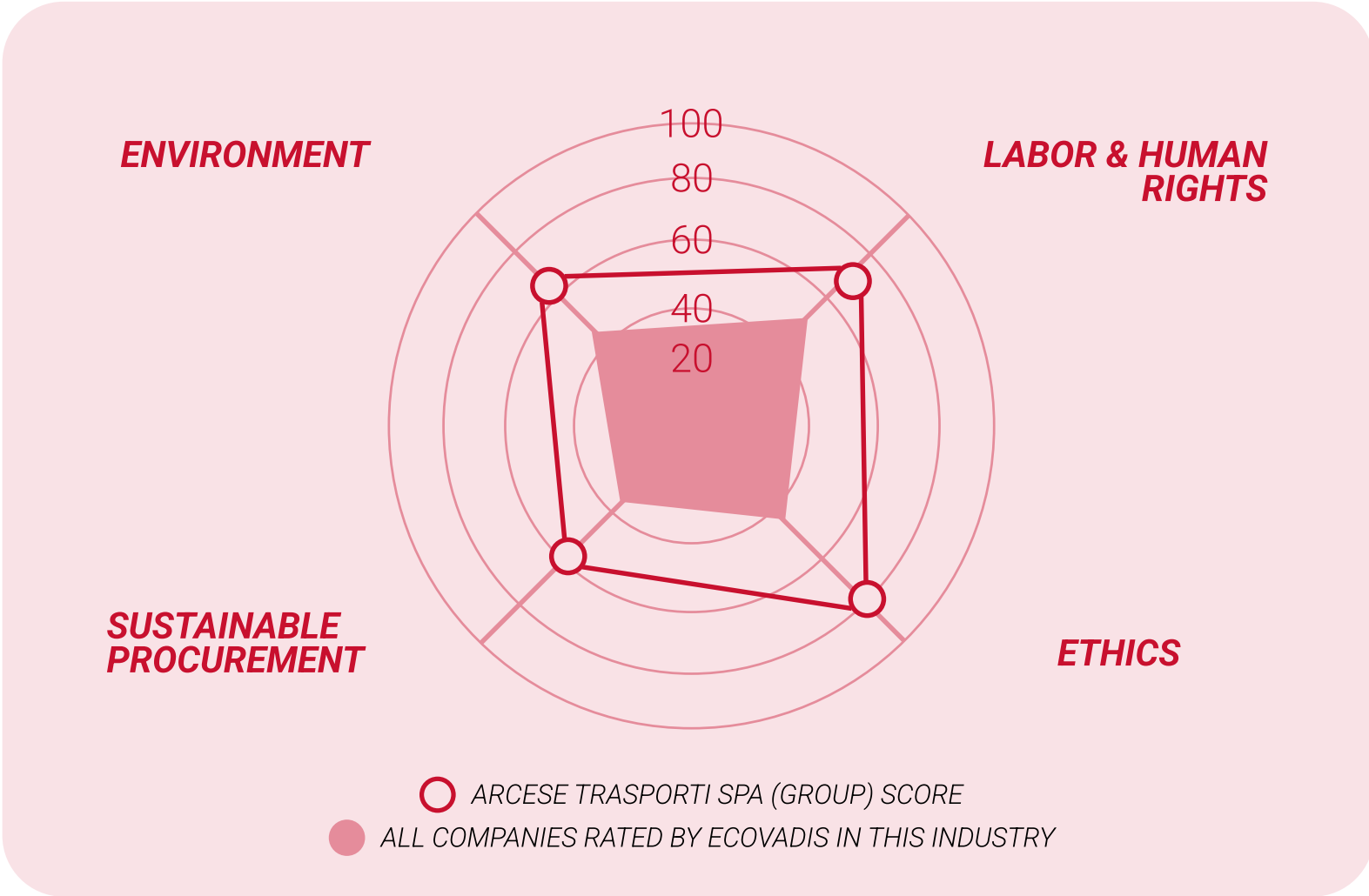
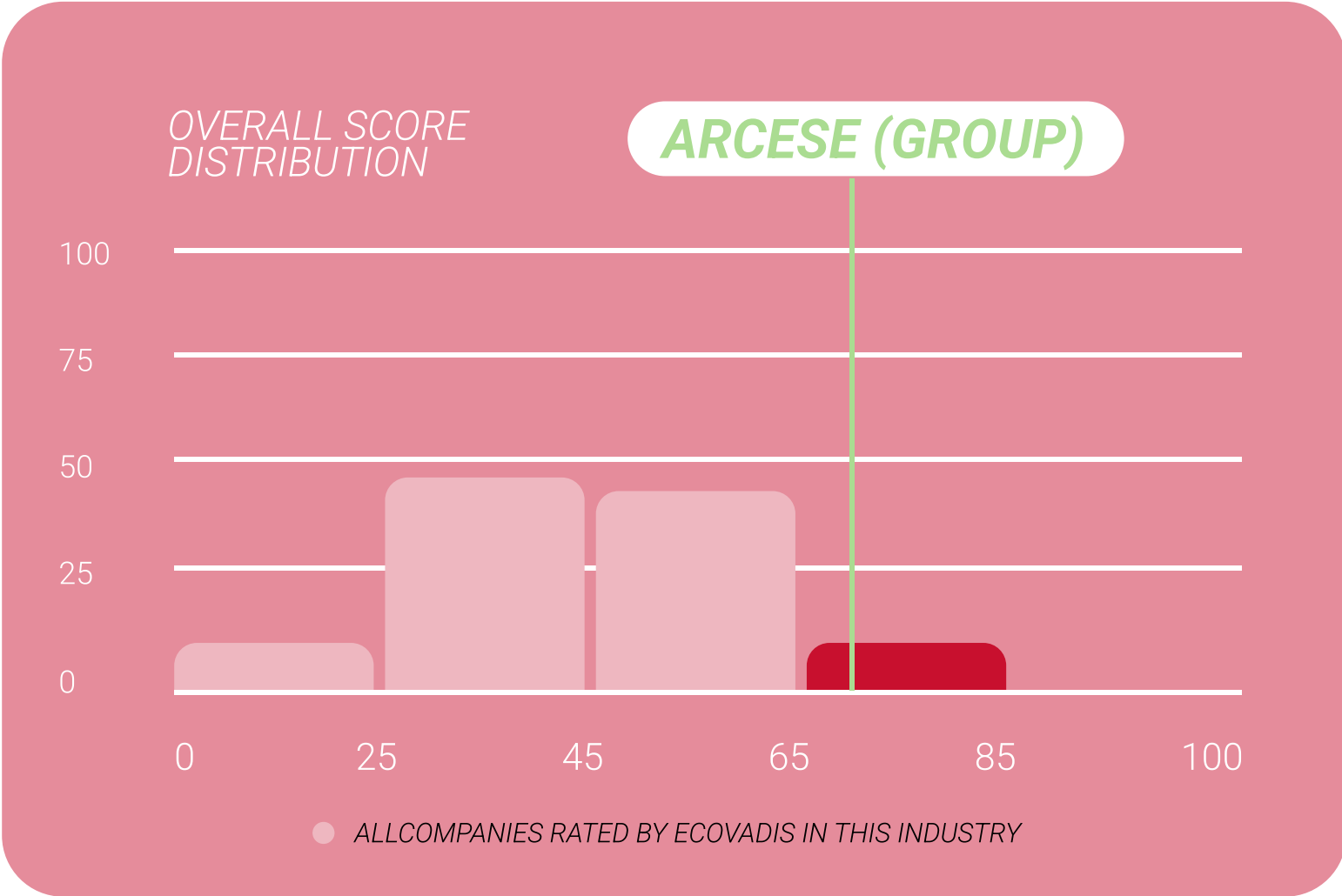
OVERALL SCORE

71



95th

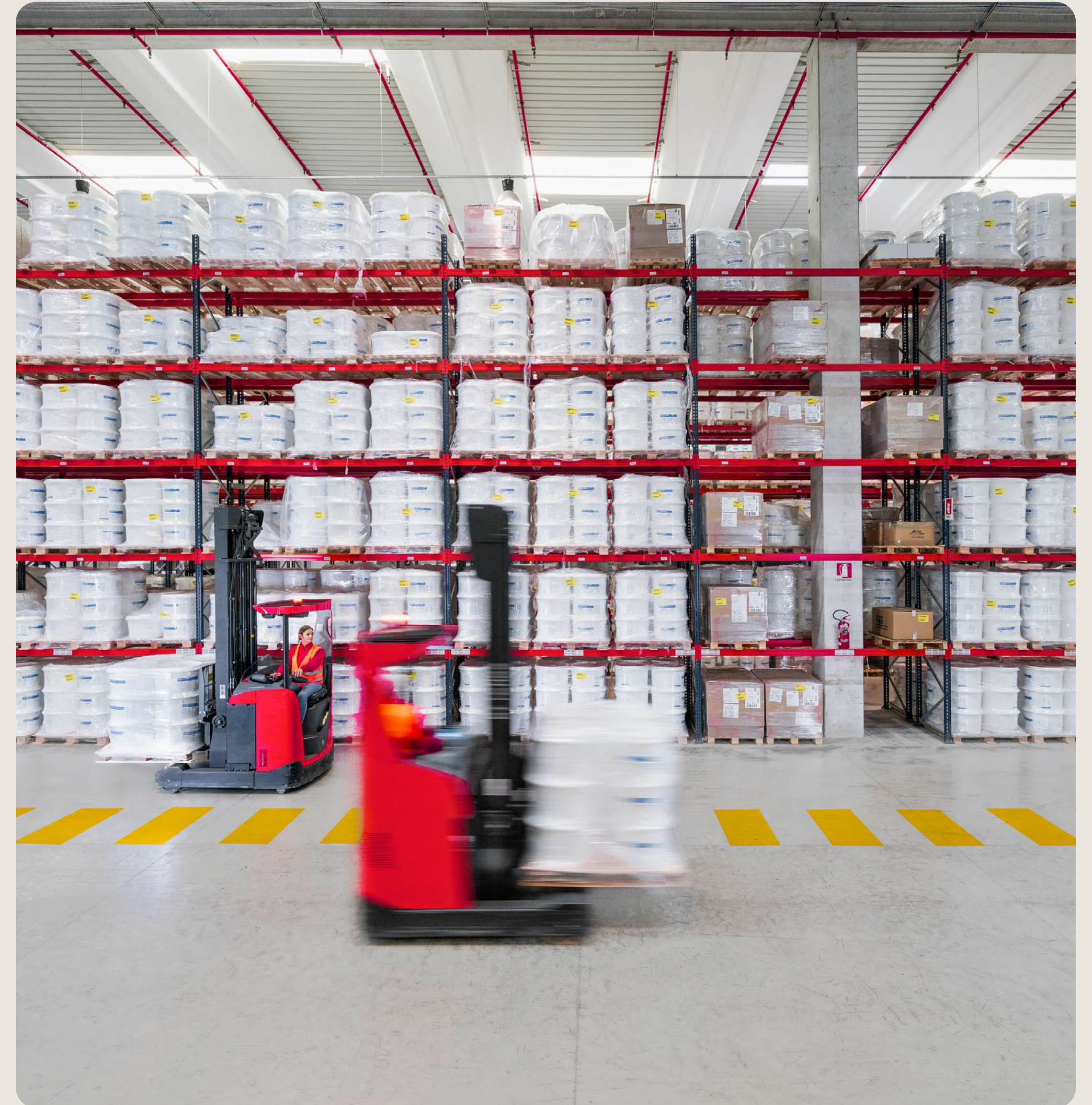
PERCENTILE



Arcese Trasporti has implemented an Organization Management and Control Model, comprising both General and Specific components, crafted following a meticulous Risk Assessment process. Additionally, a Supervisory Body has been appointed to oversee Arcese's adherence to the principles outlined in the Organization Management and Control Model. This body is tasked with monitoring compliance and preparing regular reports detailing its surveillance activities.

To facilitate transparency and accountability, dedicated communication channels have been established to enable stakeholders to report any violations of the **Code of Ethics** directly to the Supervisory Body. Upon receiving reports, the Supervisory Body conducts thorough investigations, which may involve interviewing both the whistle-blower and the accused party, if deemed appropriate. Throughout this process, measures are implemented to safeguard whistle-blowers against any form of retaliation, ensuring protection from discrimination or penalization.

Arcese Trasporti has implemented an *Organization Management and Control Model*





The identity of the whistle-blower is strictly confidential, in compliance with legal obligations. All the above is applicable also for the conflict of interest as specified inside our Code of Ethics and mechanisms to inform the Board and ODV are in place. **In July 2023 Arcese approved the updated procedure and instruction about Whistleblowing** (update required to be in compliance with EU Directive 2019/1937, applied in Italy with dlgs 10/03/2023 n°24). Consequently, it was issued informative to all employees and released an updated training delivered in e-learning mode.

Another view of managing business is related to tax payment and value generation and distribution, if an unethical management of this material topic occurs, it could lead to misallocation of resources generated by the company and generate an exploitation of public funds. On the other hand, **value distributed can impact positively on relevant stakeholders of Arcese, improving social, environmental and economic factors.**

3.1.2 Arcese Trasporti SpA governance structure

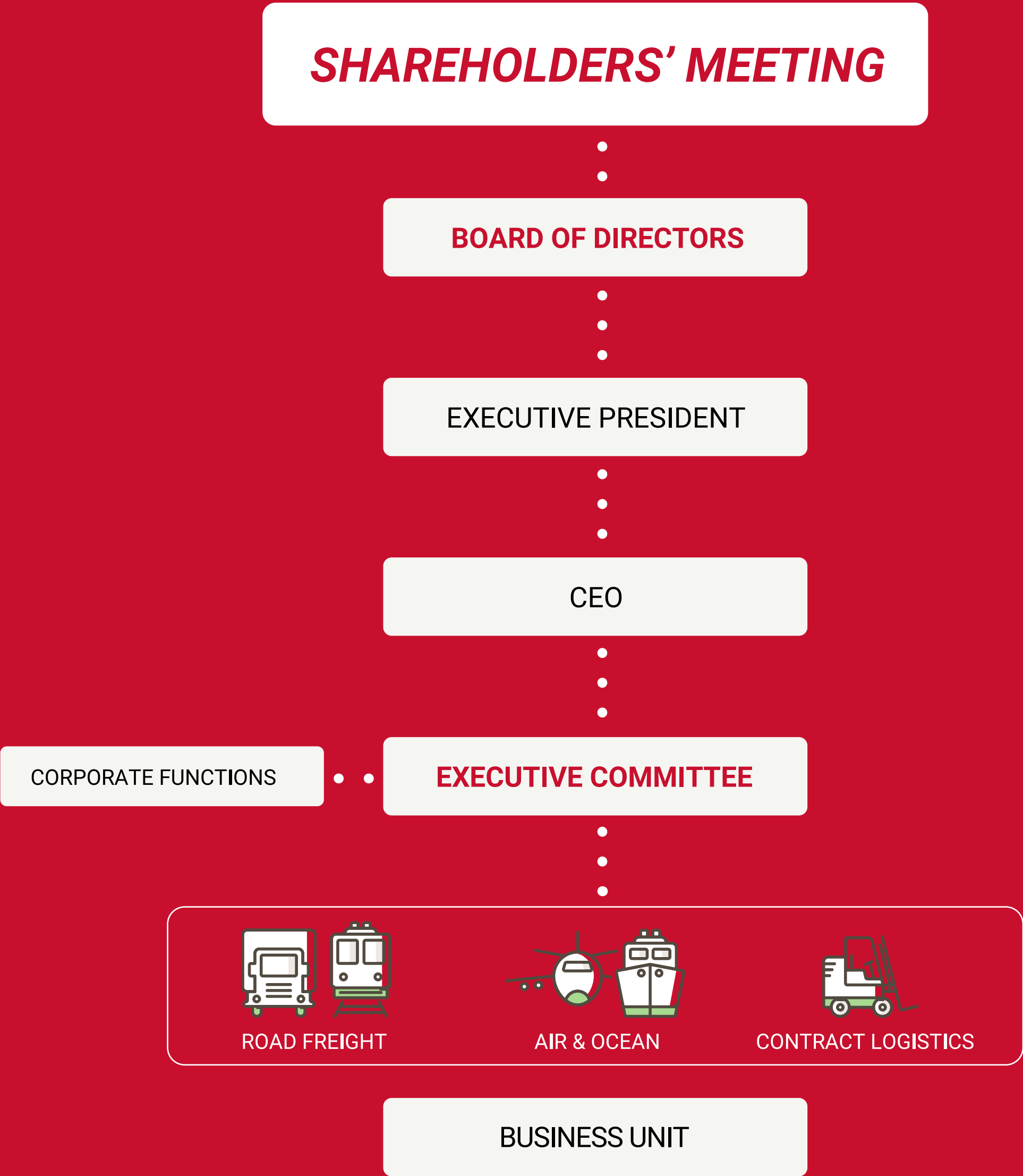
[GRI 2-9, GRI 2-10, GRI 2-11, GRI 2-14, GRI 2-19]

The governance model of Arcese Trasporti SpA, as well as the overarching organizational structure, is meticulously crafted to facilitate the seamless execution of strategies and the attainment of objectives. **The existing framework is meticulously devised to maximize operational efficiency and effectiveness.**

The corporate governance system adheres to a traditional structure, comprising four primary actors:

SHAREHOLDERS' MEETING

Competent to deliberate in ordinary and extraordinary sessions on the matters reserved to it by law and by the Company's Articles of Association.



BOARD’S MEMBERS

MATTEO ARCESE
CHAIRMAN AND CEO

GUIDO PIETRO BERTOLONE
CEO AND GENERAL MANAGER

ELEUTERIO ARCESE
DIRECTOR/ EMERITUS CHAIRMAN

LEONARDO ARCESE
NON-EXECUTIVE DIRECTOR

CARLO CESARE GATTO
INDEPENDENT AND NON-EXECUTIVE DIRECTOR

ALBERTO GENNARINI
INDEPENDENT AND NON-EXECUTIVE DIRECTOR

BOARD OF DIRECTORS

Endowed with the broadest powers of company administration and the pursuit of corporate objectives within the legal and statutory confines, **the Board of Directors shoulders the responsibility of delineating the strategic path and ensuring the efficacy of the company’s organizational and administrative structure.** Comprising six members, all male, with one under the age of 50, and one-third classified as independent, the Board embodies a diverse blend of expertise. Half of its composition hails from the Arcese family, one member represents internal management, while the remaining two bring external perspectives, particularly in finance and business management. In the absence of a predefined policy for remuneration determination, Directors receive a fee for their position, with an additional compensation for those serving as Chairman and Chief Executive Officer. These fees are contingent upon the company’s size and turnover. Notably, no variable compensation, bonuses, incentives, or severance payments are incorporated into the remuneration structure.

The Managing Directors wield the authority of representation and management conferred upon them by the Board. **Annually, the Chief Executive Officer, under the Chairman’s overview, shares “The Global Journey” with key objectives for the forthcoming year.** Derived from these overarching goals, each Business Unit or department formulates their respective objectives, aligning with the strategic direction set by the CEO. These goals encompass four macro-objectives spanning economic, environmental, and social dimensions: **Business Model Excellence, People, Leadership & Culture Transformation, Digital Thinking, and Growth.** The Board of Directors assumes responsibility for the approval of the Sustainability Report, wherein an executive summary is presented during board meetings for a preview of its contents. Any feedback received prompts a review and update of the report as necessary.

EXECUTIVE COMMITTEE

The Executive Committee serves **as the executive arm entrusted with deliberating and deciding on matters pertaining to business, economic, environmental, and social aspects** convening monthly, its meetings serve both strategic and executive functions. Major decisions undergo thorough discussion within the Executive Committee before being presented to the Board of Directors for validation.

BOARD OF STATUTORY AUDITORS

Entrusted by both legal mandate and the Articles of Association, the supervisory role encompasses several key responsibilities:

- Ensuring adherence to legal statutes and the Articles of Association.
- Upholding principles of proper administration.
- Assessing the suitability of the company’s organizational framework, internal control mechanisms, and administrative-accounting systems, with particular emphasis on accurately reflecting management activities.

AUDITORS

Arcese Trasporti SpA entrusted the auditing firm **PricewaterhouseCoopers S.p.A.** for the auditing of accounts.





3.1.3 Tackling corruption

[GRI 205-1, GRI 205-2, GRI 205-3]

The risk assessment serves as the cornerstone of Arcese Trasporti's Organizational Management and Control Model under Legislative Decree 231/01, encompassing all operational facets within the organization. Over the past three years (2021, 2022, and 2023), 100% of Arcese Trasporti's operations have undergone corruption risk assessments.

Evaluated risks primarily pertain to potential commission of crimes, with corruption featuring prominently among them. Presently, **the level of corruption risk is assessed as medium, governed by Arcese through adherence to the Code of Ethics and established procedures, principles, or norms of behaviour.** Noteworthy procedures related to corruption risk assessment include Human Resource Management, Public Administration Management (including inspections, financial requests, and authorizations), Accounting and Finance, Gifts and Sponsorships, Sales, Litigations, Procurement, and Assurance Management.

Throughout the past three years, no incidents of corruption have been reported. To mitigate the risk of corruption offenses, Arcese communicates its anti-corruption policies and procedures, integral to the Organizational Management and Control Model, to 100% of its employees, governance body members, clients, and suppliers. Specialized training modules are provided to governance body members and employees, with all governance members receiving e-training on anti-corruption in 2023. For employees, core principles form part of the onboarding training program and are affirmed upon hiring.

Furthermore, third parties are contractually obligated to adhere to the principles outlined in Arcese's Code of Ethics, along with specific rules and procedures delineated in the Model governing their relationship with the company. **Any violations of the Code of Ethics and the Model may result in contractual termination, in accordance with agreed terms.**





3.1.4 Compliance with law and legislation

[GRI 206-1, GRI 2-27]

As previously emphasized, Arcese Trasporti SpA prioritizes ethical business conduct, which encompasses adherence to laws and compliance with commercial practices. **Over the past three years, no legal actions for anti-competitive behaviour, anti-trust violations, or monopoly practices have been recorded.** In 2023, Arcese Trasporti reported a total of 2061 instances of noncompliance with laws and regulations, resulting in monetary penalties totalling approximately € 220.865. The majority of these penalties come from violations related to road regulations, including those involving trucks, trailers, and company vehicles.

Furthermore in 2023 the following sanctions have been applied related to HSE topics:

- USL Imola 1.842,76 €
- INAIL worker injury 2.580,00 €
- ASL Chiari 1.597,06 €

3.1.5 Tax management strategy

[GRI 3-3, GRI 207-1, GRI 207-2]

Arcese’s business operations present the Group with the opportunity to contribute to tax revenues across multiple jurisdictions, playing a vital role in the economic and social development of the countries in which Arcese operates. Recognizing the significance of this contribution to collective well-being, Arcese adheres to principles of transparency, honesty, integrity, and good faith as outlined in its Code of Ethics. **Management decisions at Arcese are driven by industrial and commercial objectives, with tax considerations serving as supportive measures to achieve these objectives.** Within its internal controls system, Arcese has established a system to manage and control tax risk, the objective of which is to ensure with reasonable certainty that business is managed in line with the principles and objectives of this Tax Strategy, reducing the risk of material breaches to a remote level. The adoption of the Tax Control Framework takes place through a process:





In line with responsible business conduct, Arcese embraces the principles established in the 2011 edition of the OECD's **"Guidelines for Multinational Enterprises."** These guidelines advocate for companies to:

- Contribute to public finances in host countries by paying taxes due in a timely manner.
- Adhere to both the letter and spirit of tax rules in countries where business activities are conducted.
- Promptly communicate all required information to relevant authorities to ensure accurate tax determination.
- Establish transfer prices in intra-group transactions in accordance with the OECD's "Transfer Pricing Guidelines for Multinational Enterprises and Tax Administrations," and prepare Global Masterfile and Local Masterfile annually.

Arcese does not use so-called "aggressive tax planning", which consists of artificial structures put in place merely to save tax, or of transactions lacking economic substance aimed at obtaining undue tax advantages. **We make use of tax incentives and concessions in a transparent way.** Arcese does not establish or locate residence of its subsidiaries in countries that do not follow international standards of transparency and exchange of information on tax matters or in low tax countries.

Arcese applies the rules in relevant "International Conventions for the elimination of double taxation with respect to taxes on income and capital and the prevention of tax evasion and avoidance" following interpretative guidance from the OECD or United Nations. To the same purpose, Arcese encourages the use of instruments in national legislation to remove legal and economic double taxation, such as tax consolidations and fiscally transparent structures. Where available, Arcese makes use of procedures intended to eliminate or reduce tax disputes. Arcese aims to maintain a relationship with the tax authorities characterized by transparency, dialogue and cooperation. Furthermore, all of Arcese's main companies undergo external audits, with taxes subject to scrutiny during the annual audit process. This commitment underscores Arcese's dedication to responsible tax practices and corporate governance.



3.1.6 Direct economic value generated and distributed

[GRI 201-1]

Value generated and value distributed are crucial for sustainability, as they measure a company’s economic impact and its contribution to stakeholders. Generating value ensures long-term business viability, while distributing value supports social equity and community development. Balancing these aspects fosters trust and promotes sustainable growth. This distribution demonstrates the company’s balanced approach to generating and distributing economic value, ensuring fair support to suppliers, employees, shareholders, and the community while maintaining reserves for future sustainability.

The following table represents generated and distributed values for 2022-2023. Looking at 2022 results 88% of value distributed is addressed to suppliers of goods and services and 11% to employees showing the strong investments of the Company into the supply chain and on human capital.

Value generated in 2023 increased thanks to the good turnover growth, the distribution rates on suppliers and employees are in line with 2022 data.

DETERMINATION OF DIRECTLY GENERATED AND DISTRIBUTED ECONOMIC VALUE

ECONOMIC VALUE GENERATED

Economic value for suppliers
Economic value for employees
Economic value for the public administration
Economic value for shareholders
Economic value for lenders
Economic value for the community

2022

2023

555.028
461.882
59.254
(2.431)
3.600
506
12
612.191
521.779
61.998
327
5.000
1.999
47

ECONOMIC VALUE DISTRIBUTED

Depreciation, amortization, write-downs and adjustments
Operating result allocated to reserves

522.823
4.935
27.270
591.150
6.118
14.922

ECONOMIC VALUE RETAINED

32.205
21.041

(*) values expressed in thousands of euros.

3.2 Supply chain management

[GRI 2-6, GRI 3-3, GRI 308-1, GRI 414-1]

In the course of its business operations, Arcese collaborates with a diverse portfolio of partners, acknowledging the significance of cultivating a sustainable and responsible supply chain. In total, in 2023, Arcese initiated engagements with 1.128 new suppliers, marking a notable increase of 39% compared to the previous year.

+1.128
NEW SUPPLIERS

+39%
COMPARED TO 2022

Arcese’s procurement process is structured into distinct sub-processes categorized as follows:

- Transport Sub-contractors: Procurement related to engaging external partners for transportation services.
- Warehouse Handling and Cleaning Services: Procurement pertaining to the acquisition of services for warehouse management, handling, and cleaning.
- Other: This category encompasses various procurement needs such as energy, maintenance, packaging, waste disposal, consultancy services, and others.
- Company Assets: Procurement activities related to acquiring and managing company assets, including infrastructures and vehicles.

In April 2023 Arcese shared the “**Code of Conduct for Business Partners**” being this an important milestone for our sustainable procurement approach. The document was formulated to encompass ethical, social, and environmental requisites, aligning seamlessly with the principles delineated in Arcese’s Code of Ethics and Corporate Social Responsibility (CSR) documents. At the moment suppliers are evaluated by a quality index that calculates the number of non-conformities compared with the number of transports, based on a specific internal procedure in charge of the Arcese Quality Department and, in addition, the Transport Purchasing department is responsible for the auditing of the most important carriers, based on turnover. For the coming years Arcese will start to assess business relationships with its partners also considering the requirements listed into the Code of Conduct dedicated to the supply chain.

The qualification process now has landed onto the new supplier digital Platform of Arcese, called VLM (Vendor Lifecycle Management). The platform went live in October 2023 and allows the supplier to independently upload the necessary documentation to finalize its qualification.

All documents are registered within our System Content Management and workflow-based application, equipped with automated expiry date notifications that prompt suppliers to renew critical documents/data consistently. Supplier codes are blocked when required documents are invalid, not uploaded, or when suppliers fail to meet legal or internal requirements.

Arcese also operates a dedicated training department responsible for conducting ongoing training sessions for external transport suppliers, ensuring adherence to best practices and regulatory standards. Furthermore, Arcese places significant emphasis on its traceability program, a pivotal aspect of operations. This program enables the monitoring of transport supplier efficiency and facilitates the sharing of transport-related information with customers. This transparent approach fosters strong relationships with external partners and helps mitigate disruptions in operations.

Qualification of Indirect procurement is still following the previous qualification process applicable to the following categories:

- Waste disposers
- Providers of cleaning services
- Providers of maintenance and periodic checks to infrastructure Suppliers of packaging and packaging materials
- Providers of assembly, disassembly, maintenance and verification services to shelving units

Profiling documents are uploaded to Arxiv. Each document contains a schedule, with email alert for document renewal.





3.2.1 Supplier relationships

[GRI 204-1]

Looking at the composition of supplier’s population 2023 **faced and increase of 8% for both direct and indirect business partners.**

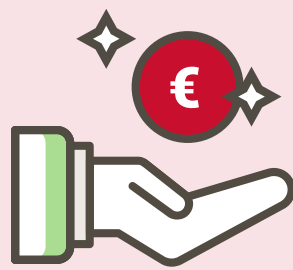
Arcese’s commitment to nurturing local supplier relationships stands as a cornerstone of its operational ethos. As revealed by the data, Arcese’s expenditure on local suppliers⁴ has seen a commendable uptick, signifying a conscious effort towards bolstering regional economies and fostering community resilience.

The statistics paint a compelling picture: in 2023, Arcese allocated **€285,3 million** to local suppliers, a notable increase from €250,1 million in the previous year, the current expenditure represents the **67%** of the total budget dedicated to supplier’s costs.

⁴ Local suppliers are intended legal entities based in Italy.

ALLOCATED BUDGET TO LOCAL SUPPLIERS

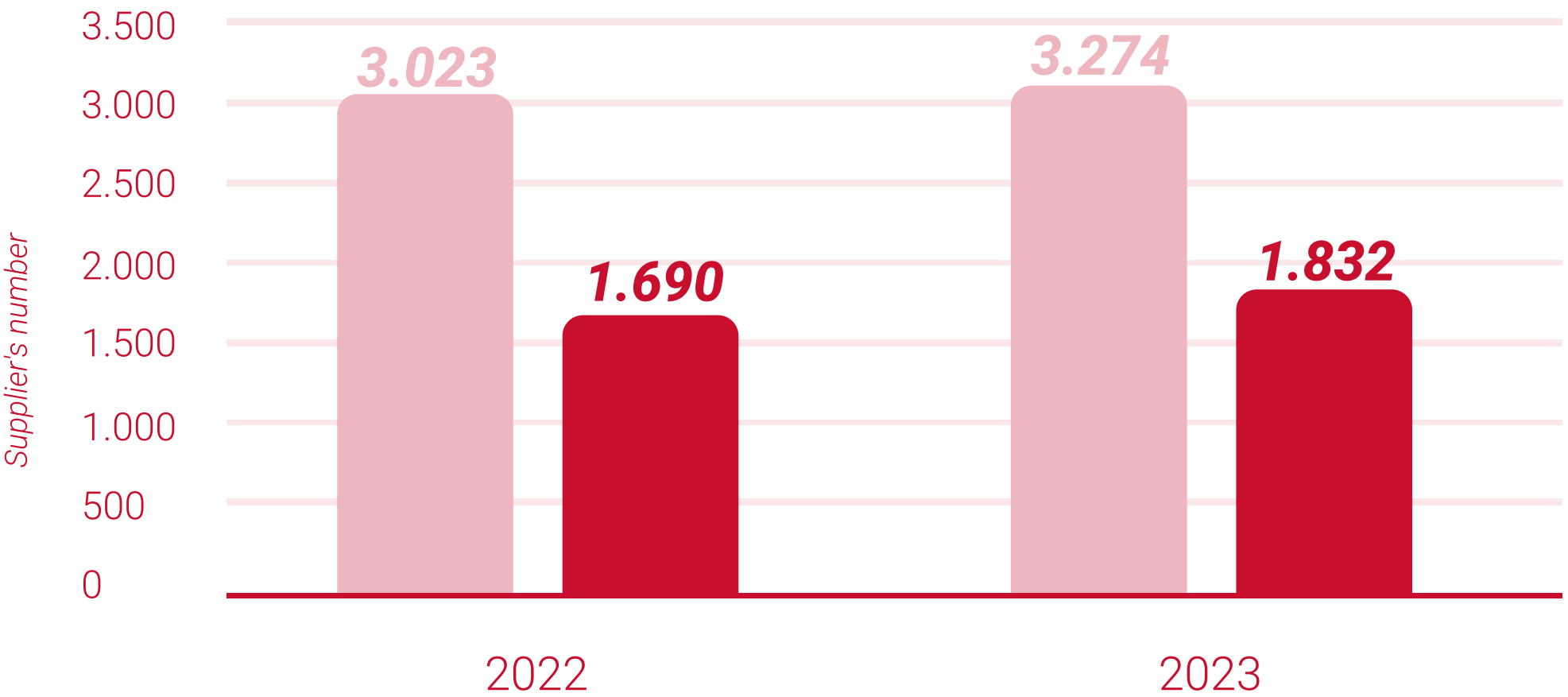
€250,1 M
2022



€285,3 M
2023

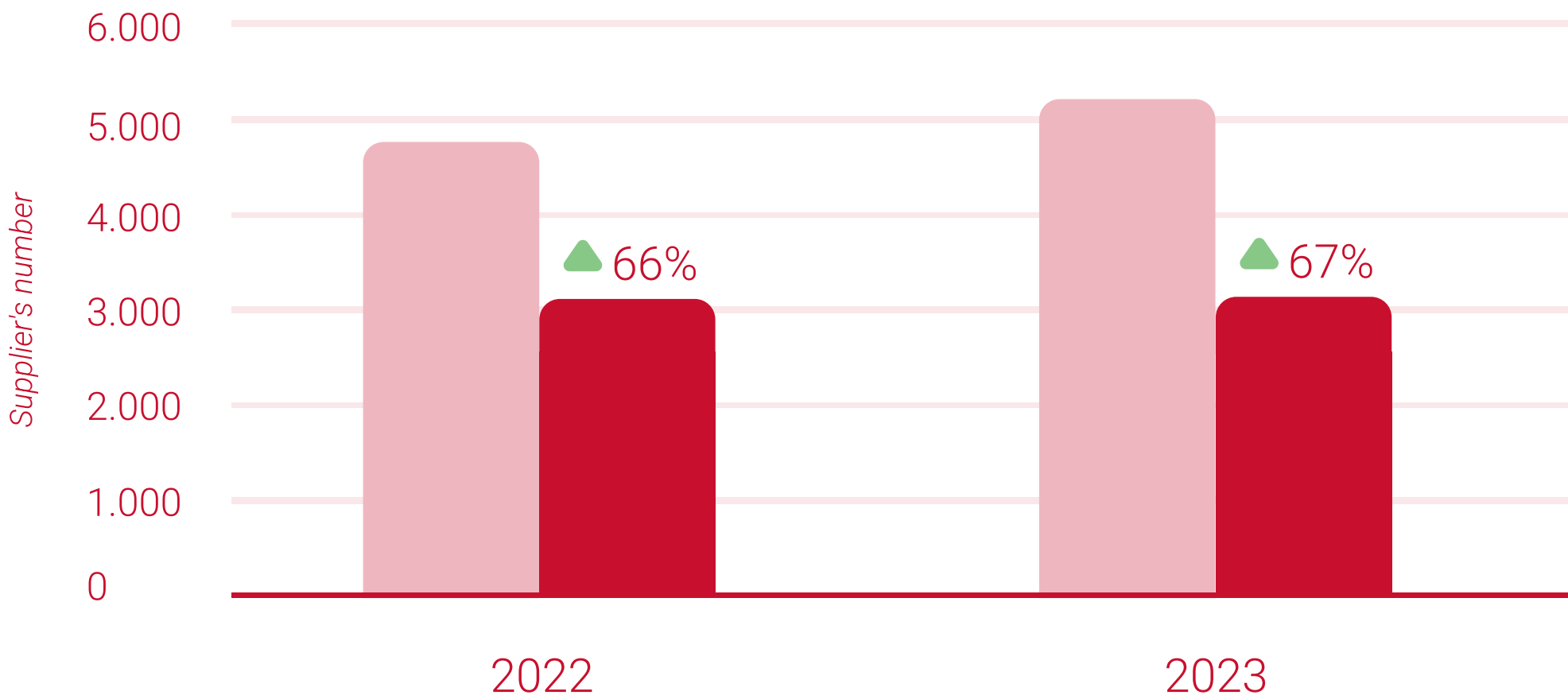
SUPPLIERS ENGAGED (n)

Direct suppliers Indirect suppliers



LOCAL SUPPLIER SPENDING

Total number of suppliers Number of local suppliers
% of procurement budget to local suppliers



3.3 Cybersecurity and data privacy

[GRI 3-3, GRI 418-1, NON GRI 4]

Arcese’s commitment to safeguarding data privacy and security stands as a paramount priority, reflecting not only regulatory compliance but also a steadfast dedication to integrity and trust. Through a multifaceted approach encompassing organizational, technological, and procedural measures, Arcese endeavours to fortify its defences against potential cyber threats while nurturing a culture of vigilance and responsibility among its workforce.

At the core of Arcese’s information security framework lies a robust set of policies and procedures meticulously crafted to govern the usage and storage of data. All employees are not only mandated to adhere to these regulations but are also equipped with comprehensive training to bolster their understanding of cybersecurity best practices, thereby mitigating the risk of inadvertent breaches.

To bolster its defence mechanisms, Arcese has instituted a dedicated Cyber Security Department tasked with orchestrating proactive measures such as internal audits, advanced monitoring solutions, and the implementation of multi-factor authentication (MFA) for enhanced user verification. Furthermore, the deployment of a Security Operations Centre (SOC) ensures round-the-clock surveillance, swiftly identifying and responding to potential threats with precision and efficacy. Moreover, Arcese’s commitment to continuous improvement is exemplified through

its adoption of a multi-tiered architecture, segmenting systems to limit the potential impact of cyberattacks, and the execution of simulated phishing campaigns to heighten employee awareness and resilience against social engineering tactics.

Compliance with data protection laws, notably GDPR, is non-negotiable for Arcese. Personal data is meticulously encrypted and stored within systems fortified with robust authentication protocols, ensuring restricted access only to authorized personnel. Furthermore, adherence to GDPR mandates extends to the signing of data processing agreements with third-party data processors, affirming Arcese’s unwavering dedication to safeguarding individual rights and freedoms. In tandem with these efforts, Arcese remains steadfast in its commitment to fostering a culture of continuous learning and improvement. **Online training initiatives, including the utilization of platforms such as “knowbe4,” serve as instrumental tools in augmenting employee awareness and preparedness in the ever-evolving landscape of cybersecurity threats.**

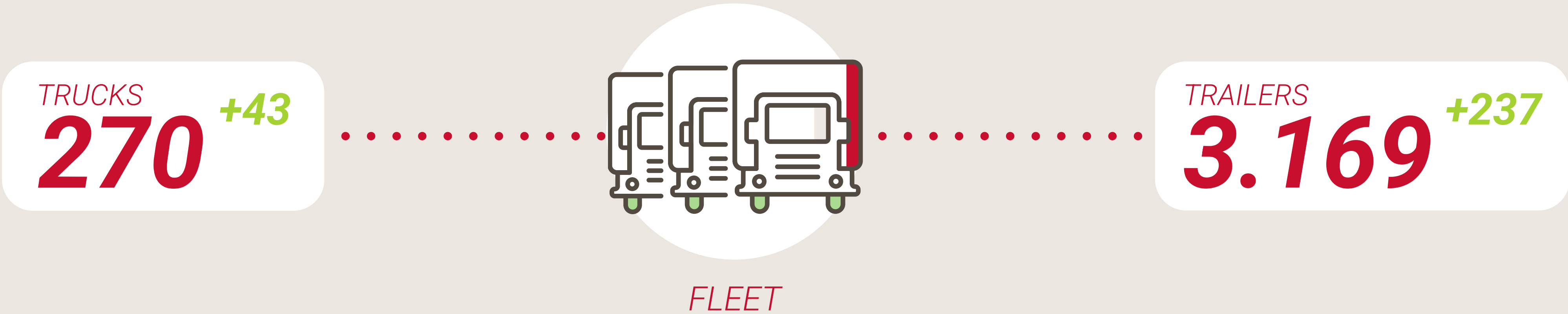
In essence, Arcese’s comprehensive approach to information security transcends mere compliance, embodying a steadfast commitment to preserving the trust and confidence of its stakeholders while fortifying its resilience against emerging cyber threats. By championing a culture of security consciousness and investing in cutting-edge technologies, **Arcese stands poised to navigate the complexities of the digital age with resilience and confidence.**

For the second year
in a row Arcese reports
*no incidents related
to cybersecurity issues.*



3.4 Fleet Management

[GRI 3-3, NON GRI 5]



Having a responsible fleet management is a must for Arcese, the strategy implemented aims at optimizing cost and operational availability as well as mitigating emissions and risk of incidents. The fleet is composed by 270 trucks and 3169 trailers, in 2023 it is evident a reduction of trucks and a stable quantity of trailers maintain a constant renewal (43 new trucks, 237 new semitrailers) as a result of the fleet renewal almost all Euro 5 trucks have been dismissed.

The Truck Strategy at Arcese imposes strict criteria regarding the age and mileage of the fleet, aimed at enhancing driver safety and minimizing environmental footprint. **As part of the 2023 Target, the objective is to ensure that 95% of the fleet consists of vehicles compliant with Euro 6 standards.** Typically, the turnover rate for trucks is around 5 years, ensuring a continuous upgrade to newer and more environmentally friendly vehicles.

The technical department has developed a dashboard to assist Full Truck Load (FTL) management in asset investment planning, in alignment with the Key Performance Indicators (KPIs) outlined in the strategy. A configuration tree allows for specific asset features to be filtered, facilitating in-depth analysis of the quantities requiring replacement. KPIs primarily focus on the age and mileage of trucks, as well as the age of semitrailers.

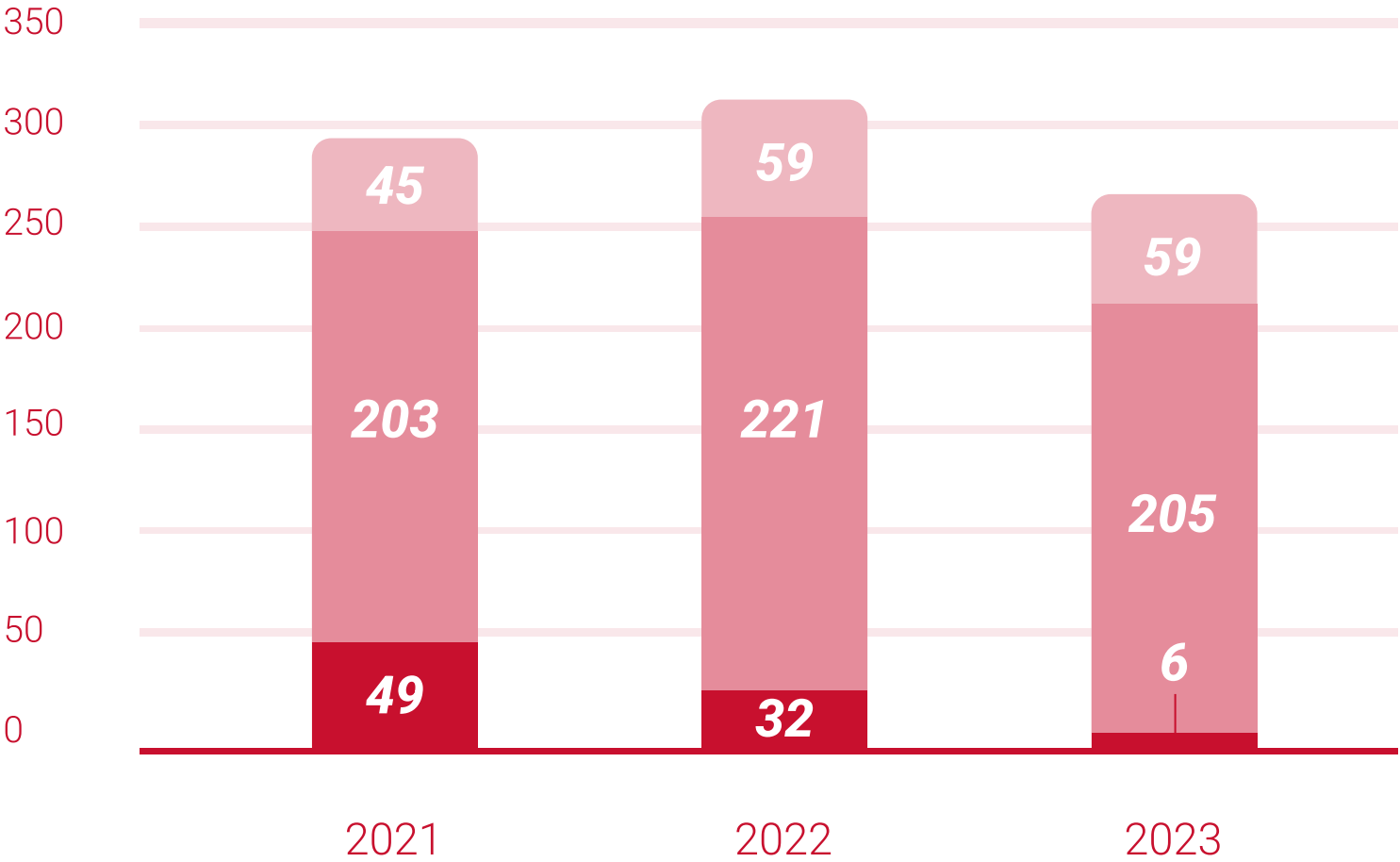
The Technical Director compiles the fleet plan, which is then reviewed with the FTL Business Unit Director before being presented to the Board for investment approval. This collaborative approach ensures alignment with strategic objectives and enhances decision-making regarding asset investments.

With regards to company passenger cars the fleet increase of 33 units compared to 2022, mostly powered by gasoline and continued the implementation of hybrid cars, along this last year was implemented the first BEV (Battery Electric Vehicle) car. Car strategy requires that the vehicles have been used for less than 200.000 km (max contract duration is 5 years). For a better monitoring of the fleet at the end of 2023 it started a project to implement a fleet management tool also for the company cars.

Arcese manages fleet maintenance in its mechanical workshop, accounting 27 workers and employees. As shown in the figures in the next page, 90% of the operations conducted in the workshop are mainly related to ordinary maintenance (28%), breakdown-failures (23%) and damage caused by road accidents (38%).

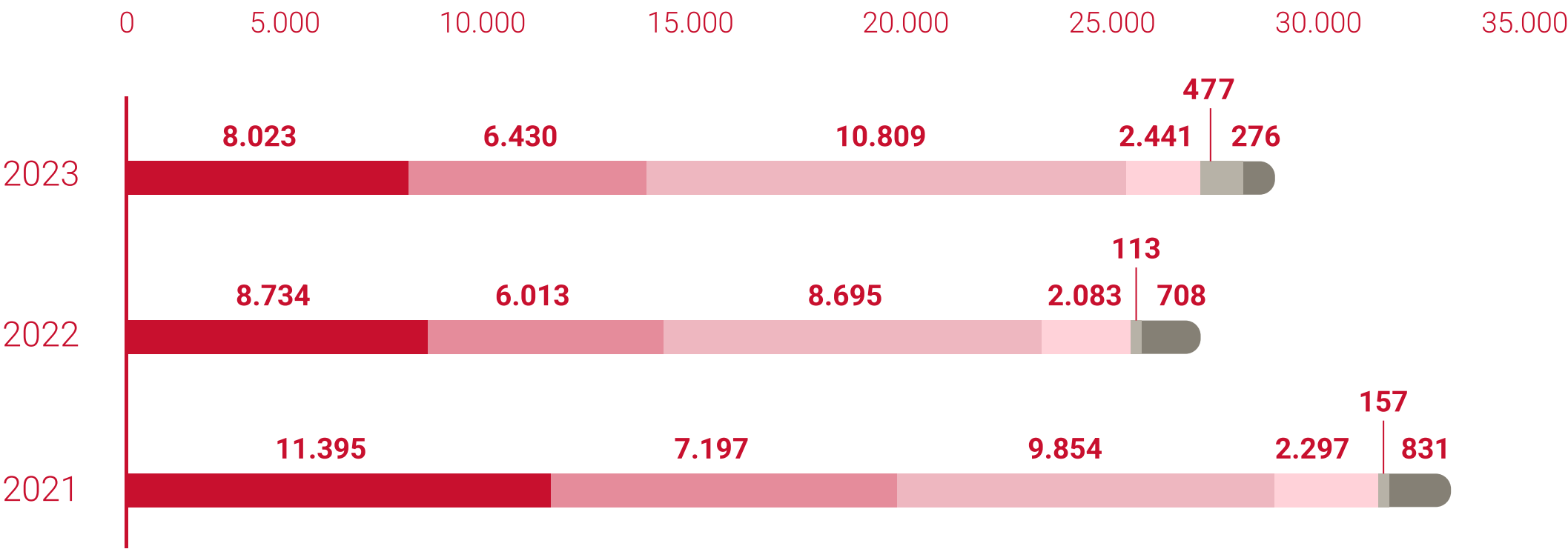
TRUCKS FLEET MIX (n)

Euro 5 ■ Euro 6 ■ LNG ■



OPERATIONS PERFORMED BY INTERNAL MECHANICAL WORKSHOP

Ordinary maintenance ■ Breakdown - failures ■ Incident - damage ■
Commissioning - decommissioning ■ Recall campaign ■ Various services ■



3.5 Quality of Services and customer satisfaction

[GRI 3-3]

At Arcese, we pride ourselves on delivering global and competitive services, with our transport and **logistics solutions meticulously crafted to ensure a high level of service quality.** **Central to our growth strategy is the prioritization of the “client experience.”** Every endeavour within our organization is guided by the pursuit of excellence, with a steadfast commitment to advancing global quality standards and delivering added value to our clients.

Arcese has been ISO 9001 certified since 1994 and rigorously adheres to procedures governing the quality of services in accordance with standard requirements. In our ongoing pursuit of excellence, monthly Executive Committees convene to assess and enhance the effectiveness of our management system. These meetings encompass strategic discussions regarding the quality of service and the efficacy of policies across all Arcese Business Units, underscoring our commitment to continual evaluation and improvement.

To establish and uphold an active Integrated Management System, our organization pledges to:

- Meet customer needs by adhering to established requirements for provided services.
- Foster continuous improvement in performance, enhancing real estate assets with respect to Quality, Environment, Prevention, and Workplace Safety.
- Ensure compliance with specific legislation and regulations.
- Set measurable objectives for continuous improvement aligned with company strategy, provide necessary resources for their achievement, and raise awareness among all employees through training and internal communications. This ensures understanding of individual contributions to service quality, environmental protection, and the promotion of safe work environments.
- Utilize natural resources in a rational and efficient manner, reducing consumption, atmospheric emissions, and territorial impacts whenever possible.
- Implement organizational tools for rigorous and effective identification and management of hazards and risks.
- Promote responsibility and awareness among suppliers by defining criteria for service quality, environmental protection, and workplace health and safety. These criteria are incorporated into binding contractual terms and purchase processes for materials, products, and services.
- Develop strategies and initiatives to foster trust among all stakeholders.





Most contracted customers have service level measurements that are monitored at least on a monthly basis. This ensures ongoing awareness of the performance of the activity across its various phases and enables prompt identification of any economic impacts, such as the need for penalty application. This proactive monitoring approach helps maintain high service standards and facilitates timely resolution of any issues that may arise.

Complaints are systematically analysed and managed through a formal procedure that validates the reported complaints and initiates subsequent analysis of their root causes.

Following this, appropriate corrective actions are implemented. This process is facilitated through collaboration among all relevant departments, pooling their specific expertise to evaluate impacts on various processes and stakeholders. By fostering cross-departmental cooperation, Arcese ensures thorough and effective resolution of complaints while leveraging collective knowledge and experience.

As Arcese focuses a lot on the customer service levels, the following actions are in place in order to prevent and mitigate potential impacts:

- Initial business risk analysis and periodic reviews to identify and assess potential risks.
- Collaboration with customers to develop business interruption plans.
- Conducting internal audits and implementing follow-up actions to address identified issues.
- Regular training sessions on operating procedures and safety instructions for employees.
- Monthly measurement of service levels through customers' scorecards. Target performance analysis is conducted to investigate causes, with actions taken documented in a Quality of Service (QOS) method. Service levels are discussed with both involved departments and customers.
- Implementing specific action plans for recurring or severe issues.
- Issuing Non-Conformance reports to suppliers detailing the impacts of service disruptions and requesting corrective or preventive actions. Imposing penalty fees for repeated or impactful service disruptions.
- Visiting customers' warehouses to understand operational challenges and provide support in reducing specific issues.
- Conducting audits at Transport Partners' depots to ensure compliance with standards and identify areas for improvement.

3.5.1 Service performance monitoring

[NON GRI 3]

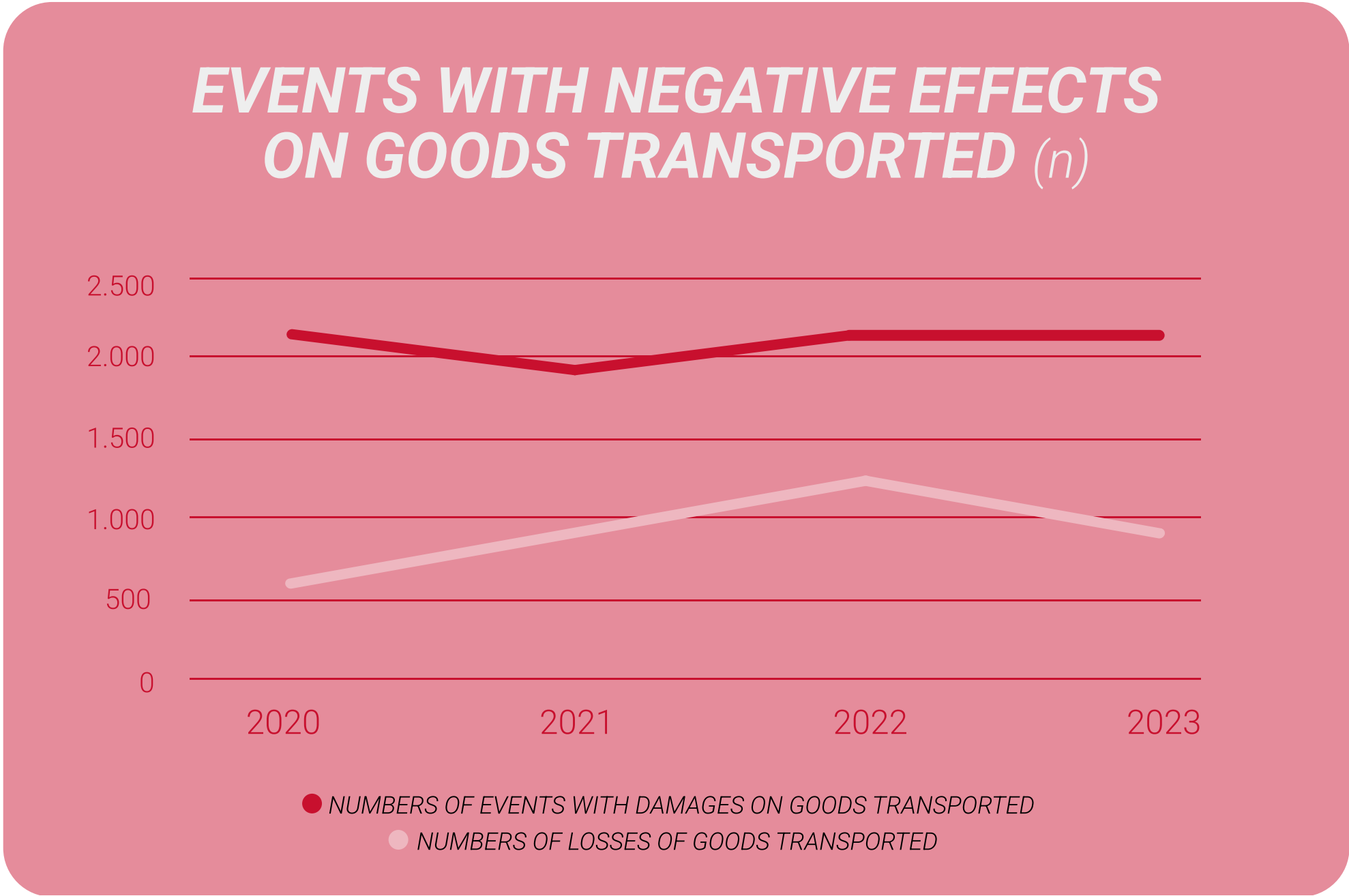
“Arcese’s Visibility Platform” serves as an integrated management tool for overseeing operational travel visibility information and traceability of transport orders. This platform provides Arcese with accurate and contextual representations of total physical flows, supporting various operational functions such as Customer Service, Dispatch, and other operational departments, as well as its Trading Partners.

Furthermore, the solution facilitates the sharing of traceability data with Arcese’s customers. Through real-time visibility of shipments, customers can track their orders’ journey and utilize the ETA (expected time of arrival) function to assess and optimize their processes accordingly. This collaborative approach enhances transparency and efficiency throughout the supply chain.



A dedicated Insurance & Risk Office diligently monitors all events with adverse effects on goods during transport activities. In instances of damage or theft, specific internal procedures are implemented, covering transport services conducted by our fleet, services performed by subcontractors, and storage and handling services offered by our Contract Logistics business unit. These procedures ensure swift and effective response to mitigate any potential losses or disruptions, safeguarding both our operations and the interests of our clients. In terms of the total number of successful transports conducted, **only a minute fraction of goods experienced issues such as damages or losses, accounting for 0,12% in 2023 compared to 0,13% in 2022**. This exceptional outcome is attributed to the robust quality management system in place and the high degree of traceability ensured throughout operations. Analysing specific events, there's a marginal increase (+0,7%) in the occurrences of damages to transported goods compared to 2022, alongside a notable decrease (-27,3%) in instances of goods loss, this is even more remarkable result considering the growth of fashion business registered in the reporting period.

These results reflect the initial impact of initiatives introduced in 2022 aimed at mitigating adverse effects on customers' goods, demonstrating the effectiveness of proactive measures implemented by the company.



3.5.2 Customer satisfaction

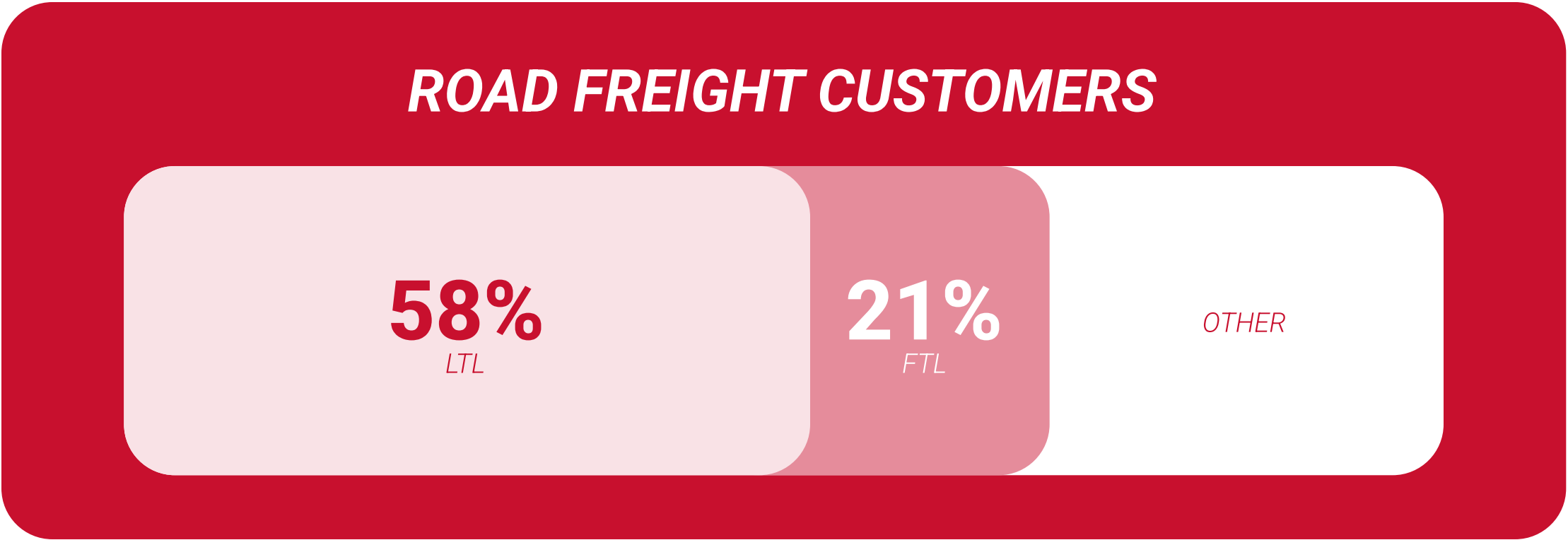
[NON GRI 2]

To assess client satisfaction, a **“Client survey” is conducted annually**, supplemented by regular review meetings with our most significant clients. The survey questionnaire encompasses questions addressing the importance and satisfaction levels associated with key aspects such as pricing and economic considerations, service reliability, prompt communication, management of critical issues, and security levels. This comprehensive approach ensures that we capture valuable feedback from our clients, enabling us to continuously enhance our services and meet their evolving needs.

In March 2024, a survey was conducted among all Road Freight customers, which had invoiced at least € 5.000 with Arcese in the last year (2023). The respondents were mainly companies collaborating with Arcese in a medium-long partnership and the majority of them (67%) with a turnover from € 1 to € 50 million. The response rate was 13,7%. Most of the sampled customers (**58%**) in 2023 mainly used LTL transport services, while the companies that mainly used FTL transport and logistics services correspond to **21%** of the interviewees.

The interviewees unanimously declare the choice of the Transport and Logistics supplier to be strategic (95%), confirmed by the duration of the collaborative relationships which generally extends over the medium-long term (**65%** declare that they have used Arcese’s services for more than three years and **24%** even for more than 10 years).

The interviewees were asked to rank in order of importance ten elements that characterize the transport and logistics service. Subsequently, it was requested to indicate the level of satisfaction perceived by the customer for the same attributes in reference to the service provided by Arcese. Crossing the answers, it emerged that the main attribute that requires corrective actions is only Management of critical issues. On the contrary, Rates/economic aspect, Service reliability, Timeliness of communication and Security level are strengths of Arcese, as the satisfaction stood at a higher level than the average of the judgments received. Moreover, the Business relationship aspect has received the highest scores of satisfaction. Speaking about the overall satisfaction of our customers, **91%** declared that they were “very satisfied”, “satisfied” and “fairly satisfied” with the services offered by Arcese.



In the questionnaire also Sustainability aspects were considered, asking questions about social, governance and environmental spheres.

It can be noted that the majority of respondents (59%) declared that supplier’s reporting of environmental, social and governance sustainability performances (through the sustainability report) represents a strength in the choice of the suppliers. 54% of customers preferred not to declare which sustainability values Arcese should improve on, believing the issue cannot be assessed since, also due to the small size of the responding companies, they have not had direct experience with Arcese in the field of sustainability. Among the other interviewees, among the elements of sustainability, the one considered most important was involvement, empowerment and motivation of people, followed by attention to the environment and the choice of solutions with the lowest environmental impact. With regard to this issue, the interviewees declared that the most important solutions oriented towards environmental sustainability, taken into consideration by more than half of the interviewees (58%), are the optimization of itineraries for the reduction of empty trips and the fleet renewal with increasingly modern and less polluting vehicles. In spite of that, only a small percentage of the interviewees (3%) declare that they would be willing to pay an additional cost greater than 5% for the adoption of sustainable solutions in the provision of a transport and logistics service. On the contrary, the majority of the customers would not accept extra costs or would be willing to pay just a residual supplement.

To calculate the level of customer satisfaction and loyalty to Arcese, the **NPS index** was measured.

Net Promoter Score is a customer loyalty metric that measures customers’ willingness to return for another purchase as well as to make a recommendation to their family, friends, or colleagues.

Generally speaking, a Net Promoter Score below 0 would be an indication that the business has a lot of issues to address. A score between 0 and 30 is an acceptable range to be in, however, there are still progress to work at.

The NPS indicator remains positive in 2024, but slightly lower than the previous year (9,24% vs 13,8%). The decrease in NPS compared to last year’s survey is due to the fact that the share of promoters remained almost unchanged, while a share of passives moved to the category of detractors.



9,24%
2024 NPS SCORE

A POSITIVE INDICATOR RANGES FROM 0 TO 30



3.6 Innovation, research and digitalization

[GRI 3-3, NON GRI 1]

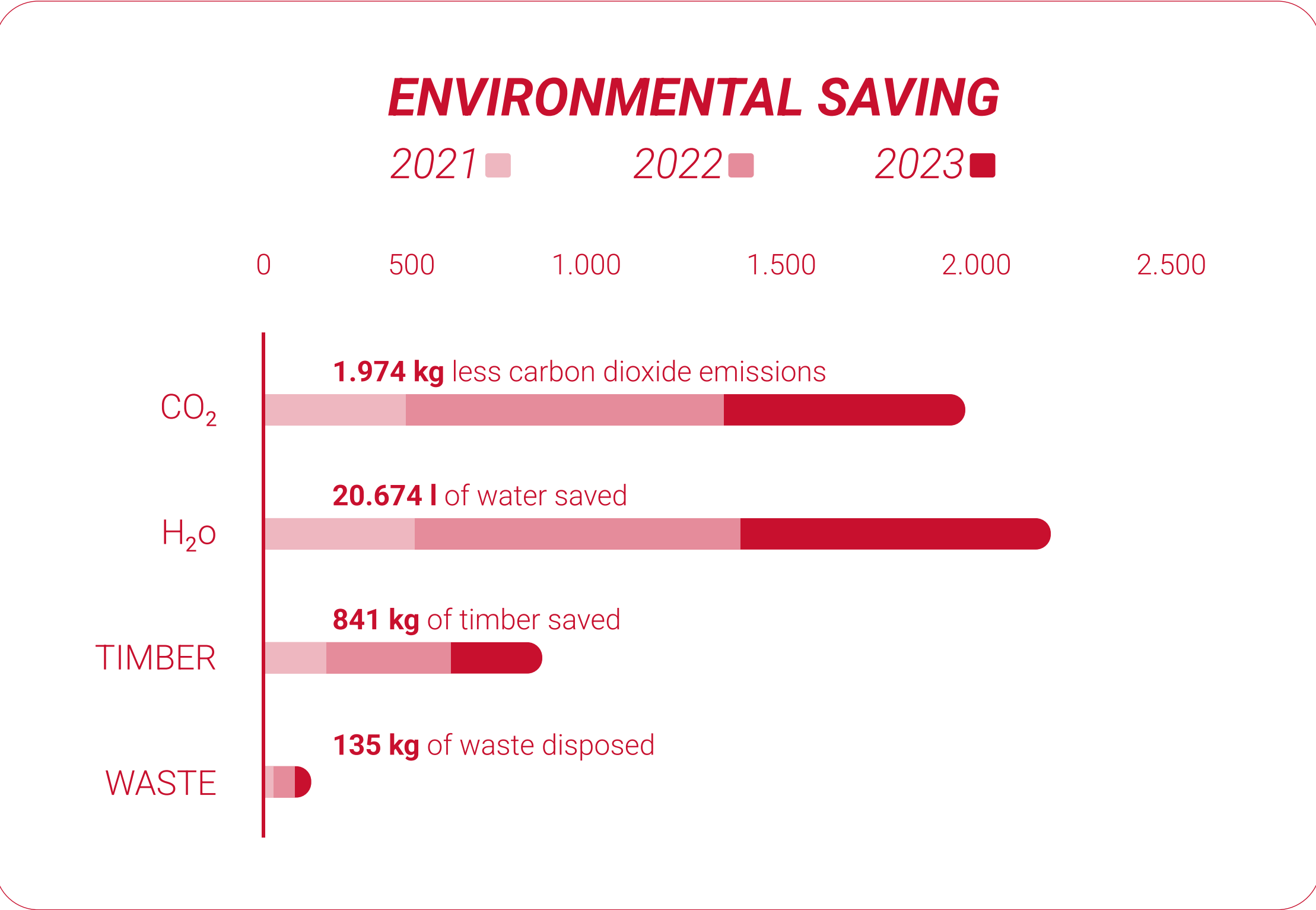
The commitment for Arcese related to the material topic is well expressed in the **strategic Journey of the company**.

One of the 4 pillars is “Digital Thinking” and provides the vision of the company over the topic of Innovation and Digitalisation. The above-mentioned topics allow us to introduce in the company new methods, tools and fundamental knowledge to improve sustainability in many corporate actions and behaviours. This happens thanks to the access to scientific communities, research

institutions or think tanks that constantly work on green issues and cooperate actively in the development, sharing and implementation of technologies, culture and innovative ideas.

Arcese boosted the research and development area, renovating its organization and approach, introducing also a dedicated transformative function. Overall, the focus has been set to improve business model, turning the company into a freight-tech player.

In the graph below are reported **the Environmental savings extracted from Docusign and are showing cumulated saving since 2021.**



The “Digital Thinking” pillar encompasses three key elements:



Moreover, this theme has been integrated into the core values of our company, as articulated in the **MOVE IT manifesto**, where “I” represents **Innovation**. These values inform our competency model, guiding the selection of talent during the hiring process. Within the realm of Innovation, the assessment model focuses on two key elements: Digital Thinking and Creativity. This ensures that our workforce is equipped to embrace digital advancements and drive innovative solutions across all aspects of our operations.

The same values are included in the yearly assessment of all employees of the company with the **MMP process**, where the performance is evaluated through all the values of the MOVE IT. Another important element is the definition of an organizational model that will support the pillar along the execution of the strategic journey; within each business unit, there is a technical department responsible for the development of new solutions to be applied to the business. **The new methods, tools, and knowledge identified by R&D in the sustainability field are addressed for the appropriate evaluations to the relevant functions within the organization.** The most relevant are the technical area (transport assets and technologies, warehouse logistics assets and technologies), IT area (digitalization, use of data), People area (communication, engagement, culture), commercial area (value creation for customers through sustainability). The impacts can also be directed externally as our contribution and effects on direct suppliers, through the sharing of inputs deriving from R&D activities, fixing standards and minimum requirements on methodologies, services, and technologies provided by the suppliers.

To avoid the potential impact of losing market position, it is key to keep innovating in order to stay in line with the market needs.

The main actions on which Arcese is more focused are the following:

- Intermodal switch: we focus a lot in designing each year new transport solutions with the specific target of increasing the intermodal production rate. The aim is also to attract customers and improve their environmental impact thanks to the modal switch from road to intermodal solutions
- The company has designed a Technology and Transformation Organization and a digital transformation strategy to be implemented in 2024 and relative execution program to strengthen the market positioning and to create competitive advantage, pushing state of the art solutions answering customers' needs. In the last years, the customers targeted higher level of digital interaction, flawless processes, visibility and paper reduction, thus the company invested in human resources and technology to develop innovative solutions
- In the evaluation scheme of each employee are included specific targets related to the pillars of the journey including the Digital pillar, engaging the company at all levels in applying a digital approach constantly in each working aspect/initiative
- Organisation model supporting Digital Transformation: to support the digital transformation, within the People department, it was created a Change Management function with the goal of boosting adoption and utilization of all digital innovations that will be implemented.

Furthermore, within the People Manager academy we are planning on a space dedicated to “digital leadership” in which managers will be able to learn notion of agile methodology and design thinking. **During the reporting period Arcese launched the following transport:**

- FTL: Implemented electric shunting vehicle at logistic platform of one customer
- FTL: Signed supply of HVO fuel from October 2023, BioLNG supply agreement signed end of 2023
- FTL: New operative set-up for Italy Poland train including stop in Verona
- LTL: Alternative fuels vehicles introductions:
 - Electric vehicles: Firenze, Roma and Turin subsidiaries = 3 units
 - Gas vehicles CNG: Firenze, Roma, Milan, Turin subsidiaries = 10 CNG vehicles





3.7 Association and partnership

[GRI 2-28]

We live in a world that is increasingly global and interconnected. With the aim to operate within a context that continuously grows thanks to dialogue and mutual exchange, Arcese Trasporti partners with several associations:

CONFINDUSTRIA

The main association representing manufacturing and service companies in Italy (more than 150.000 members). The association's activities are aimed at guaranteeing the central importance of companies and defining the drivers of Italy's economic, social and civil development.

ANITA *(Associazione Nazionale Imprese Trasporto Automobilistico - National Association Of Road Transport Companies)*

The specific association of transportation companies inside CONFINDUSTRIA.

ASSONIME *(Associazione fra le Società Per Azioni - Italian Association of Stock Companies)*

A voluntary non-profit association which conducts its activities aiming to study and analyse issues directly and indirectly related to the interests and the development of the Italian economy.

ALIS *(Associazione Logistica Intermodalità Sostenibile - Logistic Association Of Sustainable Intermodality)*

A transversal association gathering all the operators and stakeholders in the logistics sector aiming to promote sustainable intermodal transport: large companies in the transport and logistics sector, ports and interports and several universities.

ASSOLOGISTICA *(Association of Logistic Providers)*

The association of logistics companies, port, interport and airport terminal operators. The association's activities are aimed at promoting studies, quality and reputation of Italian logistic companies.

F&L *(European Freight Leaders)*

An independent Forum based in Europe which allows logistics leaders to learn, debate and network. The network covers all transport modes and industries, with multiple stakeholders including shippers, carriers, technology businesses and other service providers, ports, academics, policy makers and NGOs.





GLEC (*Global Logistics Emissions Council*)
An industry-led partnership with the aim to drive emission reduction and enhance efficiency across global logistics supply chains, through the global, harmonized guidelines for reporting and reducing logistics emissions that work for business.

POLITECNICO DI MILANO UNIVERSITY & CONTRACT LOGISTICS “GINO MARCHET” OBSERVATORY
Arcese has also established a relevant partnership with the Politecnico di Milano University and its Contract Logistics “Gino Marchet” Observatory for research development. This partnership has a collaborative objective, which allows Arcese to acquire new specific skills and know-how and to create a network with members of Politecnico, competitors, operators and clients.

OTHER PARTNERSHIPS
Arcese signed a partnership with **Bruno Kessler Foundation** for research development and with **Bocconi University Milan** (MEMIT - Master in Economics and Management of Transport, Infrastructure and Supply Chain) to present Arcese experience to Master students and propose talent development programs.

In 2023, we expanded our collaboration with institutes across various regions, extending from Veneto to Piedmont, from Lombardy to Puglia. Aligned with our strategic goal of promoting awareness about our industry, culture, and the array of growth opportunities available to young individuals, we initiated contact with institutions spanning different educational levels, including secondary and higher technical institutions. Our aim was to evaluate and tailor activities that would foster learning and stimulate interest among students.

In details: **ITS Logistica Puglia** (BA, TA); **IPSIA Giorgi** (VR); **ITI Marconi** (VR); **ITS Last** (VR).

Social 04

*WE'RE DRIVING POSITIVE
CHANGE BEYOND THE ROAD.*

Our People Strategy revolves around four primary pillars: *Cultural Transformation, Life Cycle Implementation, Employee Experience, and Leader's Role Focus.*

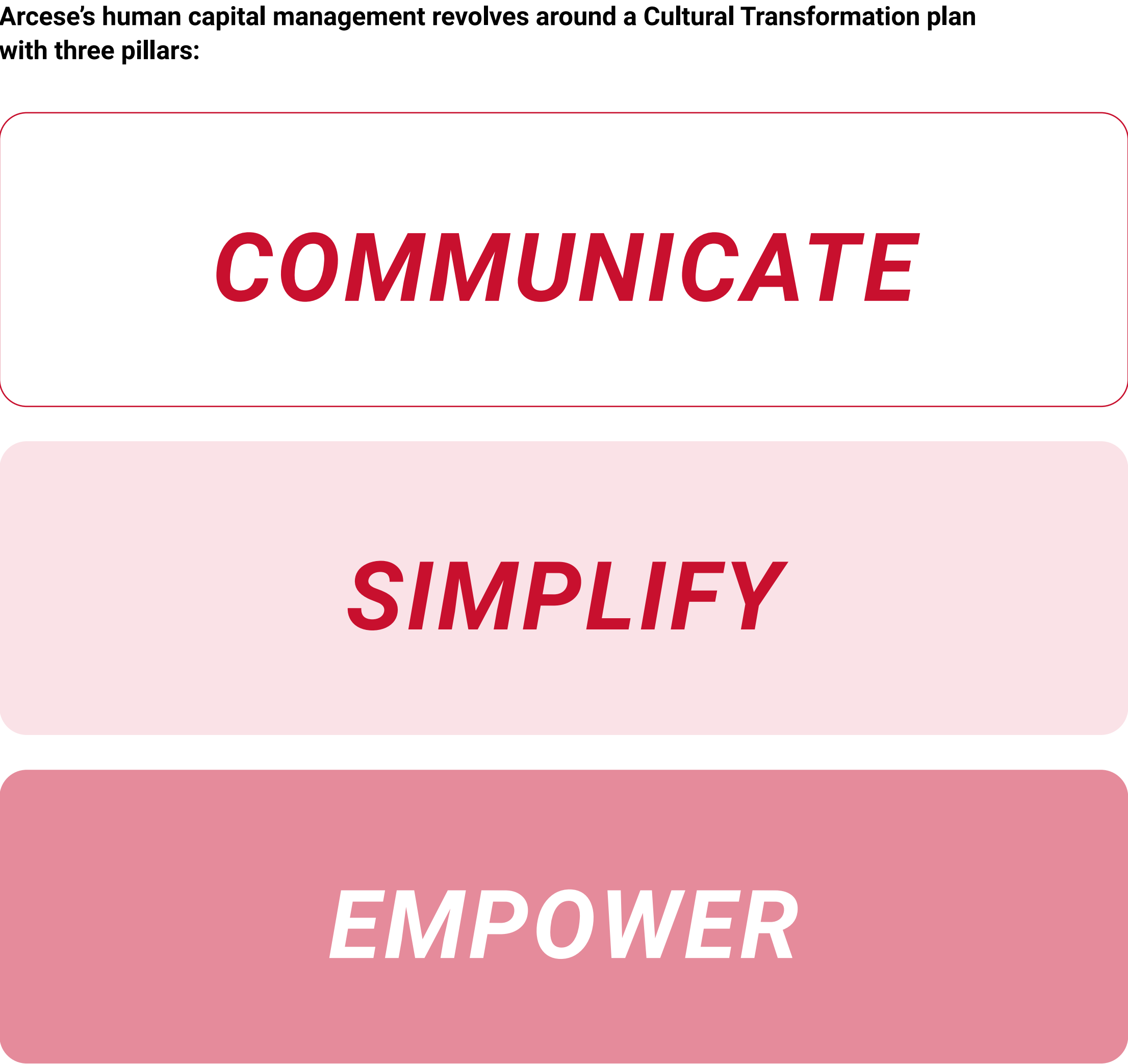
4.1 Occupation, training, diversity and welfare

[GRI 3-3, GRI 2-30]

These pillars collectively foster an environment of respect, fairness, and inclusivity, supporting individuals throughout their journey within the company. In recent years, we initiated a Cultural Transformation process, driven by the conviction that prioritizing Employee Experience and empowering leaders is pivotal to business success, facilitating the attraction and retention of top talent.

Arcese is dedicated to crafting the optimal “employee experience” through the HIRE-DEVELOP-ADVANCE-ENGAGE process, fostering cultural transformation and life cycle focus. Central to this approach is ensuring equal career opportunities for all employees, irrespective of gender, embracing diversity with a focus on performance, potential, and merit. Our people life cycle management process includes:

- Performance management
- Development/Career management
- Talent management
- Values & competencies development
- Annual global survey
- Total reward & levelling



Communicate focuses on aligning vision and strategy with talent expectations, **Simplify** streamlines organizational processes, and **Empower** strengthens leadership and provides tools for professional growth. Two System Procedures ensure an effective employee experience, emphasizing selection, skill verification, and training to maintain service quality and adaptability. This approach reflects Arcese’s commitment to fostering trust and respect, transcending company boundaries.

The **first procedure** manages selection, replacement, and role transfers, ensuring personnel possess the skills necessary to meet company needs, particularly in areas such as customer service quality, environmental stewardship, and health and safety practices (including behaviour-based safety).

The **second procedure** focuses on training new recruits and existing personnel to maintain and enhance the skills required for their roles, supporting ongoing development and adaptation to company changes.

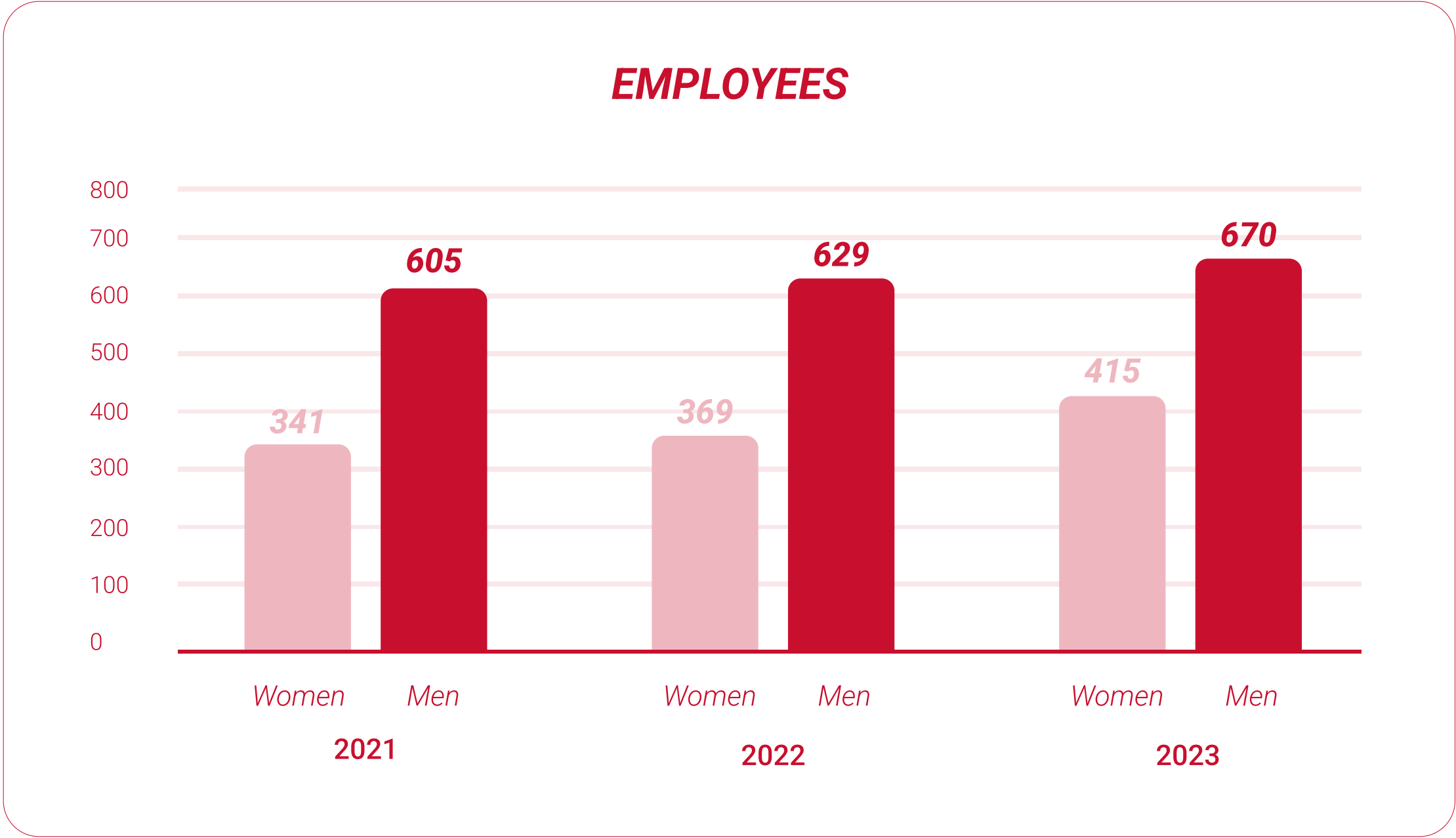
Arcese ensures full compliance with the law and International Labour Organization (ILO) protocols by applying National Collective Bargain Agreements (CCNL) to all employees, covering 100% of the workforce. Additionally, site-specific collective agreements, such as those at the Castel San Pietro Terme and Arco warehouses, supplement national agreements. **Since 2022** the Board of Directors formally decided that the principle of “Freedom and Responsibility” would anchor **smart working in our organization’s cultural roots**.

4.1.1 Our workforce

[GRI 2-7, GRI 2-8, GRI 405-1]

The employee count within the company has demonstrated a steady upward trend over the past three years, as illustrated in the table below. In 2022, there was a 5,5% increase compared to the previous year, followed by a notable 8,7% rise in 2023 relative to 2022.

A significant portion of our workforce enjoys the security of permanent employment contracts, with 93% holding such positions, marking an overall increase from 2022. This solidifies the company’s foundation of experience and expertise. In terms of gender distribution, males constitute 62% of Arcese’s workforce. This statistic is predominantly influenced by the prevalence of male personnel in the “blue collar workers” category, accounting for 95%. This demographic trend is historically rooted in the job’s requirements, which have traditionally attracted a greater proportion of male workers.



When examining data concerning “white collar staff,” there’s a more balanced distribution between genders, with 383 women and 379 men. However, managerial and executive positions predominantly consist of male employees.

Throughout 2023, as well as in previous years, the majority of Arcese’s workforce falls within the 30 to 50 age bracket, largely attributed to managers and the “white collar staff” categories.

Conversely, “blue collar workers” are fairly evenly spread between the “30-50” and “>50” age brackets, while executives tend to be predominantly over 50 years old.

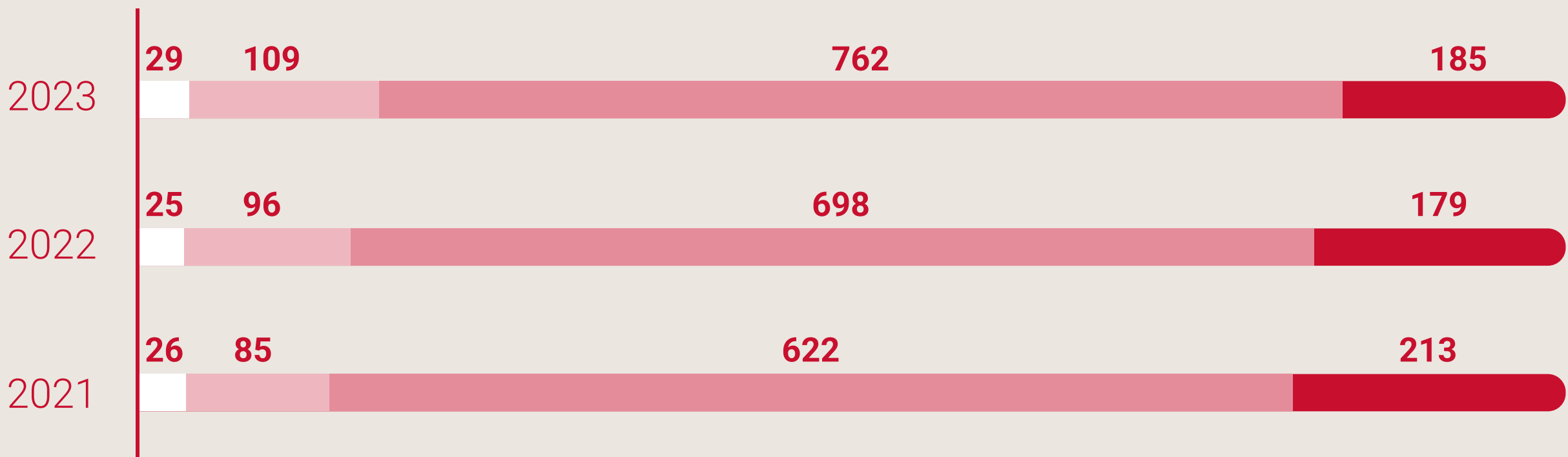
In 2022, the number of non-employee workers solely comprised temporary workers, as Arcese closed the consortium that previously included two cooperatives whose workers had been accounted for in prior years. The Company outsources the activities of goods handling in different operations sites assigning service contracts to external business partners.

The service contracts provisions are related to goods handling for the logistic platforms:

- management of inbound processes (unloading and billing of goods)
- management of outbound processes (picking order and loading of goods).

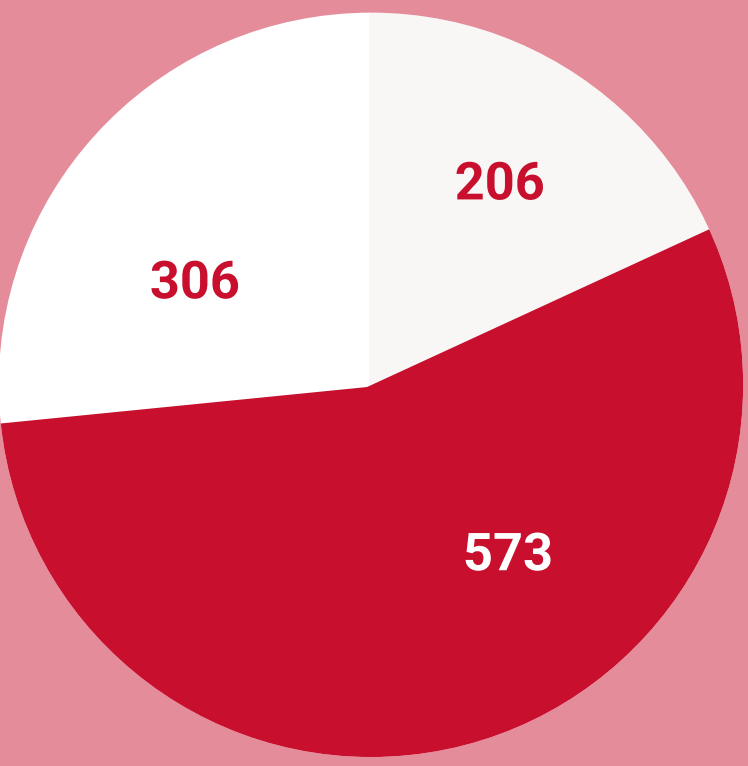
EMPLOYEES CATEGORIES

Executives ■ Managers ■ White Collar Staff ■ Blue Collar Workers ■



2023 EMPLOYEES BY AGE

<30 years ■ 30<x<50 years ■ >50 years ■





4.1.2 Remuneration and welfare

[GRI 2-20, GRI 2-21, GRI 401-2]

Since 2022, Arcese has been collaborating with an external consultant to develop a **compensation policy**. Expected to be finalized by 2024-2025, this policy will assess the significance of each worker’s role/position within the organization. It will encompass factors such as the percentage of Performance Bonus achievable, benefit policies (e.g., car benefit), and external market pay benchmark-related remuneration parameters.

All benefits provided for full-timers are also provided for other categories (part-time, fixed-term contracts). **Benefits are:**

The only exception is the activation of **SANILOG**: by our CCNL, the possibility of activating it is only for permanent employees. Executives have different (and stronger) Supplementary Health Fund (no EBILOG, no SANILOG).

In 2023, the ratio of the highest-paid individual’s total annual compensation at Arcese compared to the median total annual compensation for all other employees (excluding the highest-paid individual) was 11,27.

Regarding the ratio of the highest-paid individual’s total annual compensation to the median percentage increase in total annual compensation for all other employees (excluding the highest-paid individual), there was no change. This is because the salary of the highest role remained constant, while the median salary increased by 4%.

**2 DAYS
VACATION**

(ON TOP ON ITALY REGULATIONS)
FOR FATHER’S PARENTAL LEAVE

**1 DAY
VACATION**

FOR BIRTHDAY

**TICKET
RESTAURANT**

(MEAL VOUCHER) OR CANTEEN

**CONVENTIONS/
DISCOUNTS**

ON DIFFERENT PARTNER PRODUCTS
RELATED TO TOPICS SUCH AS
CLOTHING, TRAVELLING, RENTAL CARS,
HOME APPLIANCES, INSURANCES.

EBILOG

BILATERAL BODY OF ITALY LOGISTIC TRANSPORTATION WITH **FUNDINGS TO SUPPORT EMPLOYEES FOR NURSERY COSTS, CHILDREN UNIVERSITY COSTS, CHILDREN SCHOOLBOOKS, CHILDREN DEGREES AWARDS, THE DRIVING LICENSE (DRIVERS) RENEWAL, AND OTHER INITIATIVES.**

SANILOG

FREE SUPPLEMENTARY HEALTH FUND FOR EMPLOYEES OF THE LOGISTICS, FREIGHT AND SHIPPING SECTOR, WHICH PROVIDES HEALTH CARING WITHOUT COSTS OR WITH VERY LIMITED COSTS SUCH AS SPECIALISTIC EXAMINATIONS, DENTAL CARE, PREVENTIVE TESTS, MATERNITY TEST, PSYCHOLOGICAL COUNSELLING, AND OTHER INITIATIVES.

4.1.3 New hires and turnover

[GRI 401-1]

Talent acquisition serves as the initial step in cultivating an effective Employee Experience. **By engaging with the appropriate talent pool and adeptly identifying high-potential individuals, we bolster our business operations.**

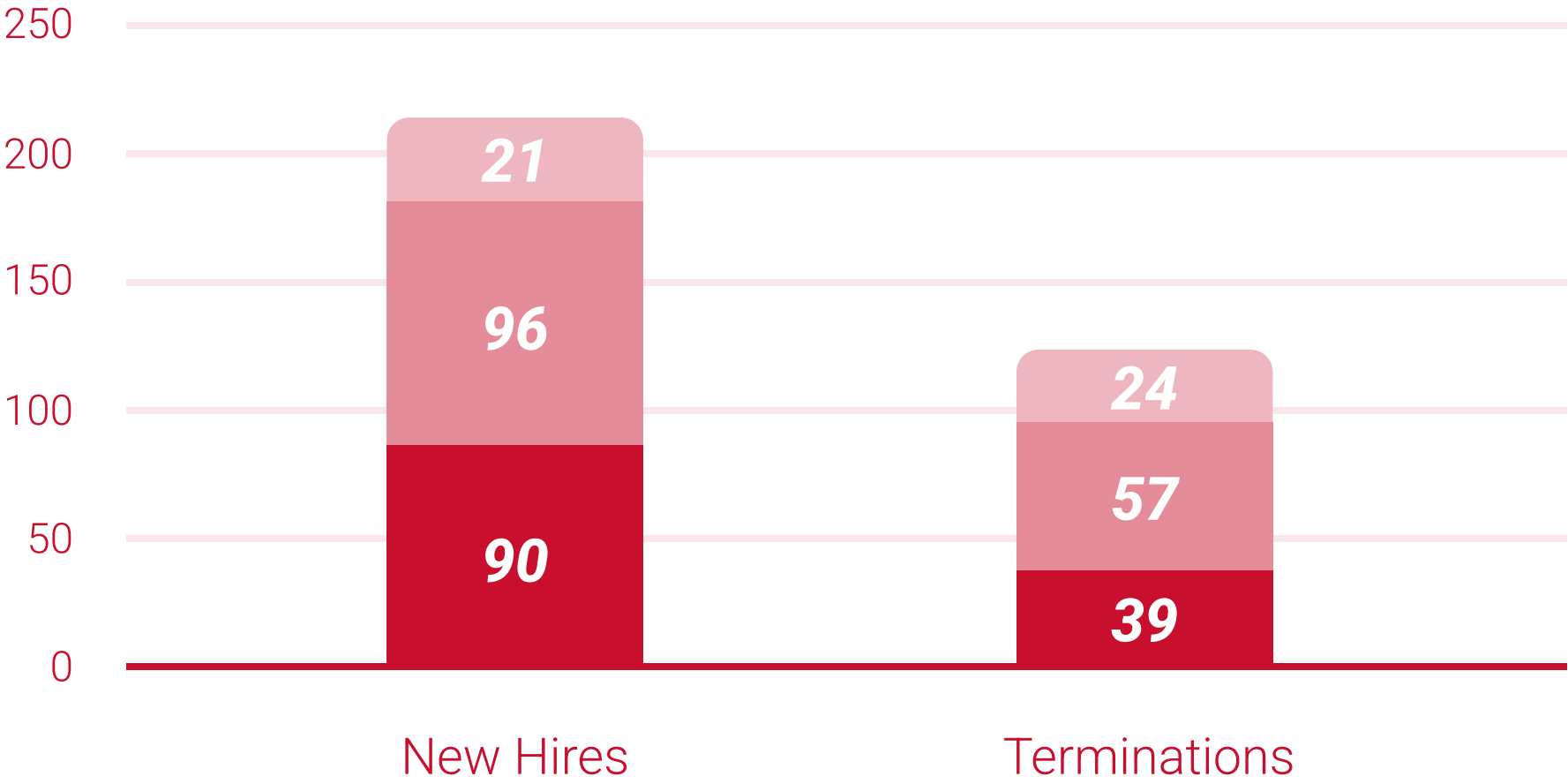
The statistics for new hires demonstrate a positive growth trajectory from 2021. **In 2023, there were 207 new hires, representing an increase of over 60%** compared to the 129 new hires in 2021.

Additionally, **the data reveals a consistent and balanced turnover rate, which underscores the company's strong commitment to fostering a secure work environment.** Throughout 2023, 120 employees chose to depart from the company, with the majority being men and people aged between 30 and 50 years old, indicating a notable decrease from the previous year. Since 2021, Arcese has implemented an exit interview process aimed at gaining insights into the factors influencing employees' decisions to leave the organization.

Furthermore, the annual survey has been extended globally to all the employees of the organization.

NEW HIRES AND TERMINATION IN 2023

<30 years ■ 30<x<50 years ■ >50 years ■





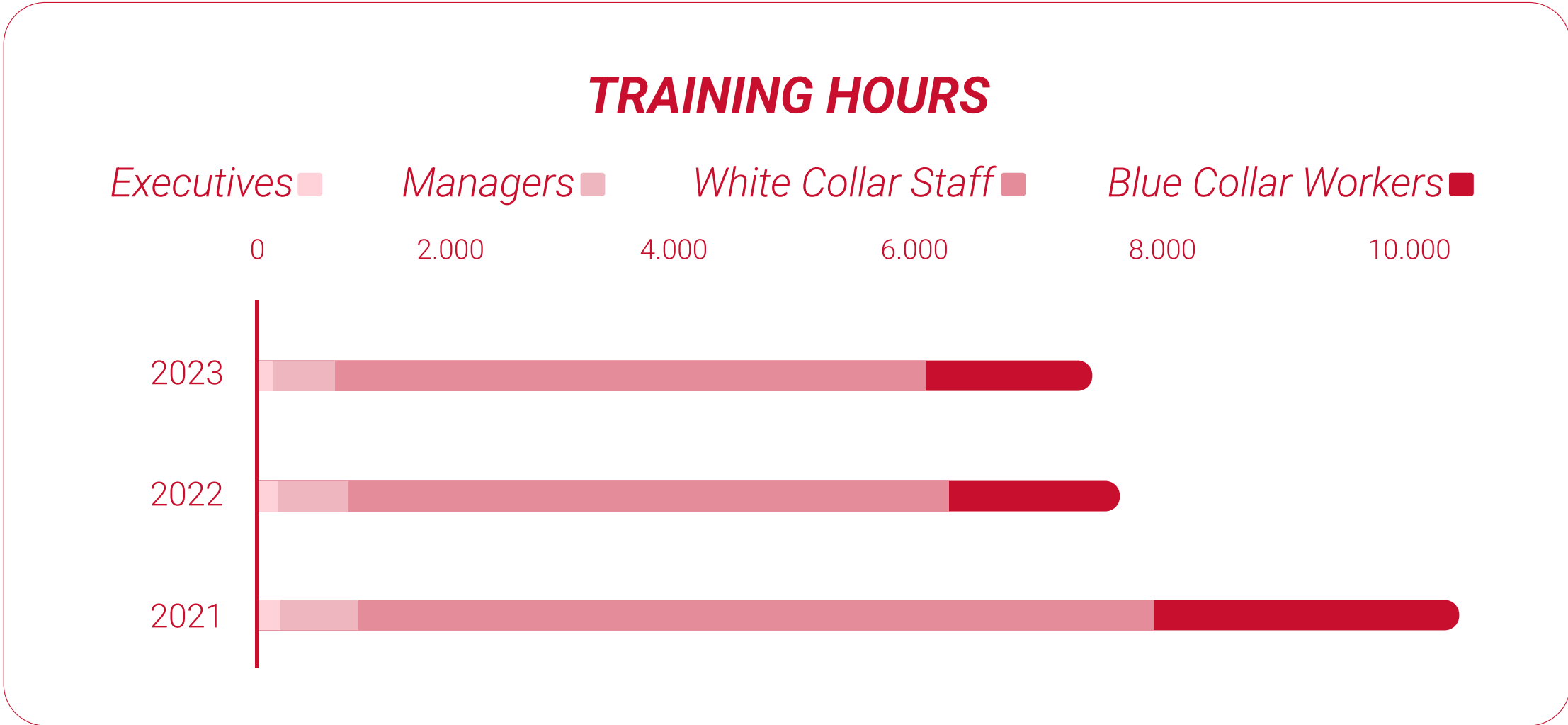
4.1.4 Employees learning and development

[GRI 3-3, GRI 404-1, GRI 404-2, GRI 404-3]

Arcese prioritizes employee learning and development to maintain a skilled and engaged workforce. The “Hire-Develop-Advance-Engage” process focuses on enhancing the employee experience to drive business growth and attract talent. Managers play a key role in overseeing initiatives such as Move My Performance (MMP) and Move My Career (MMC), which aim to set and achieve goals, provide feedback, and facilitate career development discussions. MMP involves goal setting, mid-year check-ins, and performance evaluations, while MMC encourages career planning and improvement discussions, guided by the company’s core values. The performance & development management is proceeding and in 2023 involved 158 employees, a lower quantity compared to 2022.

The learning program at Arcese begins with an annual assessment of learning needs, determining topics and personnel for training courses. Our plan encompasses mandatory, strategic, and elective training. Mandatory courses cover ethical business conduct, health and safety at work (as required by Law 81/2008), and ISO certification standards (ISO 9001, ISO 14001, and ISO 45001). **Additionally, Arcese provides specific employee courses to meet standard procedures.**

In 2023, there was a decrease in training activity, with a total of 7.370 hours completed, compared to 7.672 hours in 2022. On average, each Arcese employee received approximately 6,79 hours of training during the year.



Over the years, the main areas of training implemented include **safety and security** (which encompasses cyber security training and the dissemination of eco-driving procedures for drivers), **quality assurance, language proficiency, logistics operations, commercial strategies, human resources management, administrative processes, onboarding training, operational efficiency, IT skills** (covering systems and software), and **soft skills development**.

End of 2023 was launched the People Academy (PA) as main learning platform and place that will host the majority of corporate training/development offer. The PA will include learning paths (Hubs) for People Managers, FTL operatives, etc... These Hubs are role-based paths (or curricula) to support the empowerment and up-skilling of our people.





4.1.5 Respect for the people

[GRI 405-1; GRI 406-1]

Our organization is deeply committed to fostering a culture of respect, diversity, and inclusion. Embedded within our Code of Ethics, which is an integral component of our employment contracts, is the value of respecting individuals. **We uphold principles of honesty, integrity, cooperation, fairness, and mutual respect in all interactions among employees and stakeholders.** Discrimination of any form, including but not limited to race, gender, and religion, is unequivocally condemned. We promote the physical safety and cultural rights of individuals, as well as gender equality and respect for personal relationships.

We recognize diversity as a source of strength within our company, believing that every individual can contribute to our corporate strategy within their own unique capabilities.

No discrimination occurred also in the reporting year.

In our ongoing efforts to further embed these principles within our organization and also listening to the voice of our employees, **in May 2023 a task force team was launched with the target to focus on Diversity & Inclusion initiatives, addressing also gender disparities.**



Talking about our projects



Arcese Academy

The Academy program continued in 2023, **engaging 28 participants in over 380 hours of training**. A new feature this year was the inclusion of both the FTL BU and LTL BU.

The Academy provided participants with education on not only the theoretical and technical fundamentals of transportation but also broader subjects like economics, international geography, and business organization principles. Upon completing the training, participants were offered contracts and placements based on their applications.

Diversity&Inclusion Task Force

Following the disclosure of the 2022 GES results on Inclusion, the Arcese Group issued a call to action in May 2023 for employees to join a new Diversity & Inclusion Task Force.

The People team analyzed the current employee distribution by gender, age, and nationality. The task force, consisting of over 50 individuals from various business units, conducted a SWOT analysis of the insights gathered. They then developed a strategy, set priorities, and presented them to the company's board. The task force's activities included monthly meetings, training sessions, and online surveys.

They are now working on an action plan, validated by the board, targeting three groups: board members, task force members as D&I ambassadors, and all employees, to initiate relevant activities and projects.



4.2 Health and safety at work

[GRI 3-3]

We prioritize health and safety in the workplace, ensuring a consistently healthy, safe, and hygienic environment for all involved, including employees, customers, and communities. Our commitment involves staying updated on the latest regulations and emerging industry risks, allowing us to proactively address potential dangers. Our approach to health and safety management encompasses all strategic elements, inspiring continuous improvement in logistics, transport activities, and workplace conditions.

We strive to maintain an integrated vision of organizational quality over time, where the quality of services, workplaces, and procedures are equally valued. Arcese Trasporti SpA is dedicated to ensuring higher safety standards across all activities that pose risks to employees, customers, and communities. **Our policy emphasizes the involvement of all stakeholders, fostering a culture of prevention and safety to maximize protection and minimize accidents and injuries.** This commitment is underscored by our attainment of ISO 45001 certification (9 operations certified).

4.2.1 Health and safety management system

[GRI 403-1; GRI 403-6; GRI 403-8]

At Arcese, we deeply value our employees' well-being, which is why **prioritizing health and safety in our workplace is non-negotiable**. It's not just about meeting legal requirements; it's about demonstrating our respect for each member of our team. By investing in health and safety initiatives, we not only protect our employees but also foster a culture of trust and productivity. We believe that by prioritizing these topics, we honour the dignity of every individual at Arcese, ensuring they feel valued and supported every day.

In 2023, notable advancements in the Health & Safety domain included:

- Strengthening of the Company Health Service by expanding medical examination services through a new partnership. This collaboration facilitated broader coverage at a territorial level, enhancing emergency services and providing greater flexibility, particularly in smaller centres
- Introduction of a periodic HSE Newsletter aimed at increasing awareness among employees regarding safety and prevention policies at company sites. This initiative highlighted specific events, implemented measures, and offered recommendations to promote a culture of safety
- Progress on the initiative "World Heart Day": to enhance first aid capabilities additional 4 semi-automatic AED defibrillators have been deployed to the Chiari, Verona Workshop, Rovereto, and Ubersetto sites.





4.2.2 Health and Safety risk analysis

[GRI 403-2; GRI 403-4; GRI 403-7; GRI 403-9]

The HSE office oversees the analysis of all operational processes within our organization, including those performed by cooperatives, across individual production units. This is done in accordance with both safety and health legislation and internal procedures. To facilitate this, the organization has established a risk assessment matrix, which identifies specific risk and probability criteria. By correlating these criteria, different risk levels are determined based on the hazards associated with each activity.

At the system level, a dedicated procedure has been implemented for communicating potential hazards, including accidents and near-accidents, as well as impacts and near-impacts. This procedure entails investigating the incident and determining corrective actions to be taken. Following the investigation, the organization identifies operational, structural, and infrastructural corrective and preventive measures to be implemented.

Moreover, **there is a strong emphasis on promoting health and safety awareness throughout the organization.** Workers are encouraged to actively contribute to identifying risks by communicating them through the Workers’ Representatives (RLS) or directly contacting the prevention and protection service within the organization. Additionally, workers are consulted through their representatives in the event of process changes and have the opportunity to request dedicated meetings to discuss relevant health and safety issues. This proactive approach aims to foster a culture of safety and prevent potential incidents before they occur.

All risks associated with the production process, infrastructure, work equipment, and substances used or stored are thoroughly mapped and assessed. Based on this assessment, mitigation actions are identified, which may include eliminating hazards where possible, modifying activities for safer alternatives, reducing exposure through new technologies or procedures, and providing suitable personal protective equipment (PPE). In transportation and logistics activities, the primary health hazards often involve musculoskeletal strain.

To prevent or mitigate significant adverse occupational health and safety impacts, the organization implements the following measures:

HEALTH SURVEILLANCE

TO MONITOR AND ADDRESS ANY HEALTH ISSUES ARISING FROM WORK ACTIVITIES.

INFORMATION, EDUCATION, AND TRAINING PROGRAMS

TO ENSURE EMPLOYEES ARE AWARE OF HAZARDS AND EQUIPPED WITH THE NECESSARY KNOWLEDGE AND SKILLS TO MITIGATE RISKS.

REGULAR UPDATES TO SPECIFIC RISK ASSESSMENT DOCUMENTS

TO REFLECT CHANGES IN OPERATIONS OR NEW HAZARDS THAT MAY EMERGE.





4.2.3 Health services

[GRI 403-3]

Arcese has appointed a competent doctor, as required by law, to develop a health protocol tailored to the nature and type of work conducted by its employees. This protocol takes into account the risks identified and assessed by the organization, as well as any previous injuries that have occurred. The health protocol outlines the health checks required for workers, and the competent doctor is responsible for evaluating the suitability of workers based on these checks.

4.2.4 Health and safety training

[GRI 403-5]

The HSE office is responsible for identifying and analysing safety training needs in accordance with the DVR (Document for Risk Assessment). Based on these needs, it proposes a training program that complies with regulations. Following the training, the HSE office conducts process analysis, coordinating with the People Department to ensure effective organization and delivery of courses, considering timing and frequency. Training covers mandatory topics outlined in Legislative Decree 81/08, as well as optional courses tailored to specific activity sectors such as chemical handling, spill accidents, fire prevention, and first aid. Training hours dedicated to occupational health and safety are also included.



4.2.5 Occupational health and safety injuries

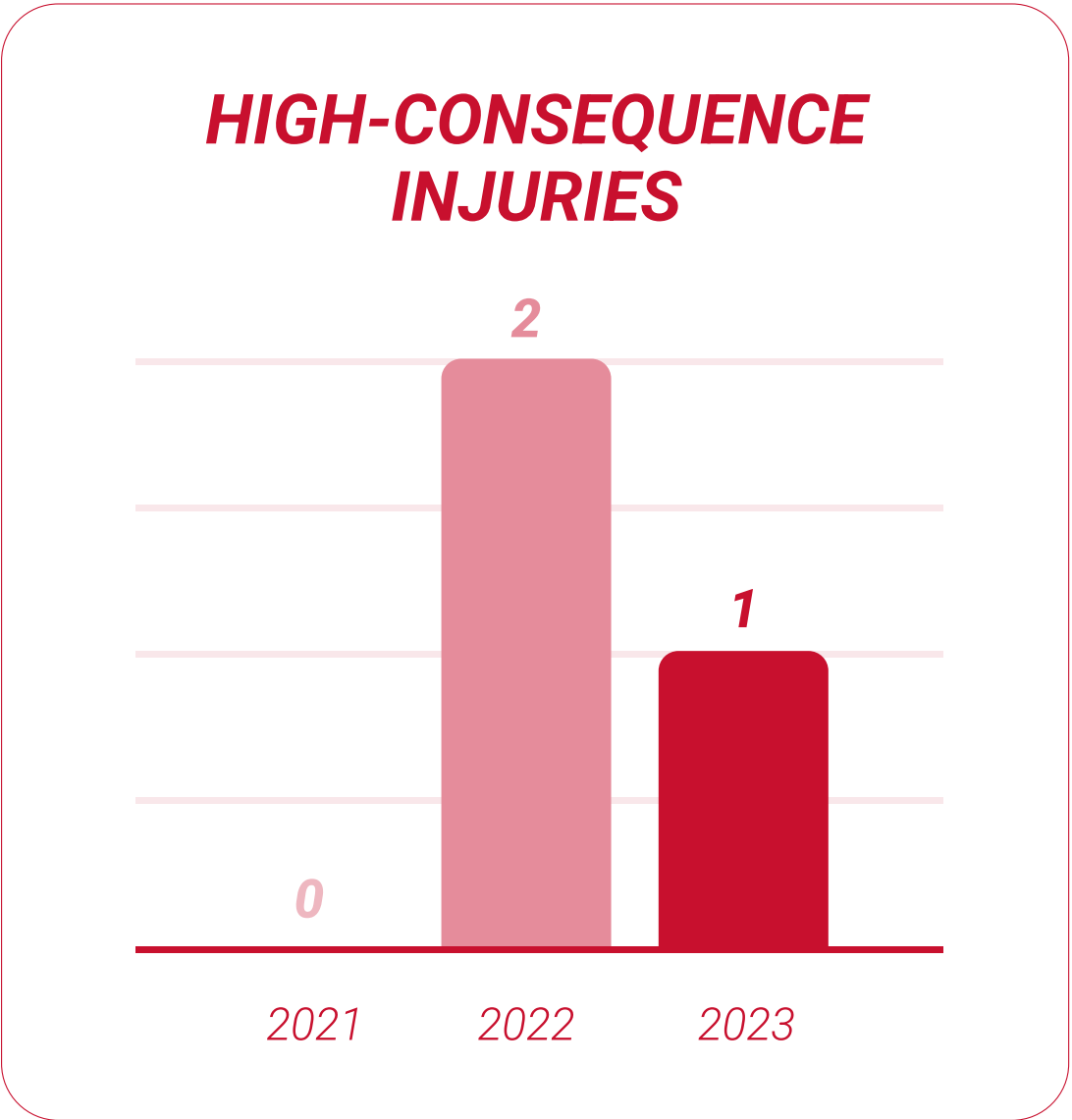
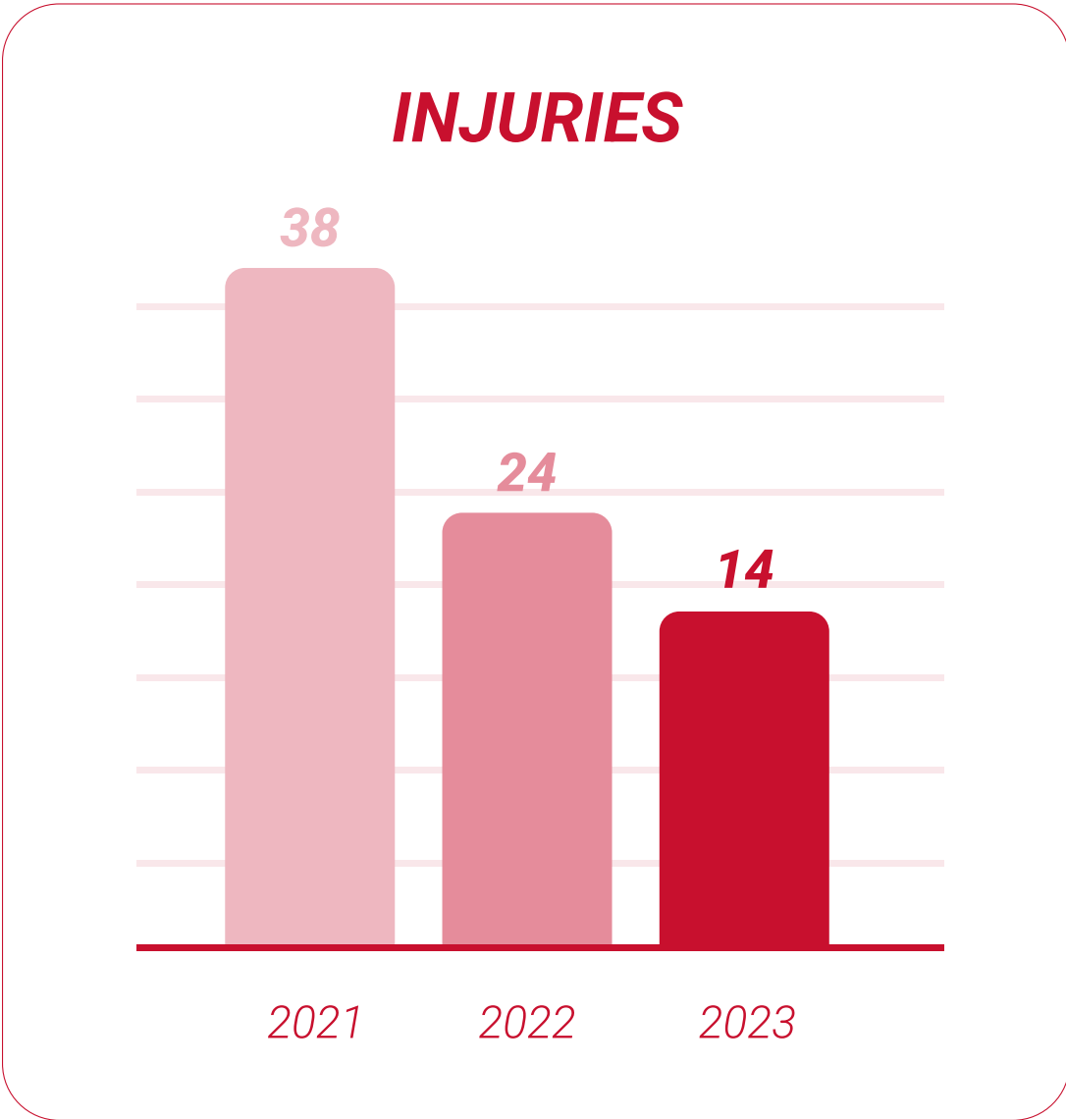
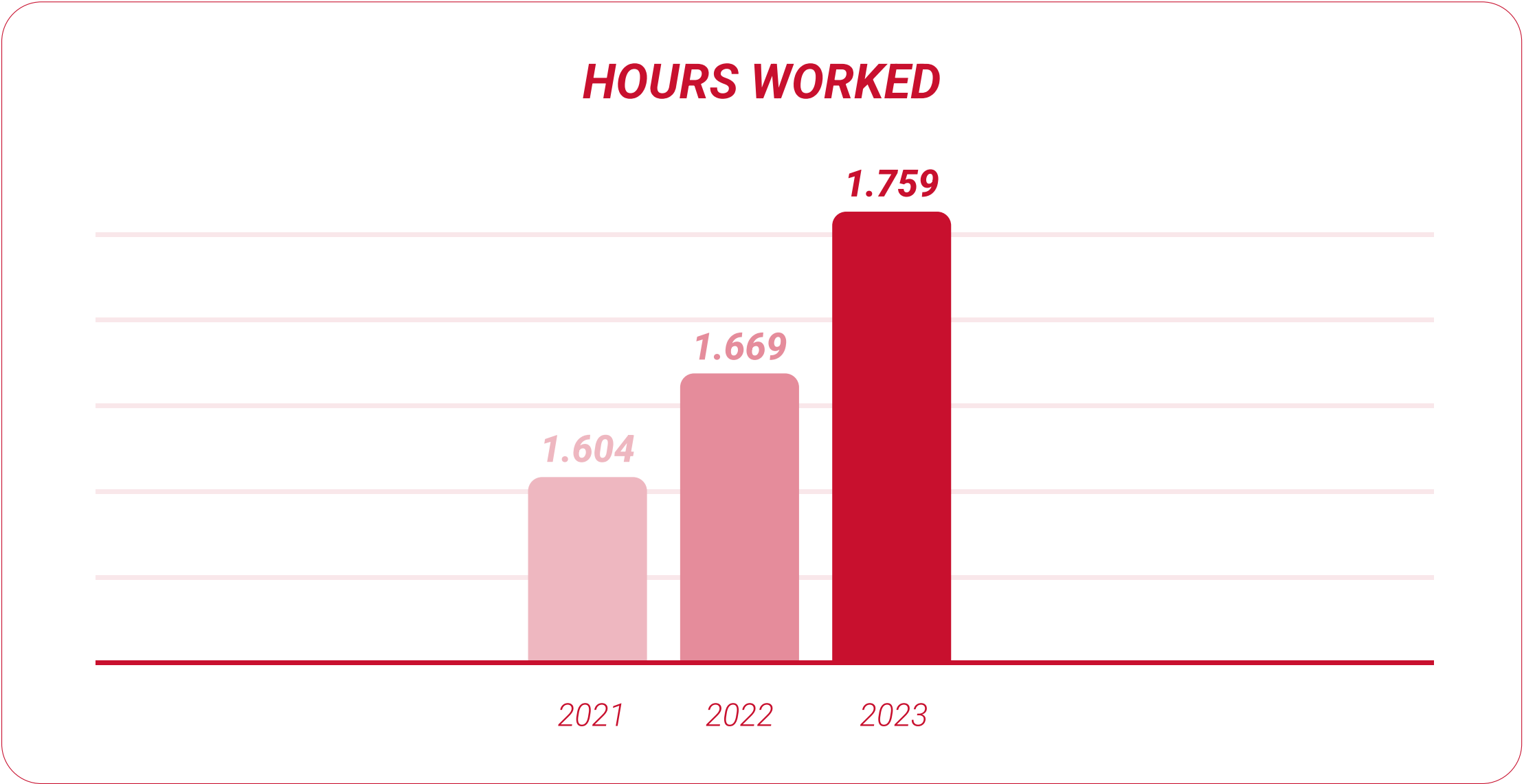
[GRI 403-9]

Given its involvement in the transportation and logistics sector, Arcese faces statistics indicating that **primary injuries stem predominantly from manual handling of loads and improper adherence to procedures or equipment usage**. To address these risks, the organization has identified and specifically managed them within its Document for Risk Assessment (DVR).

In 2023, Arcese registered 14 injuries among employees, with 1 resulting in an absence from work exceeding 6 months and no fatalities. This marks a notable reduction of 42% compared to 2022. Additionally, the frequency index decreased from 2,88 in 2022 to 1,59 in 2023, indicating a positive trend in workplace safety.

In 2023, the number of registered injuries among non-employee workers increased significantly compared to 2022, rising from 5 to 18 incidents. This rise can be attributed largely to the expansion of activities within our warehouses during the year.

42%
REDUCTION OF
REGISTERED INJURIES



Our commitment to reducing the occurrence of these issues *involves implementing preventive measures.*

4.2.6 Work related ill health

[GRI 403-10]

In our industry, **the primary health risks associated with transport and logistics activities stem from musculoskeletal strain**. Our commitment to reducing the occurrence of these issues involves implementing preventive measures such as health surveillance before role changes, conducting ongoing education and training for both internal and external collaborators, and regularly updating our risk assessment matrix to reflect any process changes or the integration of new activities and tools.

The trend of no cases of work related ill health accepted is continuing also in 2023 (5 cases raised).



4.3 About local communities

[GRI 3-3]

Aware that our choices impact the environment, people, and society in which we operate and live, **we are dedicated to supporting concrete projects that align with our desire to make a difference and values of solidarity and attention to individuals.** Our efforts are primarily focused on sports initiatives and charitable actions to assist communities affected by natural disasters.

Besides the effects created by our operations related to road traffic and noise pollution, our operations are mostly located into industrial areas with very low interactions with residential areas.

Arcese is deeply committed to the prosperity and well-being of local communities. Our efforts are focused on prioritizing community engagement, social responsibility, local employment, environmental stewardship, partnerships, and transparent communication. These efforts aim to foster positive relationships, address community needs, and create shared value for all stakeholders involved.

A clear example is the activation of the Arcese Academy that we described in the Social chapter 4.1.4, giving the chance to young talents to join our company and get skills to face the complex world of transport and logistics. In addition to this Arcese execute noise tests while opening new facilities as required by local urbanistic normative, the measurements are aimed to assess noise level to be within defined limits.



The mitigation of road traffic around our operations has very limited actions being present in logistic clusters, anyhow **the company invest in training of drivers according to BBS** (Behaviour Based Safety) **in order to reduce the risk of road accidents caused by our trucks.**

Arcese manages positive impacts by:

IMPLEMENTING SOCIAL RESPONSIBILITY INITIATIVES FOR SOCIO-ECONOMIC DEVELOPMENT



EVERY YEAR, WE DEDICATE OURSELVES TO SPONSORING SPORTS EVENTS FOCUSED ON THE PHYSICAL AND MENTAL WELL-BEING OF INDIVIDUALS, ENSURING THE CONTINUATION OF SPONSORSHIPS.

INVESTING IN EMPLOYEE WELFARE PROGRAMS



ON BIRTHDAYS, WE OFFER A FREE DAY OFF AS A TOKEN OF APPRECIATION. DURING OUR CHRISTMAS PARTY, WE HONOUR EMPLOYEES WITH 30+ YEARS OF SERVICE AND THOSE RETIRING. ALSO, WE AWARD TEAMS THAT HAVE EXCELLED DURING THE YEAR IN PROJECTS THAT REFLECTED OUR VALUES.

MAINTAINING TRANSPARENCY AND ACCOUNTABILITY IN OPERATIONS



OUR TEAM COMMUNICATES THESE SPONSORSHIPS INTERNALLY AND EXTERNALLY THROUGH SOCIAL MEDIA CHANNELS. WE INTERNALLY COLLECT PARTICIPATION REGISTRATIONS AND INVOLVEMENT.

PARTNERING WITH LOCAL ORGANIZATIONS FOR MUTUAL BENEFIT



WE COLLABORATE WITH EXTERNAL PARTNERS FOR SPORTING EVENTS AND NON-PROFIT ORGANIZATIONS.

PRIORITIZING ENVIRONMENTAL CONSERVATION EFFORTS



WE COMMIT TO MONITORING THE TRAINING OF DRIVERS FOR ROAD SAFETY AND TRACKING NOISE LEVELS UPON OPENING NEW BRANCHES.

Our efforts are measured in the following events and collaborations that we have managed so far:

MARATONA DLES DOLOMITES - ENEL:

Arcese sponsors the Maratona dles Dolomites - Enel, a sustainable zero-impact marathon aimed at promoting eco-sustainable behaviours. In 2023, Arcese collaborated with Sportfund Onlus to participate in the event alongside Paralympic athlete Kevin Ferrari. The project, “RIDE TO INSPIRE – A QUEST FOR DOLOMITES,” emphasized the importance of sport as a tool for social inclusion, with Kevin leading the climb for Team Arcese.

TOP DOLOMITES - OUTDOOR FESTIVAL:

Arcese is also the main sponsor of Top Dolomites, a unique cycling event that traverses the valleys between the Brenta Dolomites and Lake Garda, showcasing the beauty of the region.

RUN 5.30:

As the main sponsor of Run 5.30, Arcese supports an event that promotes holistic wellness through physical activity, wholesome food, and cultural immersion. Arcese also organizes a dedicated Run 5.30 for all the employees worldwide, fostering unity and well-being.

INSUPERABILE - THE RELAY OF INCLUSION:

Arcese supported the “InSuperAble – The Relay of Inclusion” project in 2023, organized by ADS Rosa Running Team in collaboration with LAMU. This initiative involved various groups and associations with different frailties and pathologies walking across Italian villages and cities to promote the benefits of supervised movement and psychological support.





KENYA PROJECT:

Since 2018, Arcese has partnered with Rosa Associati to support solidarity initiatives worldwide, including the Kenya Project. This project aims to provide new opportunities for children and young people in the West Pokot-Marakwet and Kericho district through sport and education. Thanks to the Group's assistance and support, younger students will have easier access to education, while young athletes will be able to make the most of their talent; having the opportunity to carry on their studies while continuing to train at the camp, all without having to deal with long-distance travel.

TURKEY AND SYRIA EARTHQUAKE: OUR RESPONSE

In 2023, collaborating with the "Sevgi ve Kardeşlik Vakfı" a Turkish humanitarian organization, Arcese contributed to the earthquake emergency in Turkey and Syria by providing its trucks to deliver essential supplies to the earthquake-stricken areas. Also, Arcese launched a fundraising campaign to purchase vital necessities during that critical time. Thanks to the contribution of the company and its employees, Arcese raised a significant amount that was used to purchase 12 tents for 12 families in the Hatay area of Turkey.



05 Environment

*WE PRIORITIZE
ENVIRONMENTALLY
RESPONSIBLE PRACTICES
THROUGHOUT OUR ENTIRE
LOGISTICS NETWORK.*

5.1 Our impact on biodiversity

[GRI 3-3. GRI 304-2]

Preserving biodiversity is vital for transport and logistics companies. It maintains essential services like clean air and water, crucial for operations. Diverse ecosystems provide natural resources needed for infrastructure and mitigate risks to supply chains from environmental damage. Plus, it boosts brand reputation and ensures long-term sustainability in a green-focused market.

Arcese is dedicated to integrated management aligned with international standards, placing environmental protection as a cornerstone for its operations. Our commitment aims to foster continual improvement in logistics, transportation, and asset enhancement.

We pledge to:

- Ensure compliance with legislation and signed agreements consistently
- Develop strategies and enact initiatives to bolster biodiversity management practices
- Provide organizational tools for rigorous hazard identification and effective risk management.

Concerning the ADR (Accord Dangereuses Route) the Company has settled several procedures and defined an organization to manage the correct execution of transport and storage of dangerous goods within its operations.



Arcese employs an ADR-DGSA consultant who contributes to the ADR committee’s collaboration with the HSE office. Handling ADR traffic and shipments involves assessing carriers and drivers for eligibility. Operational aspects, such as possession of ADR licenses, are overseen by Arcese’s internal office, “Transport Purchasing.” Additionally, the system manages blocks related to UN codes of transported dangerous goods, with the ADR committee convening to assess transport feasibility.

Furthermore, **Arcese foresees the following actions to mitigate or prevent potential negative impacts that could affect biodiversity** in our operations:

PROVIDING INFORMATION AND TRAINING

*TO WORKERS INVOLVED IN THE PROCESS
TO ENSURE OCCUPATIONAL HEALTH AND SAFETY.*

**CONDUCTING INITIAL RISK ANALYSES
AND PERIODIC REVIEWS**

*AS PER LEGISLATIVE DECREE 81-08, IN COLLABORATION WITH THE COMPANY’S
PREVENTION AND PROTECTION SERVICE. OPENING NEW LOCAL UNITS
MANDATES RISK ASSESSMENTS WITHIN 30 DAYS.*

**APPLYING THE ENVIRONMENTAL
POLICY AND DEDICATED PROCEDURES**

*ALIGNED WITH OUR INTEGRATED "QUALITY ENVIRONMENT AND SAFETY" POLICY,
OUTLINING OUR COMMITMENTS TO ENVIRONMENTAL PRESERVATION.*

**PERFORMING INTERNAL AUDITS
AND FOLLOW-UP ACTIONS**

*INCLUDING INSPECTIONS CONDUCTED BY THE HSE OFFICE IN COLLABORATION
WITH OTHER DEPARTMENTS, TO ENSURE LEGISLATIVE COMPLIANCE
IN ENVIRONMENTAL AND WORKPLACE SAFETY.*

ENSURING COMPLIANCE

WITH ENVIRONMENTAL LEGISLATION AND STANDARDS.

DEVELOPING SPECIFIC ACTION PLANS

*FOR RECURRING ISSUES OR SEVERE PROBLEMS AND IMPLEMENTING
CORRECTIVE ACTIONS TO MITIGATE RISKS PROMPTLY.*

5.1.1 Biodiversity and our operations

[GRI 304-1]

Arcese has devised a dedicated procedure to identify, record, and manage environmental impacts and near misses, facilitating thorough investigation and analysis of their causes and potential deviations.

This process enables us to assess their effects and make informed decisions for their mitigation and prevention, ultimately aiming to eliminate any form of pollution. The mapping of our sites related to natural areas has not changed compared to the previous reporting period.

The following table lists the sites and the environmental area specific category.

OPERATIONAL SITE	POSITION IN RELATION TO THE PROTECTED AREA	BIODIVERSITY VALUE CHARACTERIZED BY LISTING OF PROTECTED STATUS
CASTEL SAN PIETRO TERME (BO)	Within the area	The area is classified as a public green area. At the moment no activities are carried out to modify the status.
BASIANO (MI)	Adjacent location	Green protection with trees along the Vareggio torrent. The area is protected by a construction ban. No fauna and flora species under protection.
CAMPOGALLIANO (MO)	Containing portions of the protected area	A very small portion of the area is within the Secchia river zone. The distance between the river and the yard is 300 meters so no big critical issues have been identified. No fauna and flora species under protection.
SAN GENESIO ED UNITI (PV)	Adjacent location	Zone along water channel protected by construction ban. No fauna and flora species under protection.
GERBOLE DI VOLVERA (TO)	Adjacent location	Two mitigation areas with vegetation zones as required by urban regulation. First area is close to residential zone Br 41 consisting of 1.342 m². Second area is close to residential zone Ce 12 consisting of 2.077 m² at a distance of 11,80 m from the building. No fauna and flora species under protection.

5.1.2 Dangerous goods transport and storage

[NON GRI 7]

Included in this report our Company decided to disclose information about the operations sites that are managing ADR goods in terms of storage and transport as explained in 5.1.

Here below the list of sites and ADR categories managed:



BASIANO



CAMPOGALLIANO



CASTEL SAN PIETRO TERME



CHIARI



GERBOLE DI VOLVERA



MARANELLO - FRAZ. UBERSETTO



NOLA



PAESE



PRATO



RIANO



RIVALTA



SAN GENESIO ED UNITI



TORTONA



VERONA - Q.E.

CLASS ADR

DESCRIPTION

CLASS 1

Explosive substances and articles (only 1.4S and 1.4G categories)



CLASS 2

Gases



CLASS 3

Flammable liquids



CLASS 4.1

Flammable solids, self-reactive substances, polymerizing substances and desensitized solid explosives



CLASS 4.2

Substances liable to spontaneous combustion



CLASS 4.3

Substances which, in contact with water, emit flammable gases



CLASS 5.1

Oxidizing substances



CLASS 6.1

Toxic substances



CLASS 8

Corrosive substances



CLASS 9

Miscellaneous dangerous substances and articles







5.2 Energy consumption and emissions

[GRI 3-3]

At Arcese, **reducing energy consumption and emissions is at the core of our sustainability efforts**. Committed to minimizing our carbon footprint and maximizing efficiency, our focus permeates every aspect of our operations. **We prioritize intermodal transport solutions, seamlessly integrating different modes of transportation to optimize efficiency and minimize emissions**. Through advanced route planning, vehicle optimization, and load consolidation, we prioritize efficiency, minimizing energy expenditure and emissions. Embracing sustainable alternatives, we significantly reduce greenhouse gas emissions and air pollutants.

Efficiency is key. Energy management is a priority at our logistics facilities, where we employ state-of-the-art technologies to minimize wastage and optimize consumption. Increasing our photovoltaic (PV) solar plants at our logistics platforms, we harness clean energy, reducing reliance on conventional sources.

While a defined GHG reduction plan is still in progress, several initiatives are already underway:

- Alternative fuels: Identifying and tracking possible compliant fuels, such as BioLNG and HVO (Hydrogenated Vegetable Oil), over a yearly period, implementation depends largely on customer investment and fuel availability
- Fuel target definition: Setting yearly consumption targets based on previous trends and factors like fleet aging and transport mission mode. Regular checks on drivers and vehicles ensure adherence
- Actions on drivers and vehicles: Addressing driving behaviour through Eco-driving courses and conducting dedicated vehicle checks to identify and prevent increases in consumption.
- Modal Switch: Proposing intermodal transportation solutions to customers, with goals measured in CO2 savings from shifting to ferry or rail modality
- Solar energy: Increasing renewable energy sources, such as solar panels, at our logistics platforms.

5.2.1 Energy consumption

[GRI 302-1]

The decrease trend is proceeding underlining a focus on the environmental impact the company generates. Looking over the last three years, **the most relevant decrease is due to trucks fleet reduction and fuel consumption improvement for diesel vehicles**. Heating fuels consumption has been reduced of 41% thanks to operational optimization (CSPT and Ubersetto) and winter conditions not too cold and the closure of mechanical workshop of Rovereto. The increase of electricity consumption (+20% vs 2022) is mostly related to the full operation level of new warehouses opened in 2022 and in 2023, the PV energy share decreased to 5% due to the new opened sites have not yet operational plants (Tortona).



41%

REDUCTION IN HEATING
FUEL CONSUMPTION

ENERGY CONSUMPTION

-7%

COMPARED TO 2022

THE DECREASE IS MOSTLY
RELATED TO
OPTIMIZATION OCCURRED
BOTH ON FLEET AND
LOGISTICS WAREHOUSES

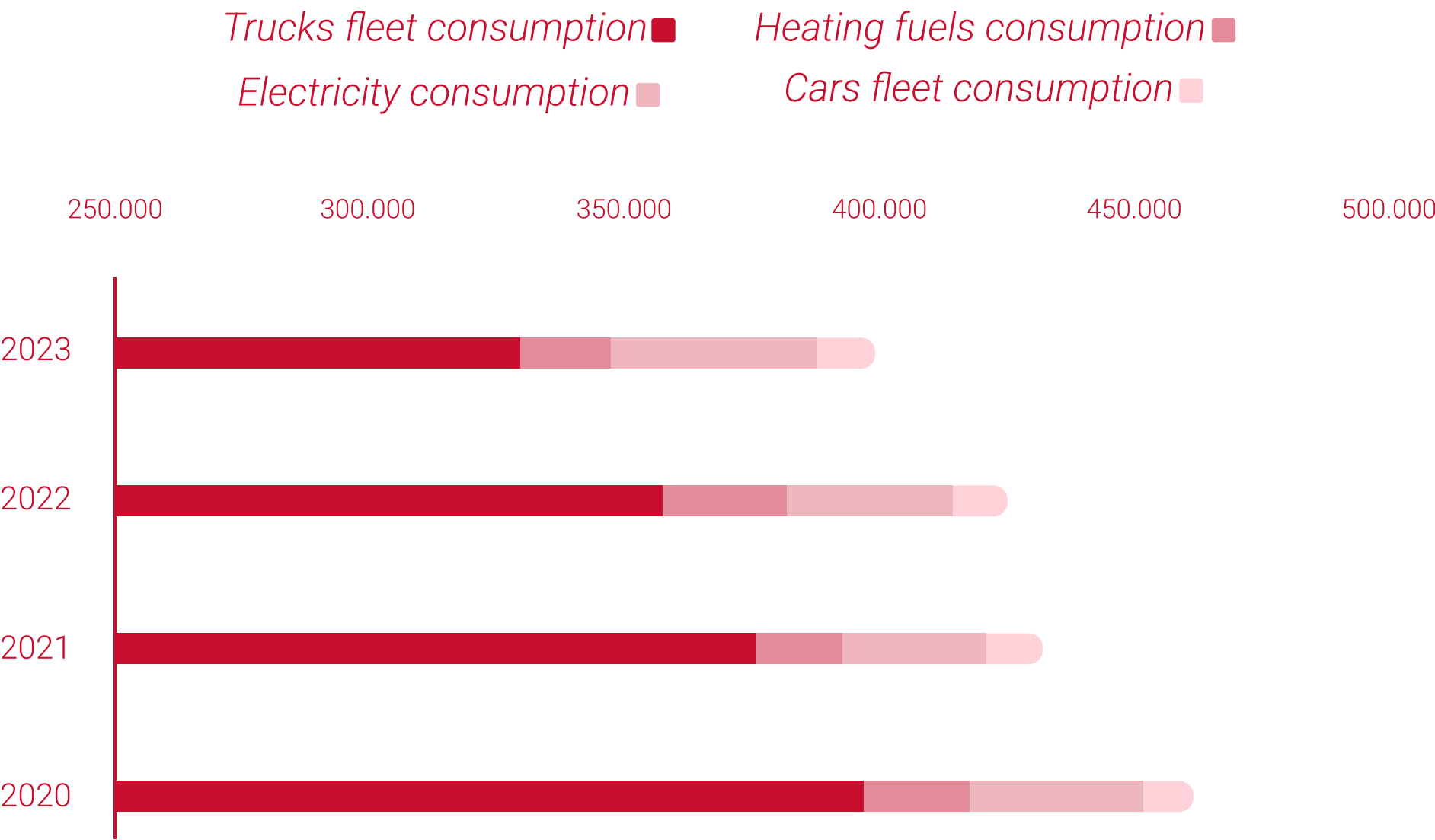
5%

SHARE OF PV ENERGY

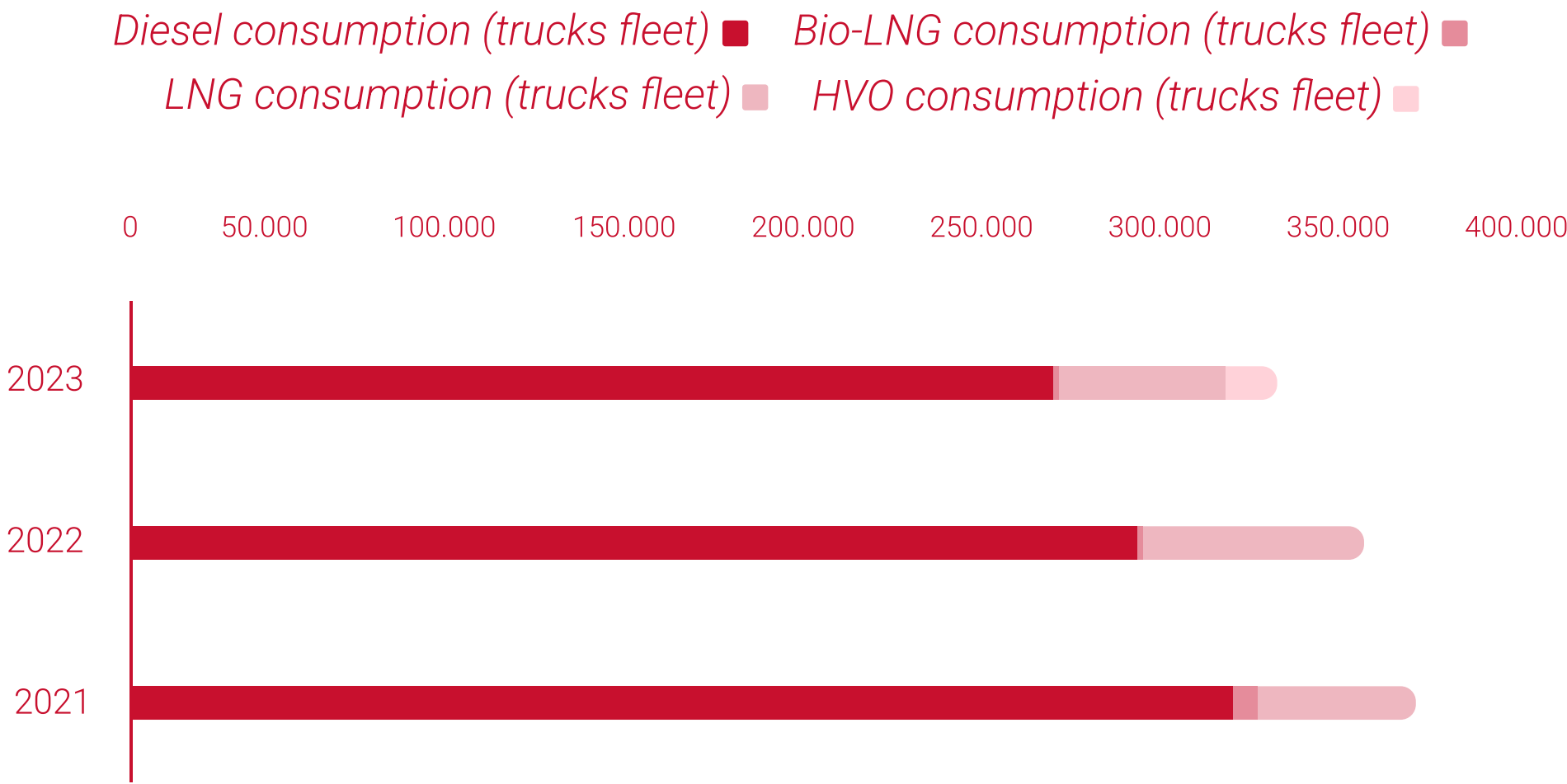
The energy consumption of car fleet is increased of around 18% due to unit fleet increase of 33 units, mostly gasoline vehicles. Spotlighting on the truck fleet energy consumption the trend registered a significant reduction for LNG (fossil) powered trucks of -21% mostly related to the change of property from Arcese Poland and Arcese Romania to Arcese Trasporti.

This operational change led to a different mission profile with less kilometres run. Diesel consumption dropped of 4,8% mainly to the fleet reduction of 42 units and an improvement of fuel consumption (the 2023 figures are including HVO). Overall, the energy consumption for the trucks fleet set at -7,8% reduction.

ENERGY CONSUMPTION (GJ)



TRUCKS FLEET CONSUMPTION (GJ)

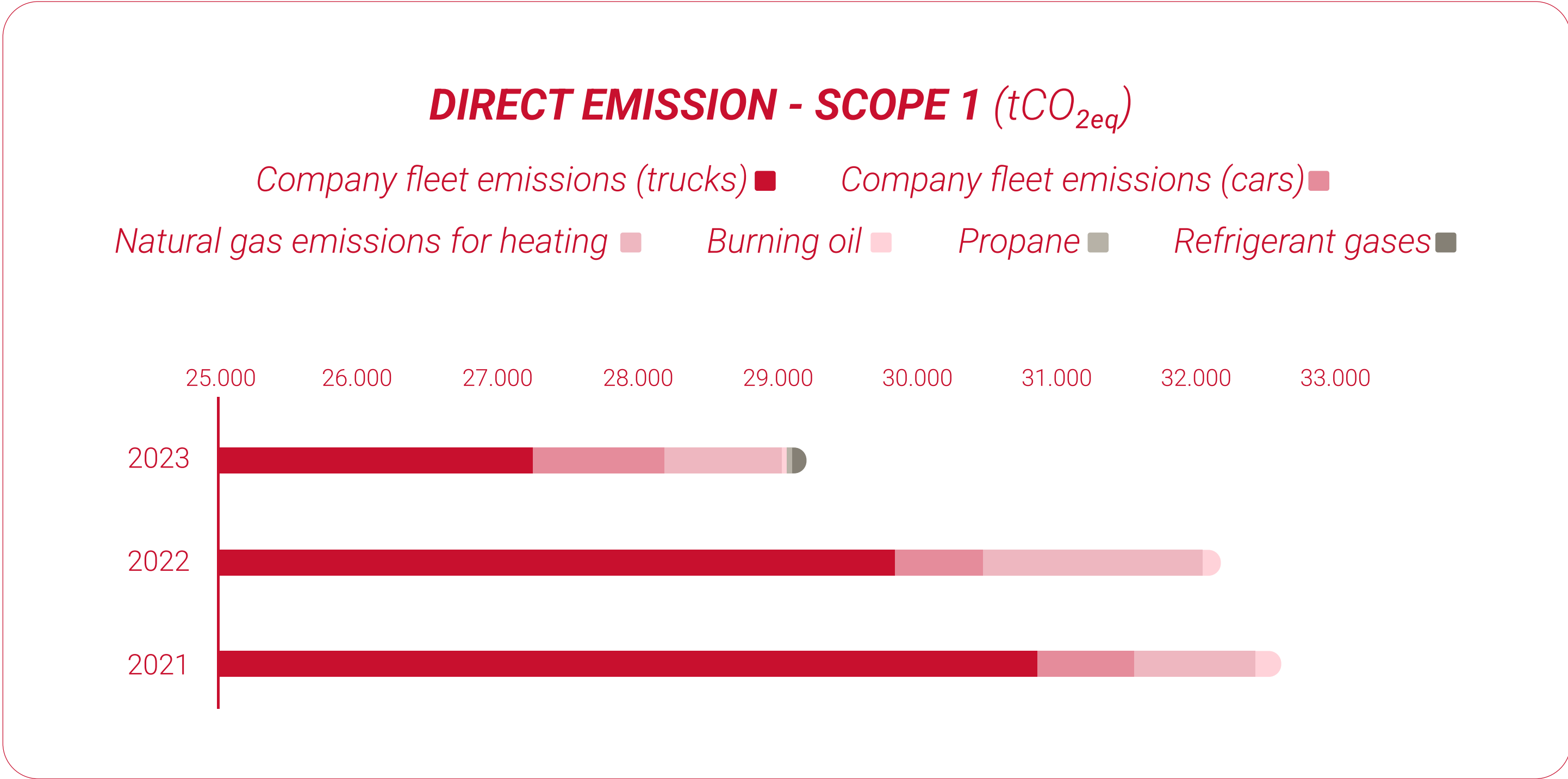


5.2.2 Emissions control and reduction activities

[GRI 305-1, 305-2, 305-3, 305-4, 305-6]

Looking at **Scope 1** absolute emissions values, **the decrease of emissions is mostly related to truck fleet reduction**, also the impact of natural gas decreased thanks to the elements described in paragraph. An increase of 33 units is the main reason for the increase of emissions related to the company car fleet. Most of the new cars have been introduced with gasoline fuel instead of diesel, also the amount of hybrid cars is increasing and in 2023 the first electric car was introduced.

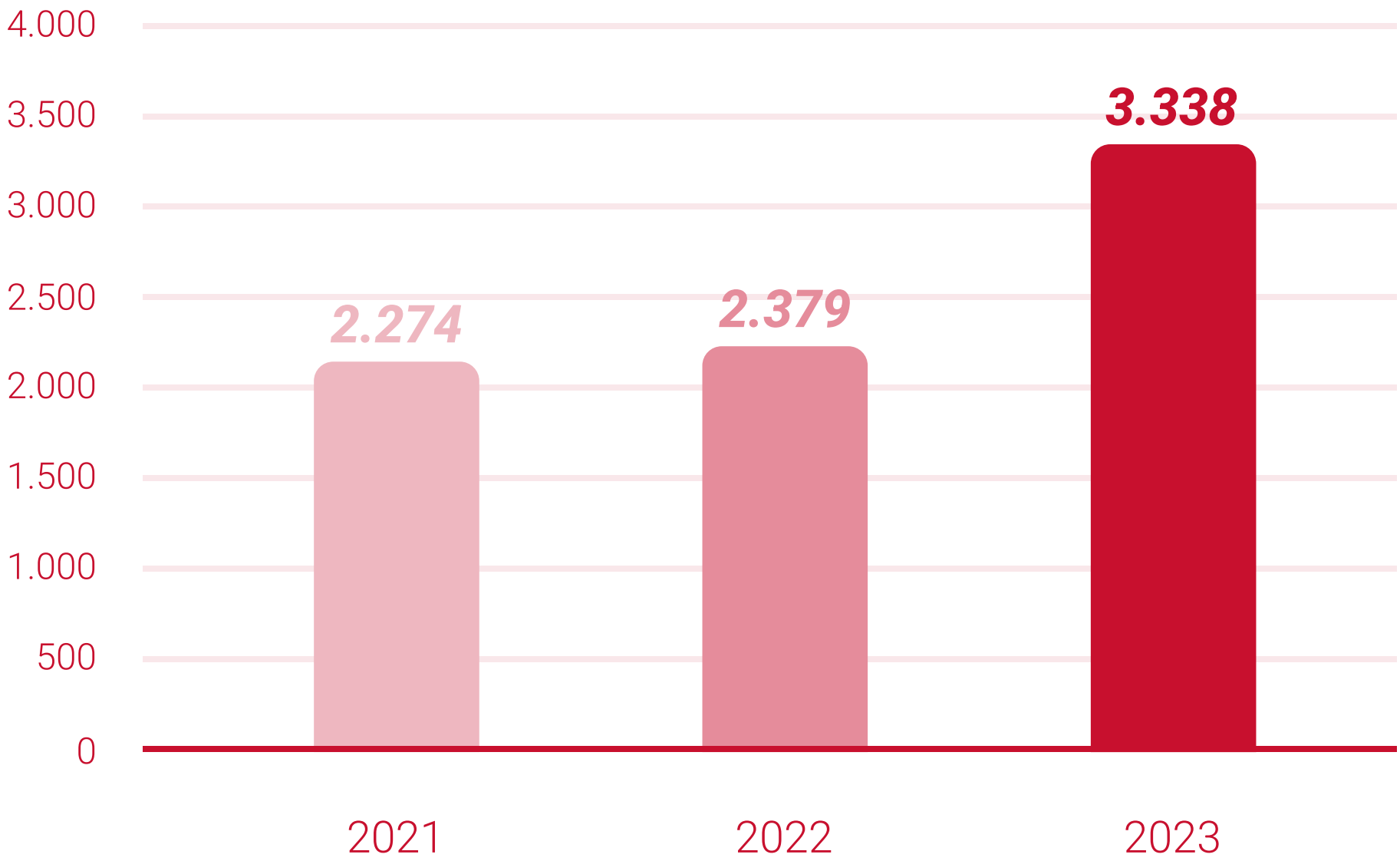
Arcese from 2023 is reporting also refrigerant gasses emissions that are related maintenance activities of the A/C systems of the offices. Although their impact is not relevant compared to trucks emissions.
Looking at GHG trucks Emission intensity evolution, determined by comparing the emissions and the kilometres travelled, after an increase occurred in 2022 (0,857 kgCO2e/km), the current year registered a decrease (0,840 kgCO2e/km), reflecting the renewal of the fleet and the fuel consumption improvement.



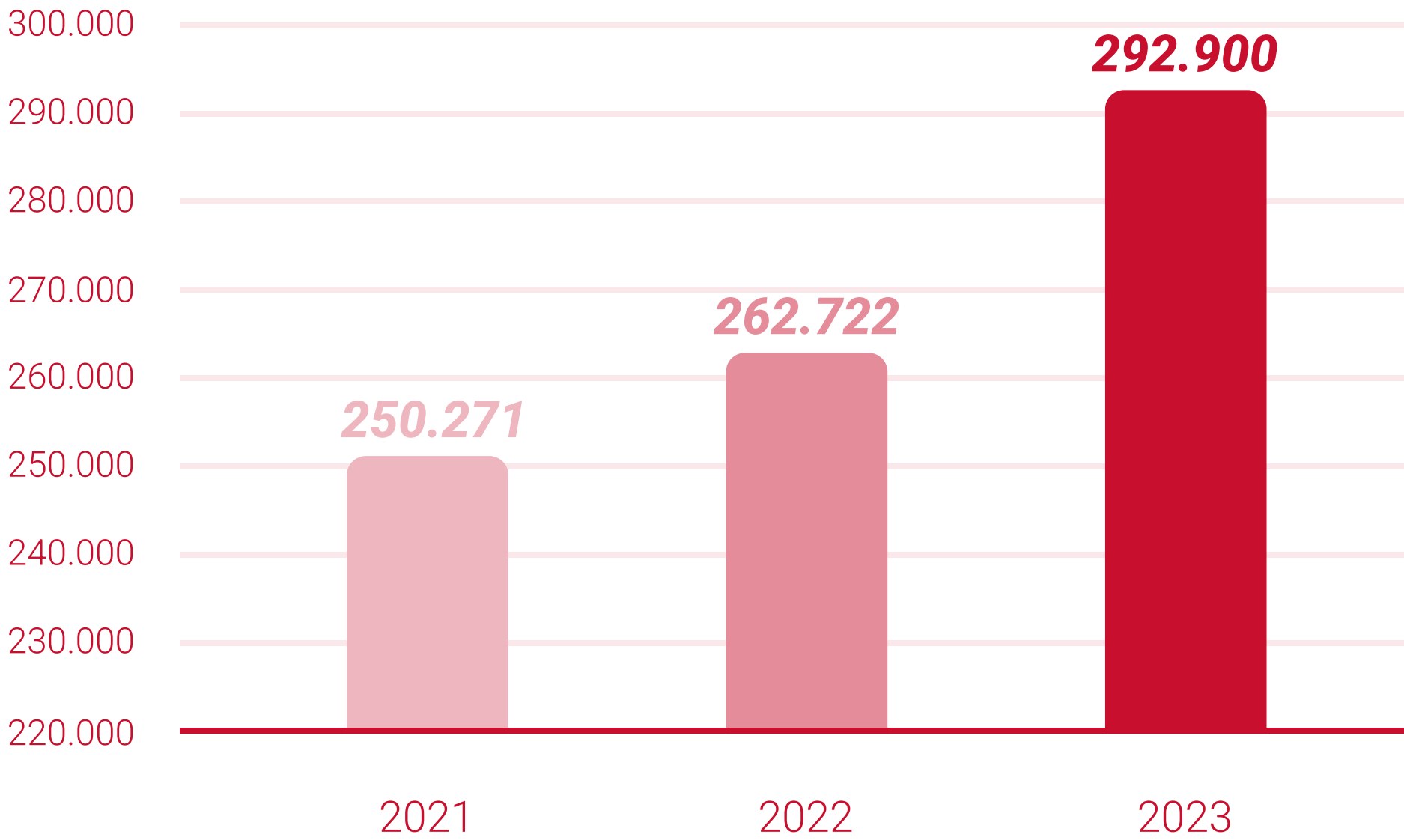
Scope 2 emissions provide the trend of the footprint of our logistics sites related to electricity consumption. In 2023 Scope 2 emissions continue the trend of previous years with an increase of 40% compared to 2022. **The increase of emissions is mainly related to the updated emission factor (308,90 gCO2e/kWh) and also to the opening of new operation sites** and full operability of location opened at the end of 2022. The intensity is increased since last year the square meters reported where considering also warehouses closed during 2023.

Moving to **Scope 3 emission 2023 registered an important increase of 11% of emissions.** The relevant increase is **caused by the property fleet reduction and consequent increase of subcontractors activities** in relation with the increase of business activities as reported in the previous chapters. Arcese is investigating possibilities to reduce this impact discussing with business partners the introduction of alternative fuels in the road transportation.

INDIRECT EMISSIONS - SCOPE 2 (tCO_{2eq})



TOTAL EMISSIONS - SCOPE 3 (tCO_{2eq})



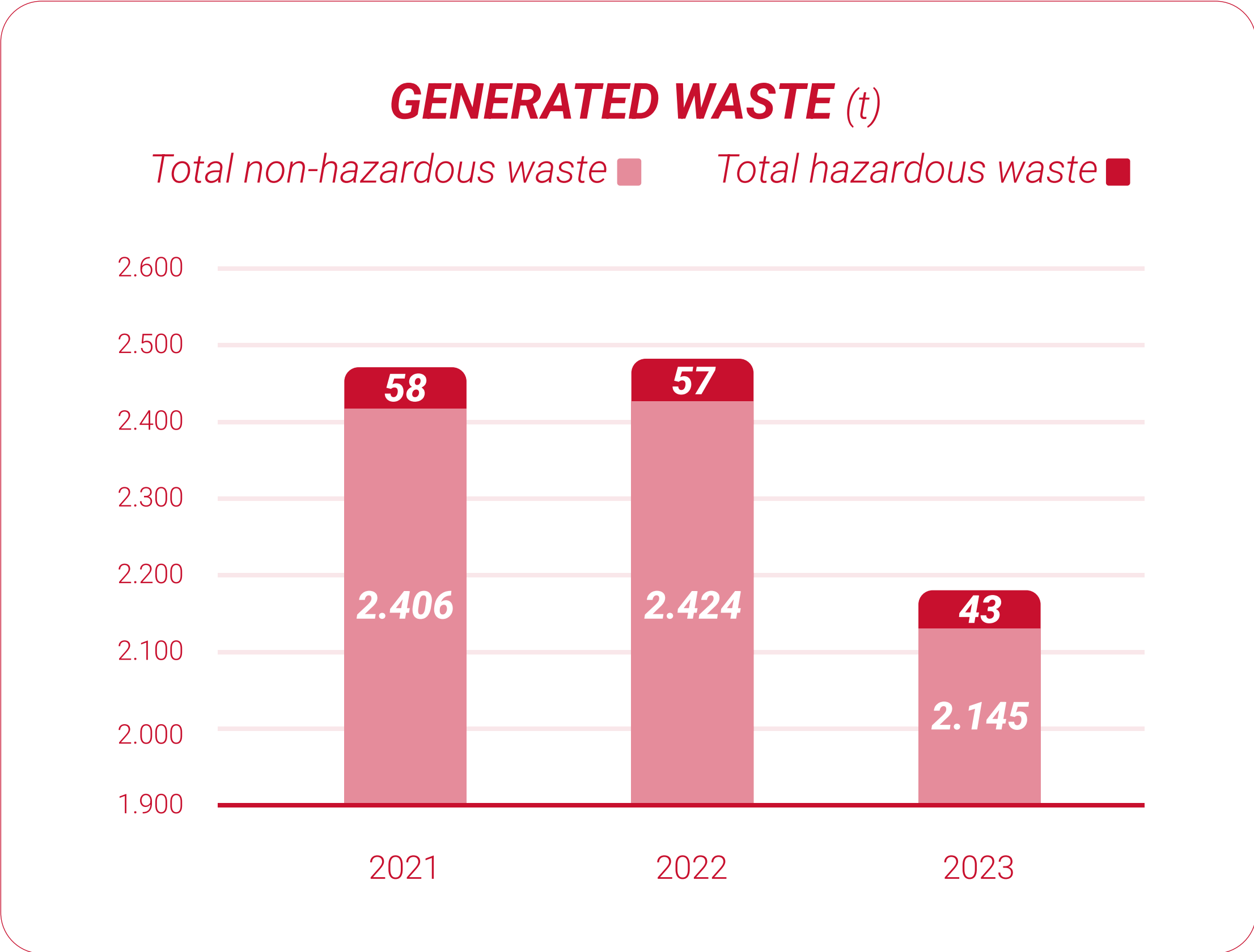


5.3 Waste production and management

[GRI 3-3, GRI 306-1, GRI 306-2, GRI 306-3]

Arcese upholds a dedication to integrated management, aligning with the requirements outlined in prominent international standards. **The preservation of the environment stands as a fundamental element of our ethics.** This value acts as a perpetual catalyst for improving the impact of our operations, especially regarding resource usage and finding new ways to reduce depletion or substitute resources with more sustainable alternatives.

In 2023, Arcese’s activities generated mostly non-hazardous (NH) waste (98%) of which 99,7% was sent to recycling. These figures are the result of a multitude of recycling initiatives such as resculpting and reconstruction of truck tires, that extend the life of the tires and drastically reduce the waste. **Besides ensuring processes for recycling and sorting wherever possible, we are always seeking to identify opportunities for processes improvement.**



As reported in previous years **most of NH waste comes from packaging** (1.718 tons). Concerning hazardous waste, we put in place specific procedures to contain possible not correct disposal of waste generated in our operations that can cause serious effects in case of accidents. The main types of waste generated are batteries (16 t – 38%) and hazardous waste generated by the dismantling of end-of-life vehicles (8 t – 19%).

Arcese has realized targeted initiatives to raise awareness among staff on three major principles: Reduce, Re-Use, Recycle. This principle aims to spread the culture of sustainability throughout the organization to avoid the waste of valuable resources such as water, paper and electrical energy. **Moreover, in all Arcese sites there are specific recycling and sorting areas, with indications on the correct disposal of waste.** In 2023 continuing “Plastic Free” project additional water dispensers were installed in Chiari (x2), Tortona (x1) and Verona workshop (x1).

Arcese keeps implementing where possible the concept of reusable packages avoiding the usage of new raw materials, an example is the new reusable and stackable packaging redefined for storage of goods for one of our customers. **Instead of using plastic films the goods now are enclosed in stackable pallets racks that can be configured to host different type of loose goods.**



Arcese has realized targeted initiatives to raise awareness among staff on three major principles: *Reduce, Re-Use, Recycle.*

Talking about our projects



Pilot project

In 2023 we launched a pilot project with a company close to our FTL operations headquarter, part of a broader initiatives program that is putting this site as the most active on sustainability topics. The project consists in the collection of cigarettes waste and provided to a local company that recycle them and produces small plastic products, a perfect example of circular economy.

For 2023 results are more than 5.600 cigarettes recovered and 4 kg of CO2e saved (equivalent to a car trip of 30 km).

Partnership with supplier for sustainable tire management system

In our journey towards a sustainable business model, we're actively engaged in a broader initiative to share sustainability practices with our partners and suppliers. Also for this year we got recognition of our efforts in reducing the impact on our Planet.

Thanks to a responsible management of our tires, with our strategic partner, we were able to obtain the following savings:

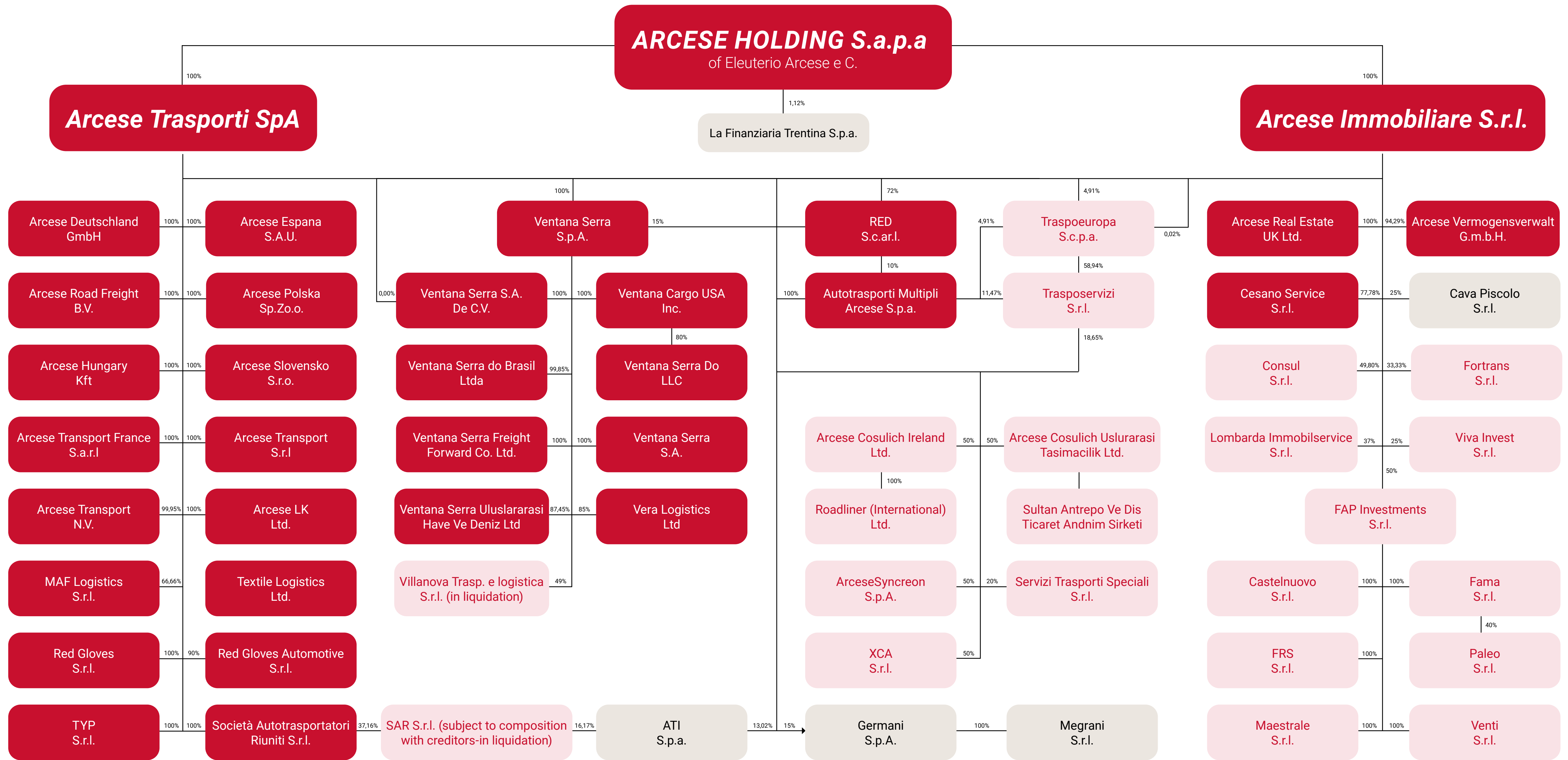
- CO2e emission savings: 829,38 ton
- Raw material savings: 327,12 ton



Data summary

*A LIST OF ALL
RELEVANT DATA.*

ORGANISATION CHART OF EQUITY at 31.12.2023



Consolidation on a line-by-line basis



Measurement at equity



Measurement at cost

ABOUT ARCESE

GRI 2-6 ACTIVITIES, VALUE CHAIN AND OTHER BUSINESS RELATIONSHIPS

	2023	2022	2021
Total number of employees	1.085	998	946
Total number of operations ⁵	29	27	18
Net Sales €	578.325.480	516.887.036	458.198.023
Total Capitalization €	326.998.296	335.667.767	252.801.283
of which debt €	195.471.986	219.294.230	164.454.488
of which equity €	131.526.311	116.373.537	88.346.795
SERVICES PROVIDED			
LTL orders (number of shipments)	2.434.830	2.395.453	2.634.146
FTL orders (number of trips)	143.817	139.987	155.516
Logistics (warehouses areas – m²)	555.960	628.162	416.372

⁵ Total number of operations doesn't include clients owned sites where Arcese performs operations.

GOVERNANCE

GRI 205-1 OPERATIONS ASSESSED FOR RISKS RELATED TO CORRUPTION

	2023	2022	2021
Processes assessed for risks related to corruption	8	8	8
Total number of processes	29	29	29
Operations assessed for risk related to corruption	29	27	18
Covered operations	100%	100%	100%

GOVERNANCE

GRI 205-2 TRAINING ON ANTI-CORRUPTION

	2023	2022	2021
Percentage of governance body members that have received training on anti-corruption	100%	100%	100%
Percentage of employees that have received training on anti-corruption	19%	25%	11%
of which Executives	14%	8%	12%
of which Managers	9%	9%	11%
of which White Collar Staff	22%	29%	11%
of which Blu Collar Workers	15%	19%	12%

GOVERNANCE

GRI 204-1 PROPORTION OF SPENDING ON LOCAL SUPPLIERS⁶

	2023	2022
Total number of suppliers	5.106	4.713
Number of local suppliers	2.933	2.681
Procurement budget used for local suppliers	285.301.285 €	250.129.523 €
Total procurement budget used for suppliers	428.577.177 €	377.412.961 €
% of procurement budget to local suppliers	67	66

GOVERNANCE

NON GRI 1 NUMBER OF PROJECTS ACTIVATED WITH THE AIM OF STUDYING MODES OF TRANSPORT WITH A LOWER ENVIRONMENTAL IMPACT

	2023	2022	2021
Projects activated with the aim of studying modes of transport with a lower environmental impact	4	4	5

⁶ Data of 2022 have been updated due to an alignment with financial figures.

GOVERNANCE

NON GRI 2 CUSTOMER SATISFACTION INDEX (%)

	2023	2022	2021
Net Promoter Score (% of customer who would highly recommend Arcese (Promoters) - % of customer who wouldn't recommend Arcese (Detractors))	9%	14%	14%
Level of security of the transport service (% customer satisfied to very satisfied)	67%	69%	75%
Critical issues management (% customer satisfied to very satisfied)	55%	62%	66%
Timeliness of communication (% customer satisfied to very satisfied)	64%	71%	71%
Service reliability (% customer satisfied to very satisfied)	65%	69%	75%
Rates and economic aspects (% customer satisfied to very satisfied)	65%	57%	67%

GOVERNANCE

NON GRI 3 EVENTS WITH NEGATIVE EFFECTS ON GOODS TRANSPORTED (n)

	2023	2022	2021
Events with damages on goods transported	2.165	2.150	1.950
Losses of goods transported	865	1.190	945
Total events with negative effects on goods transported	3.030	3.340	2.895
Good transports performed	2.578.647	2.535.440	2.789.662
Percentage of events with negative effects on goods transported out of good transports performed	0,12%	0,13%	0,10%

GOVERNANCE

NON GRI 4 NUMBER OF CYBERSECURITY INCIDENTS OCCURRED

	2023	2022	2021
Entry			
Number of cybersecurity incidents occurred (n)	0	0	1

GOVERNANCE

NON GRI 5 FLEET COMPOSITION AND TURNOVER

TRUCKS	2023	2022	2021
Number of asset owned (n)	270	312	297
Euro 5	6	32	49
Euro 6	205	221	203
LNG	59	59	45
Of which new assets	43	30	25
% of new asset (%)	16%	10%	8%
Number of dismissed assets (n)	144	18	45
TRAILERS	2023	2022	2021
Number of asset owned (n)	3.169	3.163	2.744
Of which new assets	237	438	295
% of new asset (%)	7%	14%	11%
Number of dismissed assets (n)	235	18	76

GOVERNANCE

NON GRI 6 NUMBER OF OPERATIONS PERFORMED BY INTERNAL MECHANICAL WORKSHOP (n)

	2023	2022	2021
Ordinary Maintenance	8.023	8.734	11.395
Breakdown - Failures	6.430	6.013	7.197
Incident - Damage	10.809	8.695	9.854
Commissioning - Decommissioning	2.441	2.083	2.297
Recall Campaign	477	113	157
Various services	276	708	831
Total number of operations of which	28.456	26.346	31.731
Number of employees working in the mechanical workshop	27	32	31

SOCIAL

GRI 2-7 EMPLOYEES

EMPLOYMENT CONTRACT	2023	2022	2021
Total permanent	1.008	913	876
Men	636	585	560
Women	372	328	316
Total temporary	77	85	70
Men	34	44	45
Women	43	41	25
EMPLOYMENT TYPE	2023	2022	2021
Full-time	1.029	949	897
Men	664	624	603
Women	365	325	294
Part-time	56	49	49
Men	6	5	5
Women	50	44	47

SOCIAL

GRI 2-8 WORKERS WHO ARE NOT EMPLOYEES

	2023 ⁷	2022	2021
Total workers	745	56	498
Men	(*)	38	476
Women	(*)	18	22

SOCIAL

GRI 2-21 ANNUAL TOTAL COMPENSATION

	2023
Annual total compensation ratio	11,27

⁷ Gender and age for FY'23 are not available.

SOCIAL

GRI 405-1 DIVERSITY OF GOVERNANCE BODIES

	2023	2022	2021
Total members of governance bodies	6	6	6
<i>Men</i>	100%	100%	100%
30 ≤ x ≤ 50 years	17%	33%	33%
> 50 years	83%	67%	67%

SOCIAL

GRI 405-1 DIVERSITY OF EMPLOYEES⁸

INVALID PEOPLE

	2023	2022	2021
Total	3%	3%	3%
<i>Men</i>	71%	79%	96%
Women	29%	21%	4%
30 ≤ x ≤ 50 years	9%	12%	4%
> 50 years	38%	38%	38%
	53%	50%	58%

⁸ The percentage of employees within each category is calculated on the total number of employees. The percentage breakdown by gender and age group is calculated within each employee category.

SOCIAL

GRI 405-1 DIVERSITY OF EMPLOYEES⁹

EXECUTIVES

	2023	2022	2021
Total	3%	3%	3%
Men	83%	76%	77%
Women	17%	24%	23%
< 30 years	0%	0%	0%
30 ≤ x ≤ 50 years	41%	48%	35%
> 50 years	59%	52%	65%

MANAGERS

	2023	2022	2021
Total	10%	10%	9%
Men	84%	86%	88%
Women	16%	14%	12%
< 30 years	0%	0%	0%
30 ≤ x ≤ 50 years	57%	55%	60%
> 50 years	43%	45%	40%

SOCIAL

GRI 405-1 DIVERSITY OF EMPLOYEES

WHITE COLLAR STAFF

	2023	2022	2021
Total	70%	70%	66%
Men	50%	51%	58%
Women	50%	49%	42%
< 30 years	25%	24%	20%
30 ≤ x ≤ 50 years	56%	57%	63%
> 50 years	19%	19%	17%

BLUE COLLAR STAFF

	2023	2022	2021
Total	17%	18%	23%
Men	95%	96%	91%
Women	5%	4%	4%
< 30 years	8%	5%	3%
30 ≤ x ≤ 50 years	38%	42%	52%
> 50 years	54%	53%	45%

⁹ The percentage of employees within each category is calculated on the total number of employees. The percentage breakdown by gender and age group is calculated within each employee category.

SOCIAL

GRI 401-1 NEW HIRES

	2023		2022		2021	
Total New Hires	207	19%	230	23%	129	14%
Men	123	59%	137	60%	96	74%
Women	84	41%	93	40%	33	26%
< 30 years	90	44%	101	44%	72	56%
30 ≤ x ≤ 50 years	96	46%	103	45%	50	39%
> 50 years	21	10%	26	11%	7	5%

SOCIAL

GRI 401-1 TERMINATIONS

	2023		2022		2021	
Total Terminations	120	11%	178	18%	99	10%
Men	82	68%	113	63%	60	61%
Women	38	32%	65	37%	39	39%
< 30 years	39	32%	42	24%	18	18%
30 ≤ x ≤ 50 years	57	48%	90	51%	50	51%
> 50 years	24	20%	46	26%	31	31%

SOCIAL

GRI 404-1 TRAINING¹⁰

	2023	2022	2021
Total hours of training	7.370	7.856	10.054
Average hours of training	6,79	7,87	10,65
Men	7,16	7,86	10,65
Women	6,19	7,89	10,59
Executives	6,55	10	11,92
Managers	5,69	9	10,94
White Collar Staff	6,85	8	10,8
Blu Collar Workers	7,24	8	11,16

¹⁰ The percentage of employees within each category is calculated on the total number of employees. The percentage breakdown by gender and age group is calculated within each employee category.

SOCIAL

GRI 403-9 EMPLOYEES INJURIES

	2023		2022		2021	
	<i>n</i>	<i>rate</i>	<i>n</i>	<i>rate</i>	<i>n</i>	<i>rate</i>
<i>Recordable work-related injuries at 31.12</i>	14	1,59	24	2,88	38	4,74
of which fatalities	0	0	0	0	0	0
of which with high consequence	1	0,11	2	0,24	0	0
Hours worked	1.759.578		1.699.312		1.604.056	

SOCIAL

GRI 403-9 WORKERS WHO ARE NOT EMPLOYEES INJURIES

	2023		2022		2021	
	<i>n</i>	<i>rate</i>	<i>n</i>	<i>rate</i>	<i>n</i>	<i>rate</i>
<i>Recordable work-related injuries at 31.12</i>	18	2,58	5	0,99	14	2,77
of which fatalities	0	0	0	0	0	0
of which with high consequence	2	0,29	1	0,20	3	0,59
Hours worked ¹¹	1.394.640		1.010.880		1.010.880	

¹¹ The hours worked by external workers were estimated on the basis of the number of active workers at the end of the year, the weeks worked in the year and the average hours worked in a week.

ENVIRONMENT

GRI 302-1 ENERGY CONSUMPTION (GJ)

	2023	2022	2021
Gasoline for cars	1.907	696	-
<i>Diesel for cars</i>	10.971	10.247	10.322
HVO100	150	-	-
Cars fleet consumption	12.878	10.943	10.322
Diesel for trucks	266.300	291.306	319.709
LNG for trucks	51.009	64.823	50.015
Bio-LNG for trucks	645	682	3.200
HVO consumption (trucks fleet)	10.904	-	-
Trucks fleet consumption	328.858	356.812	372.924
Burning oil for heating	352	881	1.232
Natural gas for heating	16.318	27.292	18.612
Consumption of propane gas for heating	277	-	-
Heating fuels consumption	16.670	28.172	19.844
Electricity purchased from Non-renewable sources	39.576	32.517	29.490
Electricity consumed by photovoltaic system	2.197	2.338	2.170
Electricity consumption	41.774	34.855	31.660
TOTAL ENERGY CONSUMED	400.180	430.782	434.751

ENVIRONMENT

GRI 305-1 EMISSIONS SCOPE 1 (tCO_{2eq})

	2023	2022	2021
Company fleet emissions (trucks)	27.264	29.723	30.823
<i>Company fleet emissions (cars)</i>	899	776	729
Natural gas emissions for heating	867	1.545	1.057
Burning oil emissions for heating	25	64	89
Propane gas emissions for heating	18	0	0
Refrigerant Gases	69	-	-
TOTAL EMISSIONS SCOPE 1	29.142	32.107	32.697

ENVIRONMENT

GRI 305-2 EMISSIONS SCOPE 2 (tCO_{2eq})

	2023	2022	2021
Electricity emissions from Non-renewable sources	3.338	2.379	2.274

ENVIRONMENT

GRI 305-3 EMISSIONS SCOPE 3 (tCO_{2eq})

	2023	2022	2021
Electricity emissions from rented buildings	58	128	226
Gas emissions from rented buildings	46	14	N/A
Subcontractors fleet emissions	292.795	262.581	250.045
TOTAL EMISSIONS SCOPE 3	292.900	262.722	250.271

ENVIRONMENT

GRI 305-4 GHG EMISSION INTENSITY

	2023	2022	2021
Truck fleet emissions (tCO _{2eq})	27.264	29.723	30.823
Total km travelled (km)	32.466.623	34.689.386	36.222.707
GHG Emission Intensity (tCO _{2eq/km})	0,840	0,857	0,851
Logistic platforms (tCO ₂)	4.353	4.129	3.646
Total area (sqm)	555.960	628.162	416.372
GHG Emission Intensity (kgCO _{2/sqm})	7,83	6,57	8,76

ENVIRONMENT

GRI 306-3 WASTE PRODUCED (t)

	2023	2022	2021
Total non-hazardous waste	2.145	2.424	2.406
Total hazardous waste	43	57	58
TOTAL WASTE	2.188	2.481	2.463



Methodological note

*OUR GUIDELINES
FOR TRANSPARENCY.*

Methodological Note

[GRI 2-2, GRI 2-3, GRI 3-1]

This report represents the fourth Sustainability Report of Arcese Trasporti SpA. **This document expresses the commitment of the Company to communicate to internal and external Stakeholders the commitments, the strategy, the management methods and the results of the business activity**, declined in their threefold economic, environmental and social aspect.

Data and information reported inside the document refer to the fiscal years 2021, 2022 and 2023 (01 January – 31 December). **The Company has decided to report on a three-year data basis to provide comparability of the information and describe trends of the data.**

The reporting boundary of this report covers only Arcese Trasporti SpA. However, data and information relating to workers over which Arcese Trasporti exercises operational control has also been provided. In particular, external workers ranging from administrative functions to labour cooperatives involved in the handling activities in Arcese warehouses have been considered.

Moreover, Arcese monitors some indirect emissions, including those related to logistics services outsourced to subcontractors and those of non-owned logistics centres used. In particular emissions from Arcese Poland and Arcese Romania truck fleet have been reported in Scope 1.

The Sustainability Report has been prepared following the GRI Standards published in 2021 by the Global Reporting Initiative (GRI), according to the “With reference” option. With respect to the topics Occupational health and safety (GRI 403), Tax (GRI 207) and Waste (GRI 306), the versions updated to 2018, 2019 and 2020 were respectively adopted. In drafting the document, the principles of accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness and verifiability were adopted.

For the purpose of a correct representation of the performances and to guarantee the reliability of the data, the use of estimates has been limited as much as possible which, if present, are appropriately reported.

In the case in which there were no suitable GRI Standards topic specific indicators to represent Arcese’s performance in relation to a material topic, NON-GRI indicators were developed:

NON GRI 1: *Number of projects activated with the aim of studying modes of transport with a lower environmental impact.*
The reporting organization should report all new projects started during the reporting year related to the usage of non-conventional modes of transport (an example of conventional mode of transport is road) and not conventional fuels (examples of conventional fuels are gasoline and diesel) must be considered.

NON GRI 2: *Clients’ satisfaction indices.*
The reporting organization should report customer satisfaction indices, provide a description of the types of surveys conducted during the year, the recipients, the results emerged and eventually the actions taken. **On an annual basis, Arcese asks clients to complete a satisfaction survey on ten aspects relating the area of security and reliability of the service, issues management, communication, and price.** They are asked to specify for each one of them the level of importance (Very important, Important, Quite important, Not very important, Not important, Not evaluable) and the level of satisfaction (Very satisfied, Satisfied, Quite satisfied, Not very satisfied, Not satisfied, Not evaluable).

The aspects reported inside the table “Satisfied clients about Arcese’s services” are the five most important aspects for Arcese’s clients and the values reported are calculated considering the percentage of clients satisfied and very satisfied with respect to the following aspects:

- **Level of security of the transport service:** the capacity to guarantee an adequate level of security during the performance of the service. The expected level of security changes from customer to customer according to contractual agreement and it can be understood as both security and safety;

- Level of security of the transport service: the capacity to guarantee an adequate level of security during the performance of the service. The expected level of security changes from customer to customer according to contractual agreement and it can be understood as both security and safety;
- Critical issues management: management of critical issues, e.g. in the event of damages / delays or any other problem that may be encountered, how and when Arcese deals with the issue and the relationship with the clients;
- Timeliness of communication: timeliness with which Arcese responds to the clients, both at operational and client service level and at administrative level;
- Service reliability: reliability perceived by the client with regard to the service provided (in terms of safety - of vehicles, cargo and people -, compliance with deadlines and other conditions required, etc.).
- Rates and economic aspects: satisfaction regarding the economic aspect, e.g. rates and other economic conditions.

Looking at Net Promoter Score, the index is based on the answers given to the question “How likely is it that you would recommend Arcese to a friend or colleague?”.

The respondents are then divided into three categories (promoters, passives and detractors) based on the score provided from 1 to 10: from 1 to 6 “detractors”, from 7 to 8 “passives” and from 9 to 10 “promoters”. The index is then calculated as the difference between the percentage of promoters and the percentage of detractors. In general terms, a Net Promoter Score below 0 would be an indication that the business has a lot of issues to address, a score between 0% and 30% is an acceptable range to be in, however, there are still progresses to be made.

NON GRI 3: *number and percentage of events with negative effects on goods transported.*

The reporting organization should report the number of events with damages (e.g. broken, crushed or punctured parcel) on goods transported and the number of losses (including stolen or lost parcels / pallets) of goods transported recorded during the reporting year. These data must then be related to the total number of transports of goods performed during the reporting year.

NON GRI 4: *Number of cybersecurity incidents occurred.*

The reporting organization should report all kinds of cybersecurity incidents recorded during the reporting year must be taken into consideration. In the present document the reference to the definitions of NCSC (National Cyber Security Centre of the United Kingdom Government) is used. The NCSC defines a cyber incident as a breach of a system's security policy to affect its integrity or availability and/or the unauthorized access or attempted access to a system or systems; in line with the Computer Misuse Act (1990).

In general, types of activity that are commonly recognised as being breaches of a typical security policy are:

- Attempts to gain unauthorized access to a system and/or to data.
- The unauthorized use of systems for the processing or storing of data.
- Changes to a system firmware, software or hardware without the system owners' consent.
- Malicious disruption and/or denial of service.

NON GRI 5: *Fleet composition and turnover*

The reporting organization should report information about the number and type of assets owned by Arcese, among trucks, trailers and other types of vehicles, of which the number of new assets must be reported. Also, the number of assets dismissed is considered. The indicator also requires a general description of fleet renewal and turnover.

NON GRI 6: *Number of operations performed by internal mechanical workshop.*

The reporting organization should report the number and type of operations performed by the internal mechanical workshop owned by Arcese, and the number of employees working in it.

NON GRI 7: *ADR Hazardous goods transport and storage.*

For each operational hazardous site owned, leased, managed considered, the Organization shall report:

- Geographic location.
- Type of operation (office, manufacturing or production, or extractive).
- Hazardous operations conducted in the site.
- Hazardous substances managed in the site.



Energy conversion and emissions factors

In order to represent energy consumptions in GJ, as required by GRI Standards, the conversion factors 2023 of Department for Environment, Food and Rural Affairs (DEFRA) of the United Kingdom have been used. BioLNG and HVO conversion factors have been taken from GLEC Framework 3.0(ISO 14083).

Moreover, in order to determine indirect CO₂ emissions (Scope 2), the emission factor of electricity used was the one published by the Italian government agency ISPRA (Istituto superiore per la protezione e la ricerca ambientale) inside the Report R386-2023 (Efficiency and decarbonization indicators in Italy and in the biggest European Countries.). Finally, CO₂ emissions for Scope 1 and Scope 3 are calculated by Arcese through the GABI Envision software that is compliant with ISO14067 standard (Greenhouse gases – Carbon footprint of products) calculation methodology.

Propane: the quantity related to the invoice of December 22nd 2022 have been included into 2023. Electric Energy: for the Verona Offices energy consumption is an estimation based on the consumption intensity of Orbassano office, having these two offices very similar dimensions.

For any need of clarification or desire to deepen the contents of this document, please contact the Sustainability department at the following email address: sustainability@arcese.com.



Independent Auditor's Report on the Sustainability Report 2023

Year ended **31 December 2023**





Independent auditor’s report on the Sustainability Report 2023

To the Board of Directors of Arcese Trasporti SpA

We have undertaken a limited assurance engagement in respect of the accompanying Sustainability Report of Arcese Trasporti SpA (hereinafter “Arcese Trasporti” or the “Company”) for the year ended 31 December 2023.

Responsibilities of the Directors

The Directors of Arcese Trasporti are responsible for the preparation of the Sustainability Report in accordance with the “Global Reporting Initiative Sustainability Reporting Standards” issued by GRI - Global Reporting Initiative (the “GRI Standards”), as illustrated in the “Methodological note” section of the Sustainability Report 2023.

The Directors are also responsible for the internal control determined to be necessary to enable the drafting of a Sustainability Report that is free from material misstatement, whether due to fraud, error, or unintentional events and behaviours.

The Directors are also responsible for defining the sustainability performance targets of the Company, as well as for identifying its stakeholders and material topics to be reported on.

Auditor’s Independence and Quality Control

We are independent in accordance with the principles of ethics and independence set out in the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

PricewaterhouseCoopers Business Services Srl

Società a responsabilità limitata a socio unico
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Società soggetta all’attività di direzione e coordinamento della PricewaterhouseCoopers Italia Srl
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Our firm applies “International Standard on Quality Management 1” (ISQM Italia 1) and accordingly, maintains a comprehensive system of quality control including policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Auditor’s Responsibilities

Our responsibility is to express a limited assurance conclusion, based on the procedures we have performed, regarding the compliance of the Sustainability Report with the requirements of the GRI Standards. We conducted our engagement in accordance with International Standard on Assurance Engagements - Assurance Engagements other than Audits or Reviews of Historical Financial Information (“ISAE 3000 revised”) issued by the International Auditing and Assurance Standards Board (IAASB) for limited assurance engagements. That standard requires that we plan and perform procedures to obtain limited assurance about whether the Sustainability Report is free from material misstatement.

Therefore, the procedures performed were less in extent than those performed in a reasonable assurance engagement conducted in accordance with ISAE 3000 Revised and, consequently, do not provide us with a sufficient level of assurance that we have become aware of all significant facts and circumstances that might be identified in a reasonable assurance engagement.

The procedures performed on the Sustainability Report were based on our professional judgement and included inquiries, mainly of personnel of the company responsible for the preparation of the information presented in the Sustainability Report, inspection of documents, recalculations and other procedures designed to obtain evidence considered useful.

In detail, we performed the following procedures:

1. analysis of the process for the definition of the material topics reported in the Sustainability Report, with reference to the method of their identification in terms of analysis and understanding of the context, identification, evaluation and prioritisation of impacts and internal validation of process findings;
2. analysis and evaluation of the identification criteria of the reporting boundary in order to verify their compliance with what is described in the "Methodological Note";
3. understanding of the processes underlying the generation, collection and management of significant qualitative and quantitative information included in the Sustainability Report. In detail, we held meetings and interviews with management personnel of the Arcese Trasporti and we performed limited analyses of documentary evidence to gather information about the processes and procedures supporting the collection, consolidation, processing and submission of non-financial information to the corporate function responsible for the preparation of the Sustainability Report.



Moreover, for material information, considering the activities and characteristics of the Company:

- a) with reference to the qualitative information presented in the Sustainability Report, we carried out interviews and obtained supporting documents to verify its consistency with available evidence;
- b) with reference to quantitative information, we performed both analytical procedures and limited tests to verify, on a sample basis, the accuracy of data aggregation.

Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that Sustainability Report of Arcese Trasporti SpA for the year ended 31 December 2023 is not prepared, in all material respects, in accordance with the criteria set out in the GRI Standards as illustrated in the “Methodological Note” section of the Sustainability Report.

Padova, 27 June 2024

PricewaterhouseCoopers Business Services Srl


Paolo Bersani
(Partner)



GRI Content Index and other relevant KPI

*A MAP TO THE GRI STANDARDS
DISCLOSURES REPORTED.*

Statement of use

Arcese has reported the information cited in this GRI content index for the period 01/01/2023 - 31/12/2023 with reference to the GRI Standards.

GRI 1 USED
GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GENERAL DISCLOSURE GRI 2: General Disclosures 2	2-1 Organizational details	1.3
	2-2 Entities included in the organization's sustainability reporting	126
	2-3 Reporting period, frequency and contact point	126
	2-4 Restatements of information	106
	2-5 External assurance	
	2-6 Activities, value chain and other business relationships	1.3 - 3.2
	2-7 Employees	4.1.1
	2-8 Workers who are not employees	4.1.1
	2-9 Governance structure and composition	3.1.2
	2-10 Nomination and selection of the highest governance body	3.1.2
	2-11 Chair of the highest governance body	3.1.2
	2-14 Role of the highest governance body in sustainability reporting	3.1.2
	2-15 Conflicts of interest	3.1.1
	2-19 Remuneration policies	3.1.2
	2-20 Process to determine remuneration	4.1.2
	2-21 Annual total compensation ratio	4.1.2
	2-22 Statement on sustainable development strategy	2.2
	2-23 Policy commitments	1.1 - 2.5 - 3.1.1

GRI STANDARD	DISCLOSURE	LOCATION
	2-24 Embedding policy commitments	3.1.1
	2-26 Mechanisms for seeking advice and raising concerns	3.1.1
	2-27 Compliance with laws and regulations	3.1.4
	2-28 Membership associations	3.7
	2-29 Approach to stakeholder engagement	2.3
	2-30 Collective bargaining agreements	4.1
MATERIAL TOPIC		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	2.4
	3-2 List of material topics	2.4
BUSINESS ETHIC MANAGEMENT AND VALUE PRODUCED		
GRI 3: Material Topics 2021	3-3 Management of material topics	3.1.1
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	3.1.6
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	3.1.3
	205-2 Communication and training about anti-corruption policies and procedures	3.1.3
	205-3 Confirmed incidents of corruption and actions taken	3.1.3

GRI STANDARD	DISCLOSURE	LOCATION
GRI 206: Anti-competitive Behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	3.1.4
GRI 207: Tax 2019	207-1 Approach to tax	3.1.5
	207-2 Tax governance, control, and risk management	3.1.5
ENERGY CONSUMPTION AND EMISSION		
GRI 3: Material Topics 2021	3-3 Management of material topics	5.2
GRI 302: Energy 2016	302-1 Energy consumption within the organization	5.2.1
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	5.2.2
	305-2 Energy indirect (Scope 2) GHG emissions	5.2.2
	305-3 Other indirect (Scope 3) GHG emissions	5.2.2
	305-4 GHG emissions intensity	5.2.2
	305-6 Emissions of ozone-depleting substances (ODS)	5.2.2
IMPACT ON BIODIVERSITY		
GRI 3: Material Topics 2021	3-3 Management of material topics	5.1
GRI 304: Biodiversity	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	5.1.1

GRI STANDARD	DISCLOSURE	LOCATION
NON GRI 7	304-2 Significant impacts of activities, products and services on biodiversity	5.1
	Hazardous sites	5.1.2 - 126
WASTE PRODUCTION AND MANAGEMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics	5.3
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	5.3
	306-2 Management of significant waste-related impacts	5.3
	306-3 Waste generated	5.3
SUPPLY CHAIN MANAGEMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics	3.2
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	3.2
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	3.2
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	3.2.1

GRI STANDARD	DISCLOSURE	LOCATION
OCCUPATION, TRAINING, DIVERSITY AND WELFARE		
GRI 3: Material Topics 2021	3-3 Management of material topics	4.1
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	4.1.3
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	4.1.2
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	4.1.4
	404-2 Programs for upgrading employee skills and transition assistance programs	4.1.4
	404-3 Percentage of employees receiving regular performance and career development reviews	4.1.4
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	4.1.1 - 4.1.5
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	4.1.5
HEALTH AND SAFETY AT WORK		
GRI 3: Material Topics 2021	3-3 Management of material topics	4.2
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	4.2.1
	403-2 Hazard identification, risk assessment, and incident investigation	4.2.2
	403-3 Occupational health services	4.2.3

GRI STANDARD	DISCLOSURE	LOCATION
	403-4 Worker participation, consultation, and communication on occupational health and safety	4.2.2
	403-5 Worker training on occupational health and safety	4.2.4
	403-6 Promotion of worker health	4.2.1
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4.2.2
	403-8 Workers covered by an occupational health and safety management system	4.2.1
	403-9 Work-related injuries	4.2.2 - 4.2.5
	403-10 Work-related ill health	4.2.6
CYBERSECURITY AND DATA PRIVACY		
GRI 3: Material Topics 2021	3-3 Management of material topics	3.3
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	3.3
NON GRI 4	Number of cybersecurity incidents occurred	3.3 - 67

GRI STANDARD	DISCLOSURE	LOCATION
SERVICE QUALITY AND REPERCUSSION ON THIRD-PARTY ENTITIES		
GRI 3: Material Topics 2021	3-3 Management of material topics	3.5
NON GRI 2	Customer satisfaction index (%)	3.5.2 - 126
NON GRI 3	Number and percentage of events with negative effects on goods transported	3.5.1 - 126
INNOVATION, RESEARCH AND DIGITALIZATION		
GRI 3: Material Topics 2021	3-3 Management of material topics	3.6
NON GRI 1	Number of projects activated with the aim of studying modes of transport with a lower environmental impact	3.6 - 126
FLEET MANAGEMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics	3.4
NON GRI 5	Fleet composition and turnover	3.4 - 126
NON GRI 6	Number of operations performed by internal mechanical workshop	57- 126

We build excellence ***through innovation and sustainability***

