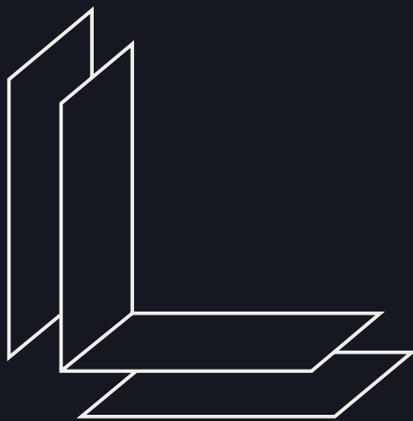




2020 Sustainability Report



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Alberto Selmi

CHAIRMAN
AND MANAGING
DIRECTOR



LETTER TO THE STAKEHOLDERS

Along a development trajectory in which we are proud to play the role of a global player promoting a process of sustainable growth, we strongly believed in the opportunity to continue the process of reporting and sharing our way of doing business by presenting the second edition of the Laminam Sustainability Report.

For an even more complete and comprehensive representation of the dynamics and results that distinguish our Group, in this edition the scope of analysis and monitoring has been extended to Laminam RUS, one of the subsidiaries that manages the production plant in Dobrino, Moscow. Thanks to this plant, Laminam Rus is positioned as the most important producer of ceramic slabs in Russia.

The creation of this document, was possible thanks to the collaborative efforts of all the company departments. It is a tangible sign of the desire for openness and discussion with all the stakeholders involved, which is the direction that the Company intends to pursue.

Even in 2020, in spite of a pandemic event that paralysed economic and social systems, Laminam continued to take proper actions and make distinctive choices, making its production plants more efficient aiming at measuring and containing its impact, guaranteeing the health and safety of its employees, creating and innovating its products in an eco-sustainable manner.

Laminam has taken all measures to protect the health of its employees, in full compliance with the directives issued by the competent authorities and in accordance with government decrees. All employees were provided with personal protective equipment (PPE) and regular screenings were carried out. Moreover, the company maintained a continuously open channel of dialogue with the employees in order to handle each individual case and to be able to provide concrete comfort.

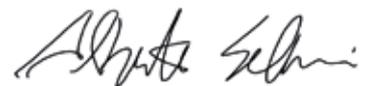
Despite the difficult context, in 2020 the Company maintained its sales volumes and improved its economic and financial performance, safeguarding employment levels and undertaking to stabilise part of the fixed-term contract workers employed in its plants.

The Company also continued its internationalisation process with the opening of new branches around the world, investments in research and technological innovation have not stopped, new products and a new company identity have been launched on the market, new certifications have been obtained and important national and international awards have been achieved. Finally, a digital transformation process has been launched, positioning Laminam at the forefront of the ceramics sector.

Passion and innovation continue to be the drivers of the development of the Company, which continues to pursue the strategic choice of creating sustainable value for its stakeholders.

The year 2021 will be characterised by the completion of major investments aimed at increasing production capacity and strengthening the sustainability of processes and products, restoring further vigour to the pace of growth and creativity that has always distinguished the Company.

I hope you enjoy reading it,



Economic sustainability



€ 128

MILLION TURNOVER
(2020 CONSOLIDATED FINANCIAL
STATEMENTS)



25.7%

EBITDA MARGIN
(2020 CONSOLIDATED FINANCIAL
STATEMENTS)



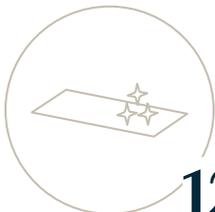
79%

PROPENSITY
TO EXPORT



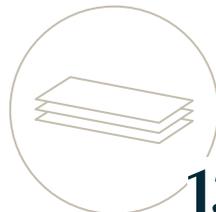
>100

COUNTRIES OF
DESTINATION
OF PRODUCTS



129

SURFACES



13

SERIES



4

THICKNESSES



3

SIZES



3

PRODUCTION PLANTS

KPI 2020 - HIGHLIGHTS

Social sustainability



472

PEOPLE
EMPLOYED ON AVERAGE
(2020 CONSOLIDATED FINANCIAL
STATEMENTS)

445 Laminam SPA + Laminam RUS employees



95%

PERMANENT
EMPLOYEES



37%

FEMALE
WORKFORCE



35

NEW HIRES



3,125

HOURS OF TRAINING
PROVIDED



€ 99

MILLION
ECONOMIC VALUE
DISTRIBUTED TO STAKEHOLDERS

Environmental sustainability



15+

CERTIFICATIONS
MANAGEMENT
ENVIRONMENTAL,
PRODUCT, CONTACT WITH FOOD



20-60%

RECYCLED MATERIAL
CONTAINED IN PRODUCTS



736

TONNES OF PACKAGING
MATERIALS
RECOVERED FROM CUSTOMERS



53

000 M³ WASTEWATER
TREATED AND REUSED



95%

RAW WASTE
REUSED IN THE PRODUCTION PROCESS



726

000 KWH
SELF-PRODUCED
ELECTRICITY

Resilience in the year of the pandemic



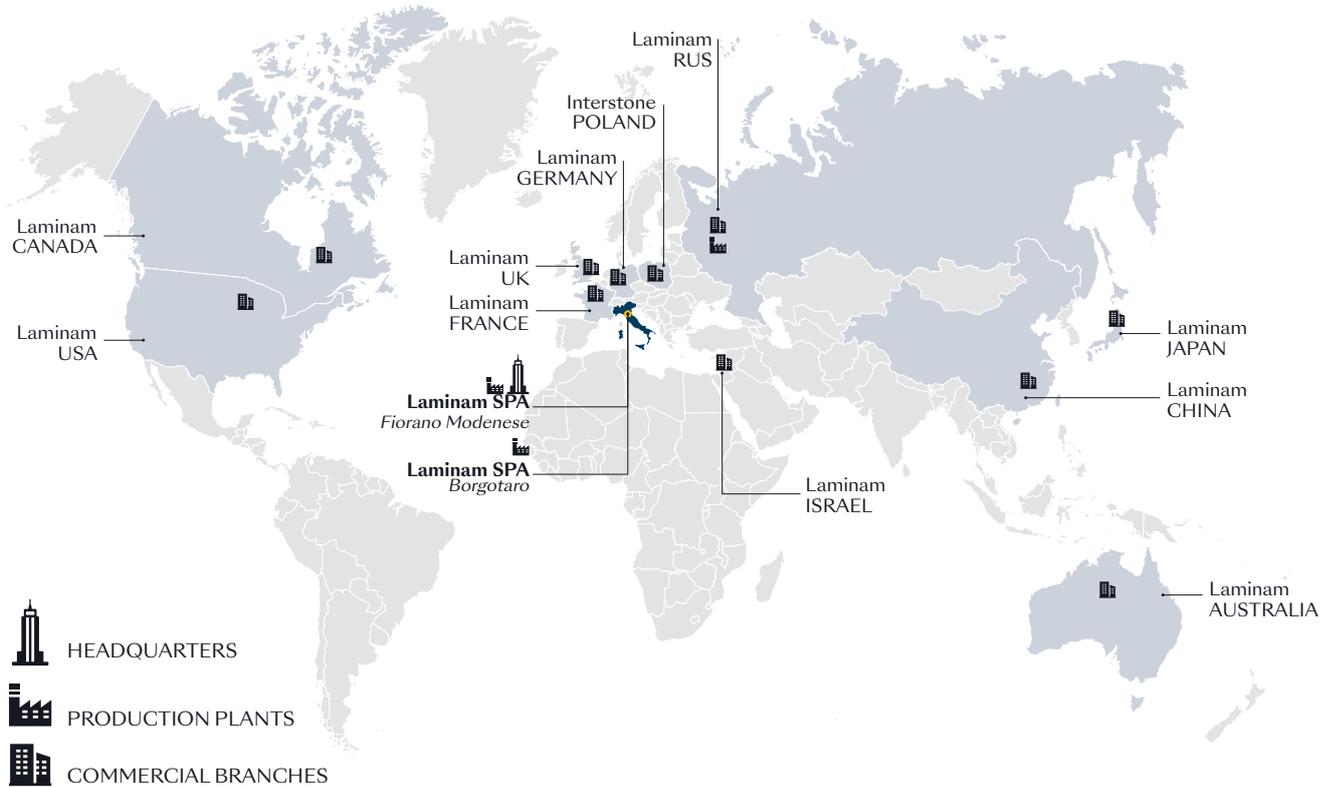
Looking back at the difficult year we left behind, we are proud of how the people of Laminam handled the many challenges that came their way. At a time when people's health and safety were at stake, many worked to contain the spread of the virus and served beyond their means, quickly adapting factories, offices and activities to a suddenly changed world.

Laminam was and still is committed to taking all necessary measures to counter the spread of the virus, protecting the safety and well-being of its employees, partners and customers.

During March and April, in line with government regulations, Laminam's production activity was temporarily suspended, but the warehouse dispatch services remained active to guarantee customers and partners the best possible support to overcome the emergency phase and come out of it with renewed strength and courage.

At the same time, the Company continued to monitor the developments of measures to combat the pandemic in different parts of the world in order to identify signs of recovery and opportunities for restarting. So we started working again with China, which was the first to recover and get back on its feet after the wave of infections, and then with Europe, which, despite being hit hard by the pandemic, continued to show resilience and a desire to return to normality, with Italian customers who decided to stay close to us by sharing new projects, and with Russia, which worked non-stop even in the most difficult times. In America, Asia and Oceania, the Company established profitable relationships with partner distributors, architects and designers, journalists and end consumers, maintaining a high level of interest in Laminam. The work of the Laminam personnel in the branches has been crucial in this respect.

Internationalisation



In 2020, Laminam continued to strengthen its internationalisation process by opening new branches, showrooms and local warehouses to be closer to its customers.

In February, the Company Laminam Germany was established, in May it was the turn of Laminam France, in July an agreement was signed for the acquisition of 51% of the capital of Eyalminam Mahakala Ltd, which then changed its name to Laminam Israel, in November Laminam Australia was finally established.

The strengthening of local logistics centres continued with the establishment of new warehouses in the UK, Israel, China, Japan and Russia (in Vladivostok). New showrooms were also opened during the year in partnership with our distributors in Europe, Asia and the Americas.

In 2020, the Laminam Group recorded a turnover of 128 million euros, substantially stable compared to the previous year.

79% of turnover was achieved abroad, confirming the international vocation of the Group, which operates in over 100 countries worldwide with subsidiaries, joint ventures, distributors and partners.

Personnel

During 2020, Laminam continued to hire personnel, especially in the recently established subsidiaries. According to the consolidated financial statements, the average number of employees in 2020 was 472. Taking into account all the companies in the Group including Laminam China, there were more than 500 employees at the end of the year. Training activities also continued and welfare programmes were activated.

In particular, with the aim of creating a culture and a shared vision at a global level for the entire Group, Laminam Passport was launched, an international commercial development project that involved both the employees of the Italian Company and those working in the Group's branches.



Digitalisation



Management of smart working, implementation of Salesforce, optimisation work on the MES (Manufacturing Execution System) of production units, implementation of the “Stockatyou” portal, computerisation of HR procedures. These are just a few of the projects implemented in 2020 concerning the Company’s digital transformation.

The aim is to develop the Company’s tools by leveraging technology as an opportunity to improve both processes and visibility for the Laminam brand and products.

Further important activities are underway this year to bring Laminam even closer to the end consumer.

R&D and Technological Innovation

Several Research & Development and Technological Innovation projects were carried out by Laminam during 2020, also and above all with a view to sustainability. For example, as part of the Industry 4.0 programme, in 2020 Laminam invested in innovative technological interventions on production systems, primarily at the Fiorano plant, which led to significant increases in productivity.

The technological laboratory has also developed interesting projects on materials, including one on the pyroplastic behaviour of the ceramic body.

Research & Development continued the study of new products, new textures, testing eco-sustainable materials with the utmost attention to environmental protection.

Brand Identity and New Product Launches



In June 2020, through digital channels, Laminam announced the change of logo. The new visual identity and communication plan aim to enhance the positioning of the brand, its pioneering personality and the aesthetic refinement of its series.

Several other digital communication initiatives followed, first and foremost the presentation via Facebook, live from the Laminam showroom in Milan, of the new Ardesia a Spacco and Cristallo Lucidato (I Naturali series), and Verderame finishes (Ossido series).

In October, the new laminam.com website went online, designed to support customers in the implementation of their projects.

Sustainability and New Integrated Company Policy



Laminam has long chosen sustainability as a guide to its way of doing business. The Company's first sustainability report was published in 2020, setting out the pillars on which its sustainable strategy and development paths were designed: governance, products, people and processes.

To this end, Laminam has adopted a Road Map that outlines actions and objectives to be achieved for each of the four pillars: from the promotion of an inclusive, constructive and safe working environment to the commitment to reduce and mitigate the environmental impact along the entire value chain.

The Company has also decided to adopt an Integrated Company Policy in order to clarify and consolidate its commitment to the continuous improvement of its activities with a view to responsibility and sustainability.

ENVIRONMENTAL SUSTAINABILITY TARGETS ACHIEVED IN 2020:

- 10% reduction in energy consumption and CO2 emissions compared to 2019;
- emissions into the air far below the authorized flows thanks also to the installation of Kyoto-friendly activated carbon abatement plants, unique in the sector, which remove all inorganic acids;
- 16% reduction in water withdrawals, which is 100% treated and re-fed into the production circuit; Laminam uses water almost entirely taken from the public industrial water network, thus avoiding any impact on deep aquifers;
- 22% reduction in waste;
- 14% reduction in purchases of packaging materials.

New Product and Process Certifications



In 2020 and 2021 Laminam has been working on renewing the EPD (environmental product declaration) certification on the 3+ and 5 mm surfaces and extending it to the 5+, 12+ and 20+ thicknesses so that all products are certified.

In parallel, Laminam has completed a life cycle analysis (LCA) that allows the Company to calculate the carbon footprint of each individual product, providing a comprehensive and complete picture of its impact.

Laminam is the first Company producing ceramic surfaces to have obtained the NSF (American National Standard for Food Equipment) “SOLID SURFACING FOR FOOD ZONE” certification. An extraordinary result that proves the suitability of Laminam slabs for use in the “food zone”, i.e. as surfaces intended for direct contact with food and derived fluids.

Moreover, the Italian plants of Fiorano Modenese and Borgo Val di Taro began in 2020 the process of certifying their environmental management system according to the ISO 14001 standard, a process that was completed in May of this year and that represents a further milestone in the process of continuous improvement of management standards.

MAIN INITIATIVES IN 2020

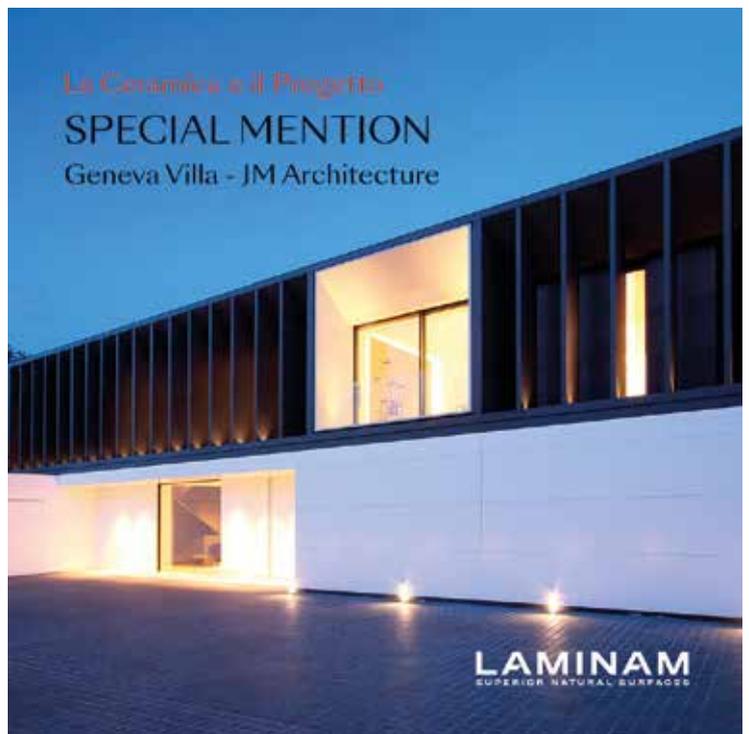
National and International Awards

For Laminam, the year 2020 closed with a number of important national and international awards that recognise the excellence and versatility of its surfaces:

- La Ceramica e il Progetto 2020 (Ceramics and the 2020 Project), Italy:
 - › Special mention, Residential Cat. - Geneva Villa, JM Architecture
 - › Special mention, Residential Cat. - Ben Ny, Montinaro Cesare - architect & design
- Ceramics of Italy - Tile Competition 2020, North America:
 - › Institutional Winner - NYC Healthcare Clinic, Perkins & Will Studio

Laminam RUS received an important award at the “VII ELLE DECORATION AWARD” held in Moscow on 21 October. The award ceremony brought together the interior industry’s leading manufacturers, famous designers and decorators.

The LAMINAM “Terrazzo Bianco Venezia” series was awarded 2020 Best Ceramic.



SOME RECENT PROJECTS

Laminam is involved in the realization of outstanding architectural projects all over the world and is a partner of important companies in the Furniture and Design sector. Here are some recent examples:

Gongpyong Office Plaza

SEOUL, SOUTH KOREA - 2019
SMPD Studio

*Laminam Calce
Nero*



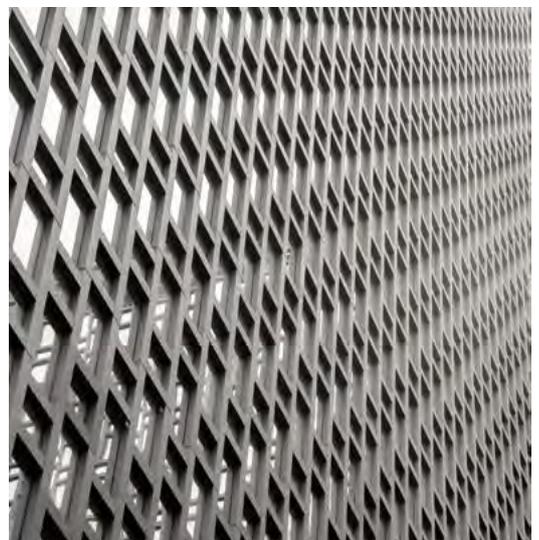
SOME RECENT PROJECTS



The Gongpyong Office Plaza is a recent architectural building located in Seoul's historic district. The structure embodies Korean tradition, the source of inspiration for the entire project, transporting it into the present through an ultra-modern reinterpretation. Because of its unique exterior, the innovation of its windows and its location within the city's geography, the Gongpyong Office Plaza is destined to quickly become a Seoul icon.



The external cladding characterises the structure through the harmonious interweaving of two materials: the glass, totally transparent, and the Laminam slab, completely opaque, chosen here in the Calce series, in the colour Nero. The lightness of the large surfaces of the 1000x3000mm size, 3mm thick, reinforced on the back with fibreglass, also guarantees extreme durability through excellent weather and wear resistance.



SOME RECENT PROJECTS

Al Faya Lodge

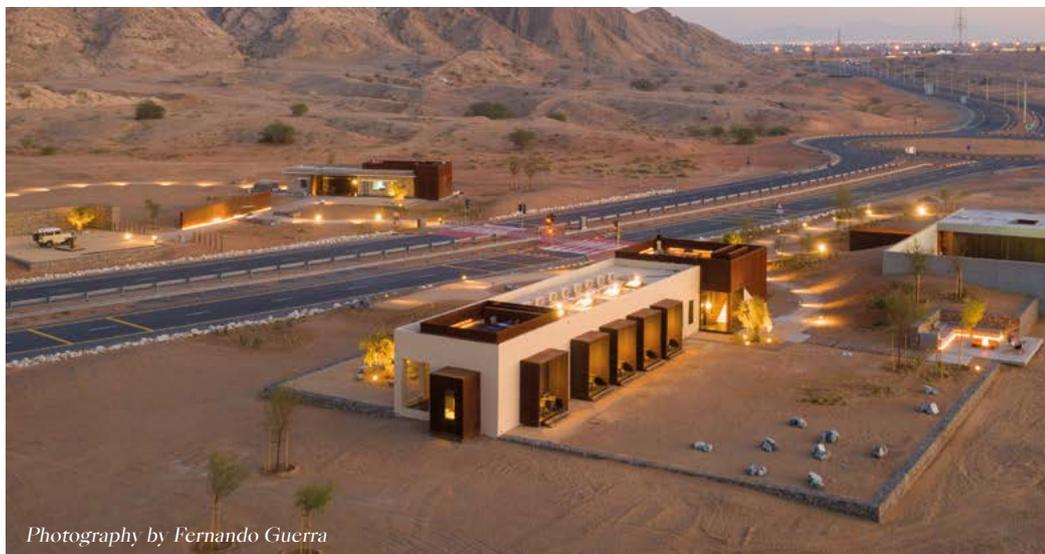
SHARJAH, UNITED ARAB EMIRATES – 2019
Architecture & Interior Design by Anarchitect

Al Faya Lodge is part of the Sharjah Collection, a group of boutique hotels and ecological havens located in the Sharjah Emirate. The project reinvented two stone buildings dating back to the 1960s, creating an elegant, modern hotel and selecting materials suitable for withstanding the typical desert weather, from intense heat to low night-time temperatures, from strong sunlight to sandstorms, in a new, exclusive destination for local and international tourism.



For the interiors, the choice fell on the Laminam slab in the Ossido series, in the colour Bruno. Also in order to create rooms with relaxing proportions, the colour, large size (3x1 m) and thin profile (3 mm) of the Laminam surfaces made them perfect for this exciting renovation project.

*Laminam Ossido
Bruno*



Photography by Fernando Guerra

SOME RECENT PROJECTS

Geneva

GENEVA, SWITZERLAND - 2020
JM Architecture (www.jma.it)

Villa



Architecture & Photography by Jacopo Mascheroni

The Geneva Villa is a single-family residence located in a quiet, green neighbourhood of Geneva, Switzerland. A composition of thin black and white frames divides the full and empty spots of the two above-ground levels, while a series of hollowed-out white patios brings air and natural light to the basement level. The frames, each corresponding to a specific interior space, are clad with 1000X3000 mm black Laminam Collection slabs and white aluminium panels on a ventilated façade system.

The different depths of the frames result from both the study of shadows, in order to control heat in the summer months, and the function of each outdoor space. Without any air conditioning, the design of the façade was developed to prevent the sun's rays from entering the interior spaces during the hot season. The villa meets the highest standards of energy efficiency and has been awarded the Minergie-P certificate.

*Laminam Collection
Nero*



SOME RECENT PROJECTS

Gagarin Airport

SARATOV, RUSSIA – 2019
Vox Architects

At Gagarin Airport in Saratov, the same Russian city where the Soviet astronaut landed in 1961 on his return from his 108-minute orbit around the earth, Vox Architects has created a cosmically inspired 1,044 square metre VIP Lounge.

A complex structure integrating the Cosmos into the architecture: the lighting, the flooring made of I Naturali - Bianco Statuario Venato surfaces and the combination of white and blue elements make the space look ethereal, like clouds crossed by a rocket.

For the architects “the space here is miraculous, infinite, full of enigmatic signs and imbued with brilliant rays of light, symbolising a mix of scientific achievement and human skill”.



*Laminam I Naturali
Bianco Statuario Venato*



Photography by Sergey Ananiev

SOME RECENT PROJECTS

Private House Vanquish

BRISBANE, AUSTRALIA – 2020
Joe Adsett Architects



Vanquish is Brisbane’s first “passive house”. Designed to be healthy, quiet and energy efficient, Vanquish Passive House combines luxury, eco-sustainable design and cutting-edge technology to make it a truly innovative residence. Vanquish received the Sustainable Building Awards - Innovation category, Smart Building Award, 2020.

Through a combination of hyper-efficient insulation, an airtight membrane, triple glazing and high-performance ventilation, the temperature remains at 23°C all year round. The building has beautiful open-plan living areas, with an elegant kitchen featuring a four-metre long island made from Laminam Diamond Cream slabs.

*Laminam I Naturali
Diamond Cream*



Map of Stakeholders



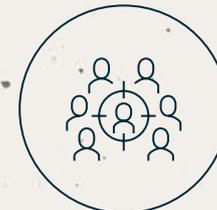
LAMINAM
SUPERIOR NATURAL SURFACES



Employees



Local communities
and Third sector



Trade Unions and
Employee Associations

MAP OF STAKEHOLDERS AND UN 2030 GOALS

Laminam recognises the importance of clear and effective communication with stakeholders as the basis of a lasting and reliable relationship capable of directly and indirectly influencing business development. Moreover, communication towards external stakeholders plays an important role in defining the Group’s image.

Therefore, Laminam is committed to maintaining transparent, accurate, timely and coordinated communication at Group level in accordance with company policies, procedures and the Code of Ethics

Stakeholders



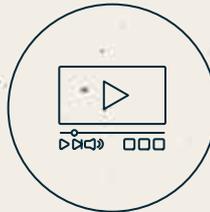
Customers, designers, architects and engineers



Shareholders



Suppliers



Media



Public Administration and Regulatory bodies



Business and financial Partners

Laminam's Contribution to the UN 2030 Goals

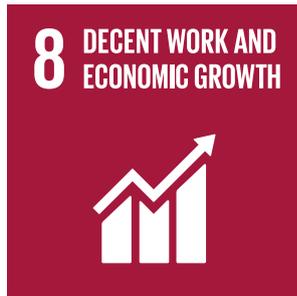
Sustainable development issues have become central to the political agendas of the world's most important leaders. On 25 September 2015, at the 70th Session of the United Nations General Assembly, world leaders adopted a new global framework for sustainable development: the 2030 Agenda, consisting of 17 goals (Sustainable Development Goals - SDGs) and 169 sub-goals, valid for the period from 2015 to 2030.

Each country is called upon to make a contribution to the achievement of the goals and therefore, as a result, economic and social organisations also participate in the global sustainable growth path by directing activities and processes towards the goals identified by the SDGs.

With this spirit, the 9 Sustainable Development Goals (SDGs) on which Laminam exercises a concrete and tangible action are identified below, whose main results are illustrated in the various sections of the Report.

 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>ENSURING HEALTH AND WELL-BEING FOR ALL AND ALL AGES</p>	<p>MATERIAL TOPICS</p> <ul style="list-style-type: none"> • Product quality and safety • Occupational health and safety 	<p>CHAPTERS</p> <p>3. Our products 4. Our people</p>
 <p>4 QUALITY EDUCATION</p>	<p>ENSURING INCLUSIVE AND EQUITABLE EDUCATION AND LEARNING</p>	<p>MATERIAL TOPICS</p> <ul style="list-style-type: none"> • Talent development and retention 	<p>CHAPTERS</p> <p>4. Our people</p>
 <p>6 CLEAN WATER AND SANITATION</p>	<p>ENSURING AVAILABILITY AND SUSTAINABLE MANAGEMENT OF WATER FOR ALL</p>	<p>MATERIAL TOPICS</p> <ul style="list-style-type: none"> • Water and waste management 	<p>CHAPTERS</p> <p>5. Our operations</p>
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>ENSURING ACCESS FOR ALL TO AFFORDABLE, RELIABLE, SUSTAINABLE AND MODERN ENERGY SYSTEMS</p>	<p>MATERIAL TOPICS</p> <ul style="list-style-type: none"> • Energy management 	<p>CHAPTERS</p> <p>5. Our operations</p>

MAP OF STAKEHOLDERS AND UN 2030 GOALS



PROMOTING EMPLOYMENT AND SUSTAINABLE ECONOMIC GROWTH

MATERIAL TOPICS

- Innovation
- Laminam's growth

CHAPTERS

1. Group profile and identity
2. Company competitiveness and reference scenario



SUSTAINABLE IMPROVEMENT OF INDUSTRIAL INFRASTRUCTURE BY INCREASING RESOURCE EFFICIENCY

MATERIAL TOPICS

- Sustainable product design
- Responsible marketing and labelling

CHAPTERS

3. Our products
5. Our operations



MAKING CITIES AND HUMAN SETTLEMENTS INCLUSIVE, SAFE, DURABLE AND SUSTAINABLE

MATERIAL TOPICS

- Innovation
- Sustainable product design
- The value generated and distributed

CHAPTERS

1. Group profile and identity
2. Company competitiveness and reference scenario
3. Our products



ENSURING SUSTAINABLE PATTERNS OF PRODUCTION AND CONSUMPTION

MATERIAL TOPICS

- The value generated and distributed
- Supply chain management

CHAPTERS

1. Group profile and identity
2. Company competitiveness and reference scenario
3. Our products



PROMOTING ACTIONS TO COMBAT CLIMATE CHANGE

MATERIAL TOPICS

- GHG Emission and climate change
- Air quality

CHAPTERS

1. Group profile and identity
5. Our operations

1 |

GROUP PROFILE AND IDENTITY

1.1 This is Laminam	Pag. 24
1.2 Company Structure	Pag. 26
1.3 Governance System	Pag. 32
1.4 Commitment to Sustainability: the Four Pillars and the 2020-22 Roadmap	Pag. 36

UN 2030 GOALS

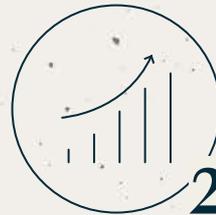


In summary



128

MILLION
CONSOLIDATED TURNOVER
2020



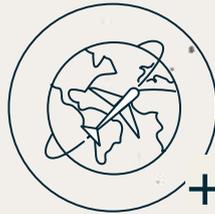
27%

ANNUAL CHANGE IN
TURNOVER
2015/2019



4

CONTINENTS
WHERE LAMINAM IS PRESENT
WITH PLANTS AND BRANCHES



+100

TARGET MARKETS
FOR PRODUCTS



9

SUBSIDIARIES
WORLDWIDE



3

INTERNATIONAL
JOINT VENTURES



4

GROUP
SUSTAINABILITY
PILLARS



1

2020-22
ROADMAP FOR
SUSTAINABILITY

1.1 THIS IS LAMINAM

Laminam was created in the early 2000s as an internal division of the System Group, following the invention of production technologies to create large ultra-thin ceramic surfaces that revolutionised the ceramics market, giving new impetus to a mature sector. In its early years, the Company operated as a Research & Development laboratory for large slabs, industrialising the product and testing the best applications in traditional and new sectors. In 2009, with the appointment of the current Managing Director Alberto Selmi, the definition of the product offer and the creation of the sales force, the Laminam brand was finally launched on the market. Today Laminam manufactures and offers a range of eclectic and versatile large ceramic surfaces used in many applications from traditional and advanced architecture to furniture and design, distributed in over 100 countries worldwide. Over the last five years (2014/2019), the Company has recorded an average compound annual growth rate (CAGR) of 27%, demonstrating the success of an innovative business model that differentiates Laminam from its main competitors.

In 2020, the Laminam Group's consolidated turnover amounted to Euro 127.7 million, essentially stable (-0.7%) compared to Euro 128.6 million achieved in 2019. In terms of profitability and finance, 2020 closed with positive and improved results compared to 2019.

Considering the downturns recorded in the reference sectors, from construction to furniture, from ceramics to the global luxury market, Laminam's economic and financial performance is more than positive in 2020. The Group's progressive internationalisation, distribution diversification, product and brand differentiation compared to competitors are confirmed as winning strategic choices.

The Company's export vocation is confirmed by the breakdown of turnover by geographical area, with sales reaching all continents, and foreign turnover accounting for 79% of the total.

The Group's headquarters are located in Fiorano Modenese, in the province of Modena. Laminam has three production plants (two in Italy and one in Russia), R&D and Technology laboratories in Italy and Russia and a service Company in Italy (Laminam Service). Moreover, the Company has commercial branches in the USA, Canada, the UK, France, Germany, Poland, Israel, Japan, China and Australia, several showrooms and an et work of distributors world wide.

Laminam Group - Production sites



FIORANO MODENESE

(Modena, Italy)

Opened in 2001, it is the Group's first plant, located in Fiorano Modenese, within the Sassuolo ceramic district. The site produces all types of ceramic slabs, from 1000x3000mm up to 1620x3240mm.



BORGO VAL DI TARO

(Parma, Italy)

Joining the Group in 2016, the Borgo Val di Taro plant in the province of Parma is dedicated to the production of 1620x3240 size slabs.



DOBRINO

(Mosca, Russia)

Opened in 2017, the Dobrino plant is located in a major industrial area about 100 km from Moscow. With this plant dedicated to the production of 1000x3000mm ceramic slabs, Laminam has become the leading producer of ceramic slabs in Russia.

LAMINAM: A COMPANY ALREADY “INDUSTRY 4.0”

The origins of Laminam are related to the innovative technology of producing ceramic surfaces based on a unique system for compacting clays and feldspars.

Over the years, the Company has developed a completely new production process characterised by innovative methods and highly automated technologies typical of Industry 4.0, such as digital decoration systems, dry cutting systems and internal logistics managed with automatic laser-guided vehicles. These methods and technologies increase energy efficiency while reducing environmental impact.



Pioneers, Always

Laminam is a pioneering Company in its sector, the first to revolutionise the world of ceramics applied to architecture, reinventing sizes and thicknesses, transforming an ancient art into a modern protagonist of home and work environments.

The Company had the merit and the intuition to create large architectural surfaces that can be used not only for interior and exterior cladding, but also in furniture and design. Over the years, the collections have been enriched with new textures and finishes to enhance the creativity of designers, architects and anyone who wants to give a new connotation to their spaces. A total versatility by virtue of which it is possible to speak of a **‘Laminam Effect’** for setting out environments with an aesthetic figure of great personality and impeccable technical performance.

This is the result of years of research, a careful selection of raw materials from all over the world, collaboration with universities, laboratories and research institutes, coordinated by a motivated, young team. The research and development department and the technological laboratory work ceaselessly on new materials, new mixtures, new technologies to improve the efficiency and sustainability of Laminam products by expanding their markets and uses.

With IN-SIDE technology, it has been possible for the first time to achieve body and surface continuity, opening up new frontiers and possibilities in the way spaces are reinvented.

With the AMBIENCE treatment, it was possible to add to the technical perfection and beauty of the slabs the possibility of making the environment healthier and facilitating its maintenance and cleaning.

1.1 THIS IS LAMINAM

These results have been achieved thanks to a competent, close-knit team that follows an intensive training and development programme and, in addition to its expertise, also offers its enthusiasm to customers. A holistic approach to doing business, **with sustainability as one of its fundamental pillars**. Because “being a pioneer” also means being the first to think about the future of the planet.

Vision

“We are designers of our own spaces, seeking uniqueness. It’s a natural impulse, as experience follows inspiration, form follows beauty.”

Mission

We create superior surfaces to inspire designers, architects and people in shaping places to live, work and enjoy. Thanks to our talented people, we set trends of elegance and quality using state of the art technologies to ensure timeless products, exceptional performance, sustainable processes.



RESEARCH & TECHNOLOGY. NATURALLY INSPIRED BY REALITY

Years of research, rigorous selection of the best raw materials made available by nature together with unique know-how have led Laminam to revolutionise the world of ceramics, architecture and design.

The technological laboratory works daily to raise the quality of the product, through production tests and constant research on raw materials that has led to important innovations in the formulation of the mixtures.

The constant striving for uniqueness, the ambition to be the link between a product of high craftsmanship and its use in industrial and sustainable terms, leads Laminam to constantly experiment with new raw materials that arrive from all over the world and are carefully analysed by the Research and Development division.

Products and solutions are constantly tested to ensure that they fully meet the Company's objectives: excellent quality, superior performance and sustainable production processes. As a result, not all research and development processes are successful and only some of them reaches the market.

“Nature is our source of inspiration, providing us with raw materials, stimuli and suggestions. We add to this the most advanced technological development. Our relentless research does not stop with the materials traditionally used for ceramic production, but extends to the experimentation and realisation of flamed, smooth, polished, structured effects with which to embellish surfaces”.

Laminam was also inspired by related sectors by using some of their typical elements such as porcelain, for many centuries called ‘white gold’. The increased richness of raw materials has made it possible to raise the quality of the product, especially in the case of Laminam “bianco assoluto” (absolute white) mixture, whose purity is a benchmark for the sector.

The attention to colour is matched by attention to product quality. Each slab must have characteristics that meet the Company's parameters. This is why tests are carried out on mechanical strength at different stages of the processing operation, on expansion coefficients, on temperatures and on many other factors such as pyroplasticity.

1.1 THIS IS LAMINAM

THE PROJECT ENGINEERING DIVISION

The Project Engineering division is able to support any type of customer from the design phase through to implementation, helping them to choose the most suitable slab depending on the type of application.

A team of engineers collaborates with universities and external bodies to test and improve the performance of Laminam products and to continually broaden their application horizons. Each individual test is carried out in order to identify the most appropriate support, the best engineering solutions to achieve the designers' goals and the customer's objectives.

In addition to engineering activities in the construction and architectural fields, Laminam has developed other activities to support the furnishing sector. The implementation of new thicknesses and size have led Laminam to engineer the application of its surfaces on pieces of furniture and design accessories such as doors, drawers, kitchen countertops and table tops in order to increase the resistance of the surfaces in all conditions, both indoors and outdoors, without losing their original technical and aesthetic characteristics.

The research activity allowed the Company to acquire a know-how with which to support designers and customers right from the initial stages - from the composition of the specification items to the design instructions - in order to choose the most suitable application for the project. With its engineering support, Laminam can also work alongside manufacturers, installers and marble workers in all their needs.

- **External Facades**

Our engineering and architectural consultancy services and support to installers allow us to identify the most suitable and efficient system to guarantee the required façade performance and to stick to the designer's budget and architectural style. Customers can count on a team of engineers who bring their vast international experience and expertise to the table, and who are constantly updated on new application methods.

- **Cladding & Flooring**

Laminam's Project Engineering division makes all the know-how of its experts available to provide support in the choice of slabs according to the characteristics of the project, working alongside installers in the installation phases.

- **Furnishings & Design**

Laminam also supports manufacturers by offering them training, advice and information. Marble and glass artisans, carpenters and in general all those who work in the furniture and interior design sector are supported by Laminam in defining efficient and optimised methods according to the equipment they have in order to obtain the maximum aesthetic and functional expression of Laminam slabs.

1.2 COMPANY STRUCTURE

The Company structure of the Laminam Group reflects the positioning of a global Company that covers multiple markets with branches and operating companies. In the current organisational structure, the Laminam Group consists of the parent Company, Laminam S.p.A, to which refer:

- 9 directly controlled companies: Laminam RUS, Laminam Service, Laminam USA, Laminam Canada, Laminam UK, Laminam Germany, Laminam France, Laminam Israel, Laminam Australia;
- 3 joint ventures: Interstone, Laminam China (*) and Laminam Japan.

After the opening of the production and commercial office in Russia (Laminam RUS) in 2016, the incorporation of Laminam China in June 2018, and the opening of the two American branches, Laminam USA and Laminam Canada at the end of 2017 and 2018 respectively, in November 2019 an agreement was signed for the acquisition - by Laminam SpA - of 35% of Roma Tile, which simultaneously changed its name to Laminam Japan. Laminam UK was also incorporated in December.

Continuing with the strategy of developing a direct presence in the main reference markets, Laminam Germany GmbH was set up in February 2020, and in May 2020 it was the turn of Laminam France SAS. In July 2020, Laminam signed an agreement to acquire 51% of the capital of Eyalminam Mahakala Ltd, an Israeli Company already present in the market for the distribution of large slabs, and at the same time the Company changed its name to Laminam Israel Ltd. In November 2020, Laminam Australia was established in Sydney.

Company	Share held as at 31/12/2020	Location
Laminam Service	60%	Fiorano Modenese (MO)
Laminam RUS	72%	Moscow (Dobrinno Village)
Laminam USA	100%	Boston, MA
Laminam Canada	100%	Concord
Laminam UK	100%	St Alban
Laminam Germany	100%	Frankfurt
Laminam France	100%	Paris
Laminam Israel	51%	Tel Aviv
Laminam Australia	100%	Sydney
Interstone	29,18%	Andrychów
Laminam China (*)	40%	Shanghai
Laminam Japan	35%	Tokyo

(*) in February 2021, Laminam SPA acquired a further 11% of the Company Laminam China, raising its shareholding to 51%.

1.2 COMPANY STRUCTURE



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LAMINAM | SERVICE
SUPERIOR NATURAL SURFACES

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SUPERIOR NATURAL SURFACES

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Laminam aims to improve its economic, social and environmental performance while continuing to create value for its stakeholders, in compliance with the law, regulations and its values.

To achieve these objectives, Laminam undertakes to:

- implement an approach based, within a context analysis, on the assessment of risks and opportunities at different levels of the organisation;
- ensure and reinforce ethical behaviour in the workplace through the promotion and dissemination of the Code of Ethics to the Company's personnel and collaborators;
- disseminate within the Company the objectives contained in the Integrated Company Policy and the relative implementation and improvement programmes;
- ensure that personnel are informed of all commitments and are consciously and actively involved in the pursuit of the objectives.

Since 2015, in order to ensure compliance with the law, the correct operation and reliability of the Company, the protection of its reputation and know-how, Laminam has voluntarily adopted an organisational, management and control model to prevent the offences included in Italian Legislative Decree 231/2001 (known as "Model 231"), with the aim of establishing the rules of conduct for all employees as well as the processes, areas, "sensitive" activities and related controls. Moreover, in order to supervise the proper operation of and compliance with the 231 model, Laminam appointed a Supervisory Body composed of two external members to ensure compliance with the regulatory requirements on autonomy, independence and continuity.

The year 2020 was also a turning point for Laminam in terms of corporate governance. Following the acquisition of majority stakes by the independent Pan-European Alpha Private Equity Fund, the Company developed an in-depth identity analysis in order to renew several corporate governance approaches.

Since the change of ownership, a process of updating the 231 model in force has been launched through the drafting of a new Risk Assessment that involved the contribution of all the Company's top management figures. Similarly, the Code of Ethics, which governs all relations between the Company and external parties such as suppliers, customers and the Public Administration, has been updated.

The adoption of the new Model 231 and Code of Ethics, together with the implementation of a Quality Management System certified according to ISO 9001, and an Environmental Management System ISO 14001 certification for the Italian plants, establish the Company's regulatory framework that guarantees the compliance of its activities with applicable national and international standards and best practices.

Laminam has undergone several environmental audits and inspections by regulatory agencies in recent years, from which no significant environmental non-compliance has emerged. Minor notifications showed by these controls were promptly handled by the Company in accordance with best industry standards. As further confirmation of the effectiveness of the measures taken by the Group, there were no violations of anti-corruption laws or legal actions relating to anti-competitive, anti-trust and monopolistic practices during the reporting period. Moreover, no significant sanctions or fines were received during the reporting years in relation to socio-economic compliance.

1.3 GOVERNANCE SYSTEM

Main Bodies of the Governance System

Laminam's governance structure is characterised by the presence of the following bodies: **Board of Directors** and **Board of Statutory Auditors**.

Laminam is governed by a **Board of Directors** that is vested with broad powers for the ordinary and extraordinary management of the Company. Laminam's current Board of Directors consists of five directors who meet quarterly to discuss matters relating to the management of the Company.

Alberto Selmi	Chairman and Managing Director
Edoardo Lanzavecchia	Director
Massimo Penco	Director
Pasquale Cavaliere	Director
Riccardo Monti	Director

The **Board of Statutory Auditors** monitors the Group's compliance with the law and the principles of correct administration; it also monitors the adequacy of the organisational, administrative and accounting structure and its operation, as well as the independence of the independent auditors.

Maurizio Salom	Chairman
Nicola Giovanni Iberati	Standing auditor
Stefano Ferrari	Standing auditor
Monica Antonia Castiglioni	Standing auditor
Paola Simonelli	Alternate auditor

1.4 COMMITMENT TO SUSTAINABILITY: THE FOUR PILLARS AND THE 2020-22 ROADMAP

Laminam's activities have always been guided by a commitment to responsibility that means listening to and continuous dialogue with stakeholders, combating environmental impact through the use of innovative technologies, continuous search for sustainable products starting with eco raw materials and ending with their complete recyclability.

All this requires a constant and concrete commitment to respecting the surrounding area, enhancing human capital, working in synergy with local administrations and associations to create a virtuous circle of collaboration.

From this point of view, the Company is progressively advancing with respect to the objectives set by the **2020-2022 Sustainability Roadmap**, a reference and guideline framework in which concrete actions for improvement with respect to the four pillars of Laminam's sustainable paradigm are made explicit and are broken down as follows:

1. Governance, relating to Laminam's governance system and the tools implemented to ensure compliance with regulatory frameworks, voluntary constraints and business values.

2. Products, relating to Laminam products and all the activities carried out to guarantee their quality, beauty, safety and sustainability.

3. People, concerning the people of Laminam and the initiatives undertaken by the Company to ensure training, development, safety and well-being.

4. Operations, relating to Laminam's operational activities, from suppliers to production sites to local communities, and to all initiatives undertaken by the Company to avoid or mitigate related potential impacts.

The Company has also decided to adopt an **Integrated Company Policy for quality, occupational safety, the environment and social responsibility** in order to express and consolidate its commitment to the continuous improvement of its activities with a view to responsibility and sustainability.

In the Company Policy, the Management establishes the objectives to be pursued with regard to the quality of products and services, environmental protection, the promotion of occupational health and safety and the well-being of people. This Company Policy is an integral part of the Company's overall strategy and is the constant reference in all subsequent operational choices and decisions.

COMMUNICATING SUSTAINABILITY

Laminam also pays great attention to positive communication to involve the customer and share its progress in every area of relevance, from Quality to Sustainability.

The laminam.com website has a section dedicated to quality and innovation processes; the topic of sustainability is dealt with in the section dedicated to Company responsibility.

Laminam is also active on the main social platforms (LinkedIn, Facebook, Twitter, Instagram); particular attention is paid to the YouTube channel. From the point of view of engagement - the actual interest of social users, calculated on the basis of direct interactions and not exclusively related to the display of contents - Laminam records extremely satisfactory values for both brand reputation on Facebook and Instagram.



Brand Pillars

Ambitious Pioneering

For the first time we have revolutionized the world of ceramic production, creating large-format surfaces of minimal thickness. Being the first, we lifted them off the ground to bring innovation to the architecture and design market. Once again, for the first time we brought continuity between mass, surface and edge. Innovation is part of our history and our future.

We are pioneers.

Ceramic Specialists

Our work has always been focused on enhancing the beauty of our surfaces and the natural properties of ceramic, through creative research and advanced technological processes. Our endless pursuit of innovation allows us to constantly evolve and discover new possibilities on multiple applications in traditional as well as advanced architecture, in interiors and in design. Every day we define new market standards, improving our surfaces design and performance, aiming at sustainability and safety.

Inclusive Sustainability

Laminam activities have always been driven by a commitment to responsible and sustainable growth. Our active listening and relationship with all our stakeholders define our approach to transparency and accountability at every level. Attention to our environment is paramount; we try to avoid or mitigate potential impacts related to the Company's operations through the use of sustainable technologies and closed-cycle production processes. Starting from natural raw materials up to total recyclability, our products are completely sustainable. We ensure training, development, safety and the welfare of all our employees as key assets of our growth strategy and Company's legacy.

Successful Collaboration

Our work is based on solid partnerships with our clients to deliver an exceptional meaningful experience to end-users. A wide range of premium support services is available to all our clients (architects, designers, façade builders, retailers, fabricators) at every stage of the project, from the design phase to after sales; a customer success oriented approach that involves both our teams and suppliers in defining innovative solutions, exchanging knowledge and expertise.



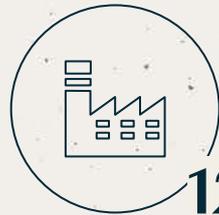
2 | COMPANY COMPETITIVENESS AND REFERENCE SCENARIO

2.1 The International Scenario and the Role of Italian Ceramics	Pag. 40
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UN 2030 GOALS



In summary



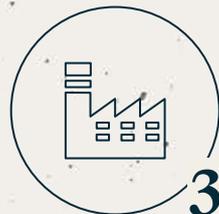
12

BILLION SQM WORLD
CERAMIC TILE
PRODUCTION
IN 2020



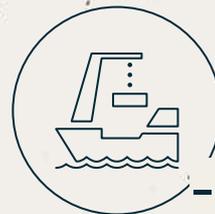
-4.7%

WORLD
PRODUCTION
TRENDS
BETWEEN 2019 AND 2020



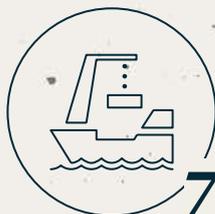
344

MILLION SQM ITALIAN
CERAMIC TILE
PRODUCTION
IN 2020



-1.8%

ITALIAN CERAMIC TILE
EXPORT TRENDS BETWEEN
2019 AND 2020



79%

LAMINAM'S
PROPENSITY
TO EXPORT



100.5

MILLION REVENUES
GENERATED BY LAMINAM ON
INTERNATIONAL MARKETS



99

MILLION
ECONOMIC VALUE
DISTRIBUTED TO STAKEHOLDERS

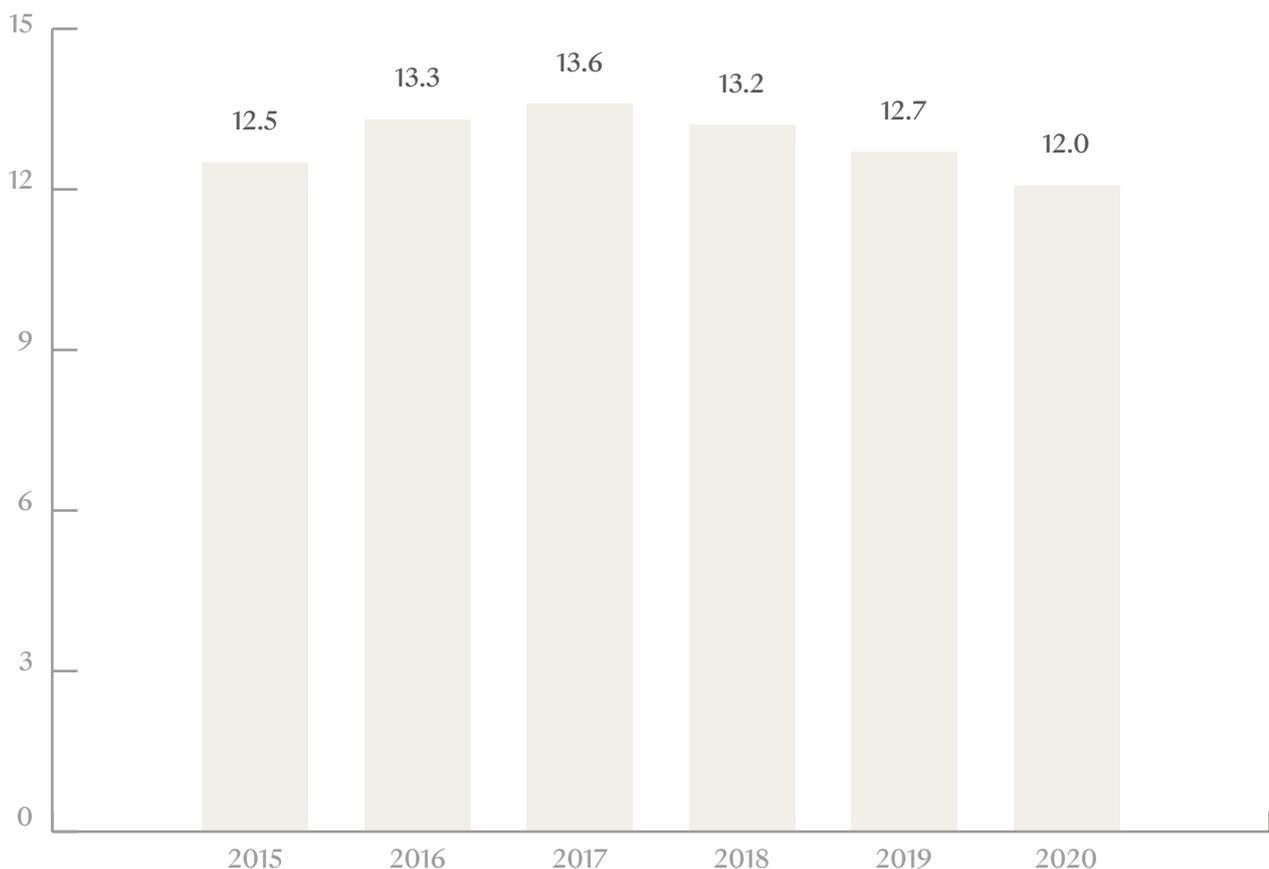
2.1 THE INTERNATIONAL SCENARIO AND THE ROLE OF ITALIAN CERAMICS

Laminam is active in the design, production and marketing of large ceramic surfaces with high technical, aesthetic and quality performance, which are used in many sectors, including architecture and construction (flooring, cladding, facades), furniture and design (countertops, i.e. horizontal worktops for kitchens and tables, and furnishing accessories).

The Company is part of the Italian and global ceramics industry, therefore its performance is affected by the trends in the ceramics sector as well as those in its target markets, above all construction and furniture. In this regard, in order to better contextualise Laminam's competitive positioning and its market results in 2020, it is useful to provide an overview of the ceramics sector both globally and with a special focus on the role of the *Made in Italy* product.

As in other production sectors, Covid-19 has had a negative impact on ceramics, causing a contraction in world tile production, which is expected to fall to 12 billion square metres in 2020 (-4.7% compared to 2019), as a result of decreases that have affected - with greater or lesser intensity - most of the top global producers, including Italy. Specifically, in 2020 the *made in Italy* production of ceramic tiles is expected to decrease by 14.1% on an annual basis to 344 million square metres.

World production of ceramic tiles (billion square metres)



Source: Nomisma processing of Confindustria Ceramica, ACIMAC and Ceramic World Review data

2.1 THE INTERNATIONAL SCENARIO AND THE ROLE OF ITALIAN CERAMICS

According to the latest data currently available at global level for individual Countries, China ranks first among the world's leading producers of ceramic tiles, accounting for over 40% of production in 2019; it is followed by India and Brazil with a weight of 10% and 7% respectively, and then Vietnam and Spain with a share of 4%. Italy came sixth with a *share* of 3%.

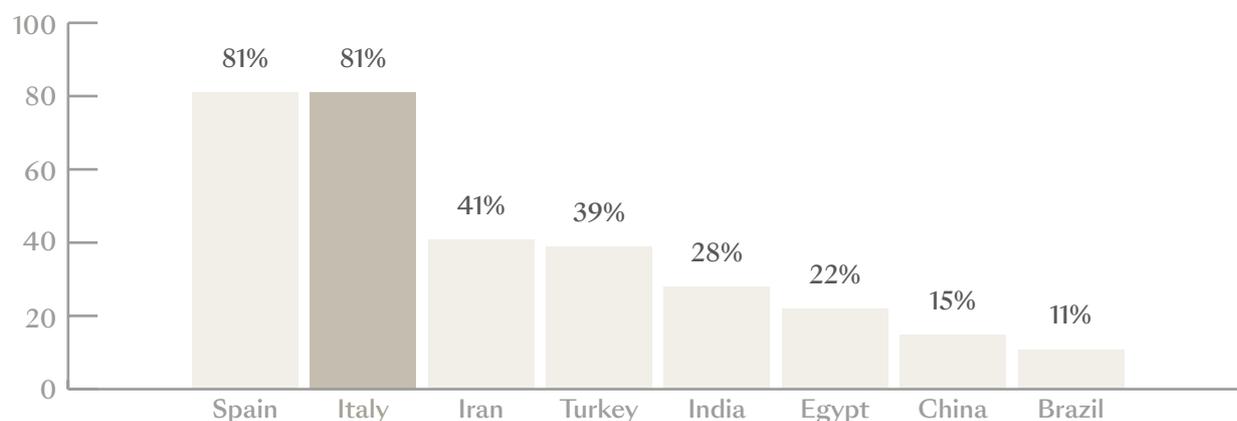
Top-10 ceramic tile manufacturers worldwide

Countries	2019 (million sqm)	CAGR 2014-19	Weight on world (2019)
China	5,187	-2.9%	40.9%
India	1,266	8.9%	10.0%
Brazil	909	0.1%	7.2%
Vietnam	560	9.2%	4.4%
Spain	510	3.7%	4.0%
Italy	401	1.0%	3.2%
Iran	398	-0.6%	3.1%
Indonesia	347	-3.7%	2.7%
Egypt	300	6.4%	2.4%
Turkey	296	-1.2%	2.3%

Source: Nomisma processing of ACIMAC data

Despite lower production levels, Italy, along with Spain, is the country with the highest vocation for international markets, with a propensity to export (measured as the percentage of production that is sold on foreign markets) of well over 80%; on the contrary, in countries such as China and India, where domestic demand accounts for most of the volumes produced due to the enormous size of the market, only a smaller percentage of the sector's production crosses national borders. It is no coincidence that Italy - thanks to the excellent quality of its products - is one of the world's top-5 exporters of ceramic tiles, ranking fourth (after China, Spain and India) with a weight on total world exports of 11% in 2019.

Propensity to export of the world's top ceramic tile manufacturers (2019)*



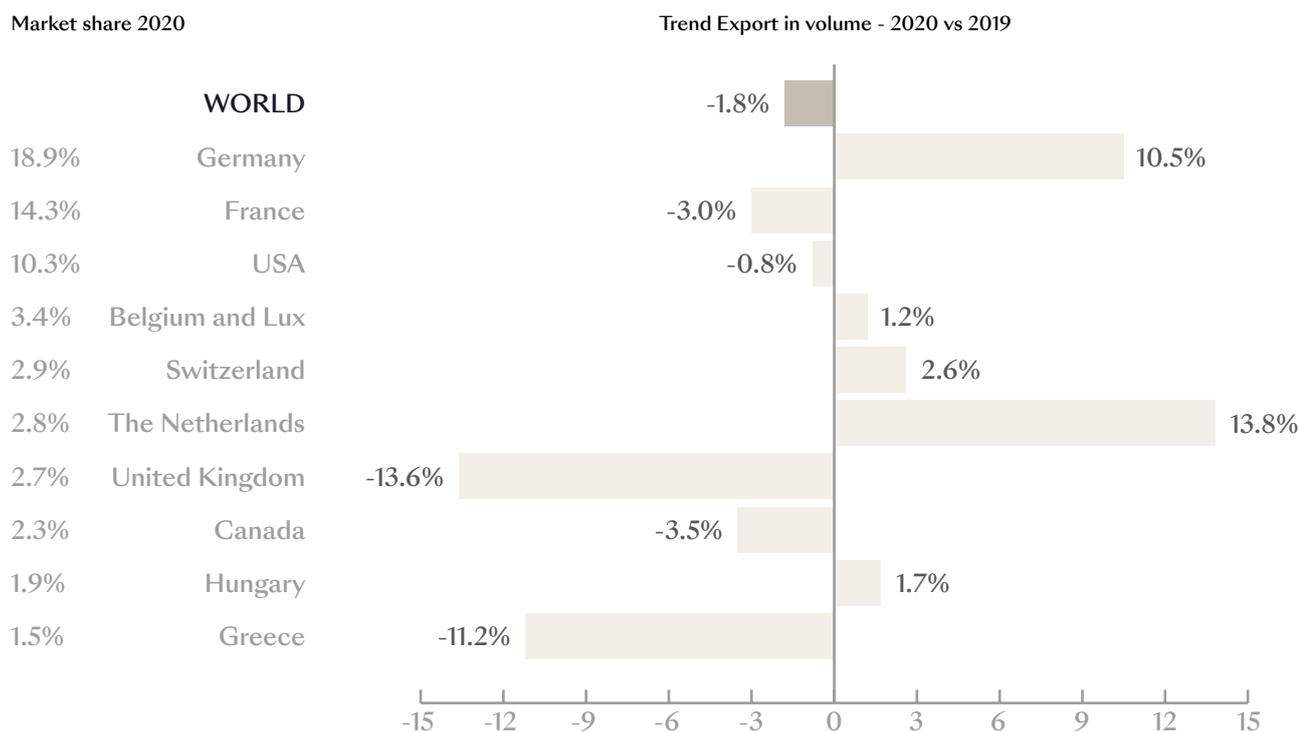
*Export share of total production volume
Source: Nomisma processing of ACIMAC data

2.1 THE INTERNATIONAL SCENARIO AND THE ROLE OF ITALIAN CERAMICS

In 2020, due to the economic recession caused by the health emergency (-3.3% drop in world GDP between 2019 and 2020 according to IMF) and the lower spending power of consumers - together with the reduction in global production in the construction sector (-3.8% residential investment worldwide) - there was also a drop in world consumption of ceramic tiles that affected, albeit with varying intensity, all the main geographical areas.

The drop in global demand has naturally also slowed down international flows in the sector, adversely affecting *Made in Italy* exports, which in 2020, according to Confindustria Ceramica figures, fell by 1.8% in volume compared to 2019 to 317.7 million square metres of product. A more detailed analysis of each target market for Italian ceramic tile exports shows that this decline is primarily due to the drop in sales to France (-3.0%), the second outlet market after Germany, which, on the other hand, posted an increase of +10.5%. Exports to the United Kingdom also fell sharply (-13.6%), while only a slight reduction was reported for the USA (-0.8%), the third target market for domestic exports. Positive trends were recorded in Belgium (including Luxembourg), Switzerland, Hungary and especially the Netherlands (+13.8%).

Italian ceramic tile exports: trends and top-10 target markets



Source: Nomisma processing of Confindustria Ceramica data

There are different trends in the domestic market, which has been hard hit by the health emergency and the ensuing economic recession: according to figures released by Confindustria Ceramica, 2020 should close with a drop in sales in Italy of 12.2%. On the whole, however, the Italian companies are doing better than expected during the lockdown months: since May, the market has improved and continued to do so in the second half of the year, mitigating the losses recorded in the first half of 2020.

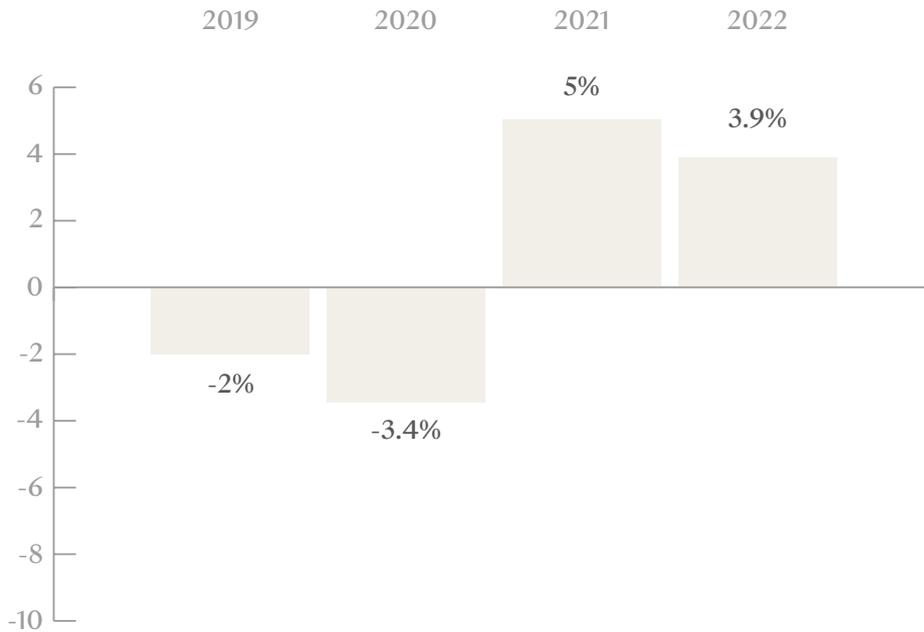
2.1 THE INTERNATIONAL SCENARIO AND THE ROLE OF ITALIAN CERAMICS

Confindustria Ceramica figures for the first quarter of 2021 report a comforting and strong recovery for the Italian ceramics industry in 2021, both in the domestic market and in exports.

Prometeia’s forecasts show Italian sales recovering in 2021-22, cancelling out and overcoming the crisis of 2020 and bringing them back above 2019 levels. After mitigating the effect of the fall in the domestic market in 2020, exports will grow at a slower average rate than domestic sales in the two-year period. The 110% bonus can contribute to the growth of domestic demand. At the end of 2022, total sales will return to 442 million sqm, up 8.6% from 406.9 pre-Covid (2019).

Worldwide, tile consumption is expected to grow by +5% in 2021 and +3.9% in 2022 (source: Prometeia).

Development of world tile consumption - Average growth rates for the period



Source: Prometeia

However, the trends in the ceramics market shown above seem to affect only partially the sector of large ceramic slabs of which Laminam is one of the main producers worldwide. Large slabs are, in fact, the main innovative trend not only in the ceramics industry, but more generally in the building and furnishing materials market, a market that is estimated to be worth over 700 billion dollars and is expected to grow at significant rates in the coming years. The increase in demand for premium residential and commercial buildings, the search for new high-performance and sustainable materials for both construction and furnishing, continuous technological innovation, the launch of new designs and colours combined with new thicknesses and size, are among the main factors that continue to drive up demand for ceramic slabs worldwide.

2.2 LAMINAM'S COMPETITIVE POSITIONING

Despite the fact that 2020 was a difficult year for the Italian ceramics sector, the Laminam Group was nevertheless able to achieve excellent results on the market, achieving a turnover of Euro 127.7 million, essentially stable (-0.7%) compared to that recorded in 2019.

After the excellent performance shown in 2019 - when the Laminam group posted +13% in terms of turnover - albeit in a market context that had already been affected by the uncertainties of the macroeconomic framework and the squeeze on international trade, 2020 was negatively affected by both the closure of production activities in the Italian plants in the first months of the lockdown and the drop in sales that became apparent in the second quarter of the year due to the spread of the pandemic in the world. Since July, however, the market has started to show positive signs again and sales are back on the rise, almost entirely recovering the downturns recorded in the first half of 2020.

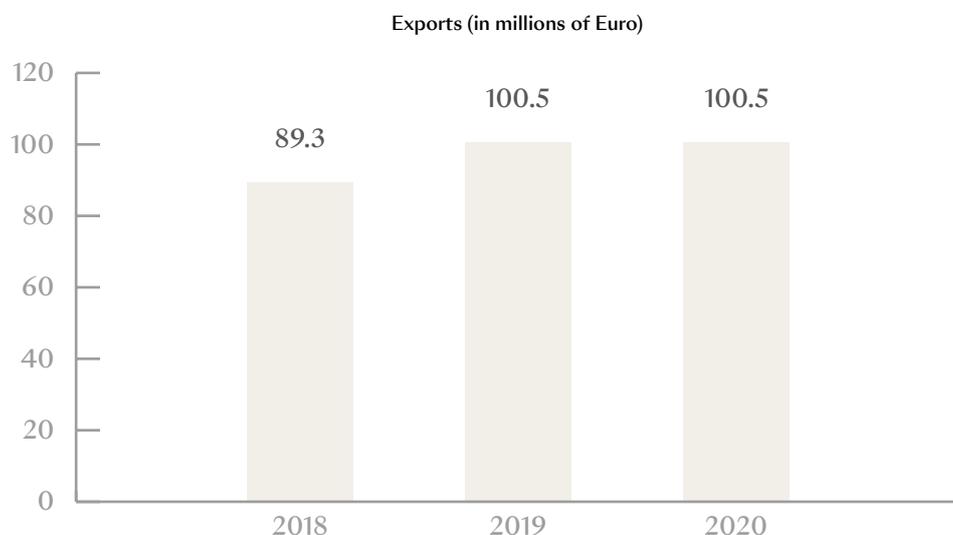
The strategies in which the Laminam group has been investing for years, i.e. its growing internationalisation (also thanks to direct control of foreign markets through commercial branches, warehouses and showrooms on site), the commercial policy of diversification of distribution channels, product and brand differentiation from competitors, have proved to be winning choices even in the difficult year that has just ended.

Confirming the Company's strong internationalisation, Laminam has a high propensity to export: 21% of turnover is achieved on the domestic market, while 79% of turnover derives from sales outside the national borders, a figure which is also increasing compared to 2018 and 2019.

In the light of the different reference scenario in which the different countries found themselves due to the pandemic, there are naturally different trends between the domestic and foreign markets. Specifically, Laminam sold Euro 27.2 million of products in Italy in 2020, showing a drop of just 3.1% compared to 2019; as we have seen, the overall drop in the Italian ceramics market was much more significant (-11.7%).

On the other hand, the turnover generated on foreign markets amounted to Euro 100.5 million, a value that is substantially in line with that of 2019 and up by +12.5% compared to 2018. Laminam surfaces are sold in more than 100 Countries worldwide.

Laminam Group: the centrality of international markets



79%
2020 PROPENSITY
TO EXPORT

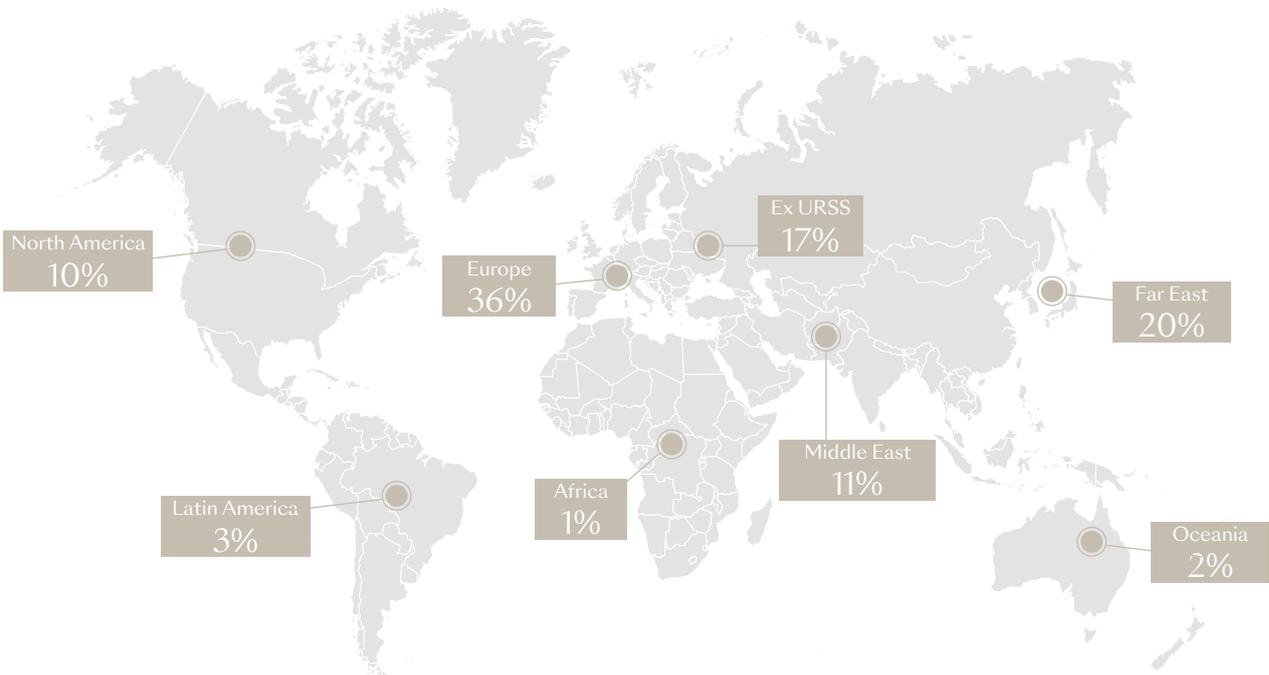
2.2 LAMINAM'S COMPETITIVE POSITIONING

Europe is the main geographical destination of Laminam's exports with a value of Euro 36.5 million and a 36% share of foreign turnover, mainly due to specific markets: Spain, Poland, Germany, Belgium and France.

In addition to the EU market, the other areas mainly covered by the Laminam Group are the Far East (20% of foreign sales in 2020) and the countries of the former Confederation of Russia (17%). In Asia in particular, China plays a major role, and in 2020 it became Laminam's second country after Italy in terms of sales volumes. The other main Asian markets are Japan, South Korea and India.

North America and the Middle East (above all Israel and the United Arab Emirates), areas that represent 11% and 10%, respectively, of Laminam's foreign revenues, also appear to be very important; the rest of the world follows (Latin America, Africa and Oceania) with a weight of 6%.

Laminam Group: breakdown of exports by geographical area (% measured on 2020 foreign turnover)



The strategic importance of foreign countries is also confirmed by the important investments that the Laminam Group makes every year to directly monitor the various international markets, through the establishment of branches, showrooms and warehouses, both in the more traditional markets (such as those in Europe and North America) and in the emerging ones (such as the Far East and the former USSR countries). In this regard, it should be noted that the Group's internationalisation process continued in 2020 despite the ongoing health emergency: specifically, during the year, four new foreign commercial branches were set up in Germany, France, Israel and Australia, in addition to those already present in North America (United States and Canada), the United Kingdom, Poland, Russia, China and Japan.

At the same time, in 2020 the distribution strengthening of the Laminam Group continued through the construction of new warehouses both in Europe and in non-European territories: United Kingdom, Israel, China, Japan and Russia (in Vladivostok), the latter by its subsidiary Laminam RUS. The Group considers the logistics and distribution of slabs a critical success factor for efficiently reaching customers in foreign markets.

2.2 LAMINAM'S COMPETITIVE POSITIONING

In 2020, new exhibition spaces were also opened abroad in partnership with our distributors. The Group's showrooms are the ambassadors of the Laminam philosophy in the world and are located in the main cities around the world to bring the Company closer to an increasingly wide public interested in its range of products, made up of aesthetics and quality.



The Laminam Group's strong international vocation and its geographical diversification in terms of production, distribution and sales have therefore been strategic in the new global scenario created following Covid-19, as they have enabled the Company to respond more efficiently and effectively to the health emergency and to stay in touch with its customers and markets.

In order to seize new business opportunities on international markets and to promote and communicate its brand and range of products, Laminam has always participated in the most important national and international trade fairs in the sector. In 2020, due to Covid-19, participation in trade fair events was replaced by digital events: these were equally successful with many industry operators, distributors and retailers attending.

CASA DECOR, MADRID

On the occasion of Casa Decor, the travelling exhibition dedicated to interior design that takes place every year in Madrid in a different location, Laminam surfaces were the protagonists of an exhibition curated by designer Cristina Amigo. At the 55th edition of the event, held in a splendid building in the centre of the Spanish capital, the interior designer recreated the atmosphere of an art gallery with Laminam slabs. The wall cladding and flooring on display become canvases for digitally printed paintings and design objects made from the Italian brand's products.



2.2 LAMINAM'S COMPETITIVE POSITIONING

The high quality of Laminam surfaces and their strong appreciation by end users and industry operators are confirmed by the many national and international prizes and awards that Laminam receives every year. Among the latest awards received are those obtained on the occasion of “La Ceramica e il Progetto 2020” and “Ceramics of Italy - Tile Competition 2020”, the competitions that reward the best architectural projects produced with Italian ceramics in Italy and North America. In the first case, Laminam won the “Special Mention” for the Residential Category with “Geneva Villa, JM Architecture” and “Ben_Ny, Montinaro Cesare, architect & design”, while in the second case it won the “Institutional Winner 2020” award with the “NYC Healthcare Clinic” project.

It is also worth mentioning the award given to Laminam RUS as “Choice of the Year” at the “VII ELLE Decoration Award” held in Moscow on 21 October; during the event, the Laminam “Terrazzo Bianco Venezia” series was awarded as the best ceramic tile 2020.

The Novelty 2020 “Terrazzo Bianco Venezia” surface is a modern reference to the famous Venetian tradition of mixing stone chips enclosed in concrete. The Terrazzo has become a timeless classic for many designers. The fresh combination of style, grace, durability, timeless patterns and vastness of colours has re-launched this product for both private and commercial applications. The series is produced in thickness 5+, size 1000x3000.

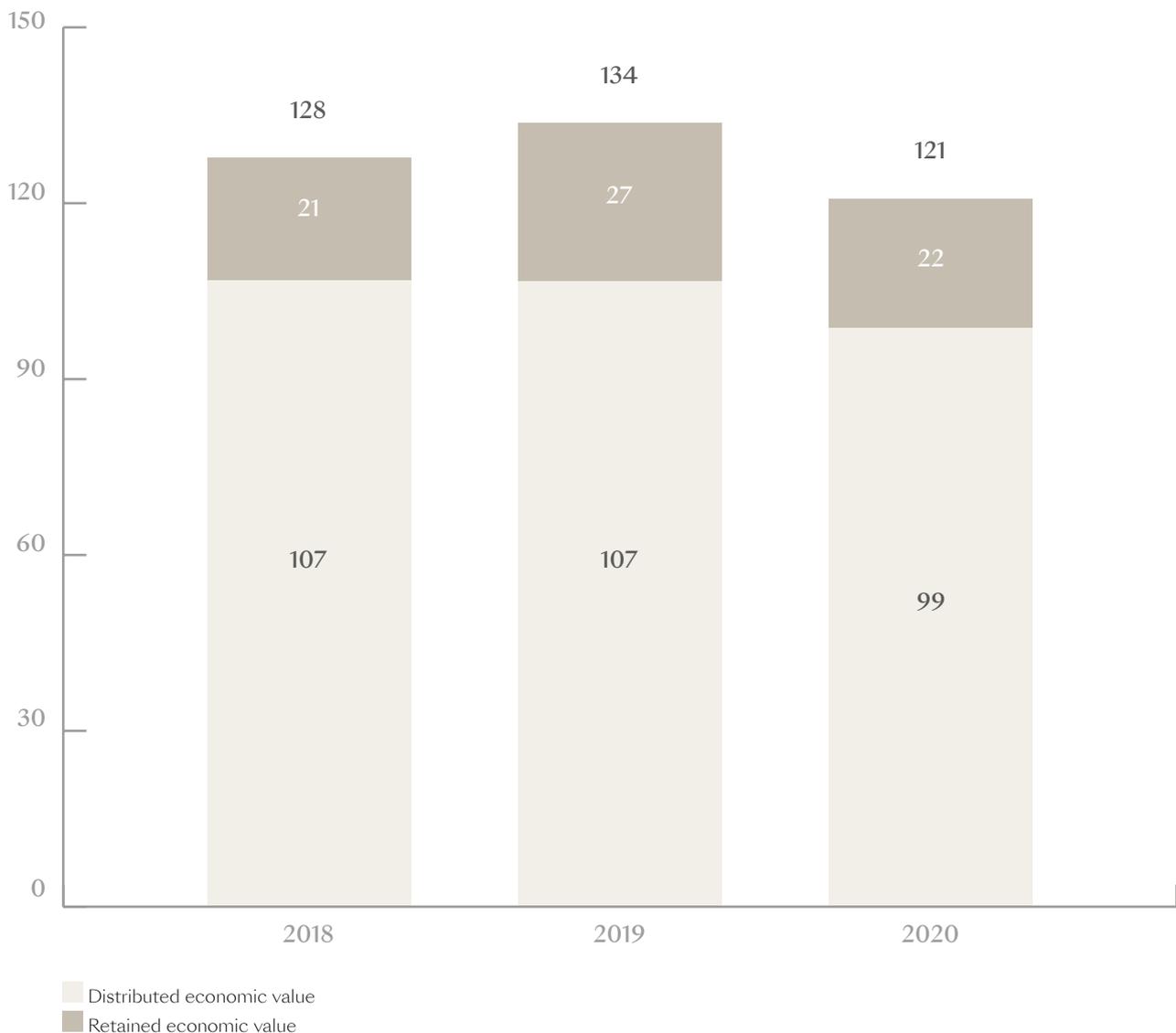


2.3. THE DISTRIBUTED ECONOMIC VALUE

Every year, as part of its activities, a Company produces and distributes wealth and value to all the stakeholders with whom, for various reasons, it has relations: for example, employees, suppliers of raw materials and services, suppliers of investment capital, shareholders, the public administration and the community. In 2020, Laminam generated a total of Euro 121 million of added value (data from the consolidated financial statements), of which approximately 82% - or Euro 99 million - was distributed to the various stakeholders.

This is a lower value than that produced in 2019 (when the value distributed was Euro 107 million) and is attributable to the impact of the pandemic emergency on Laminam’s business, which in fact also influenced the Company’s economic relations with its stakeholders, first and foremost - as will be seen shortly - relations with the supply chain.

Laminam Group: economic value generated, distributed and retained (in millions of Euro)

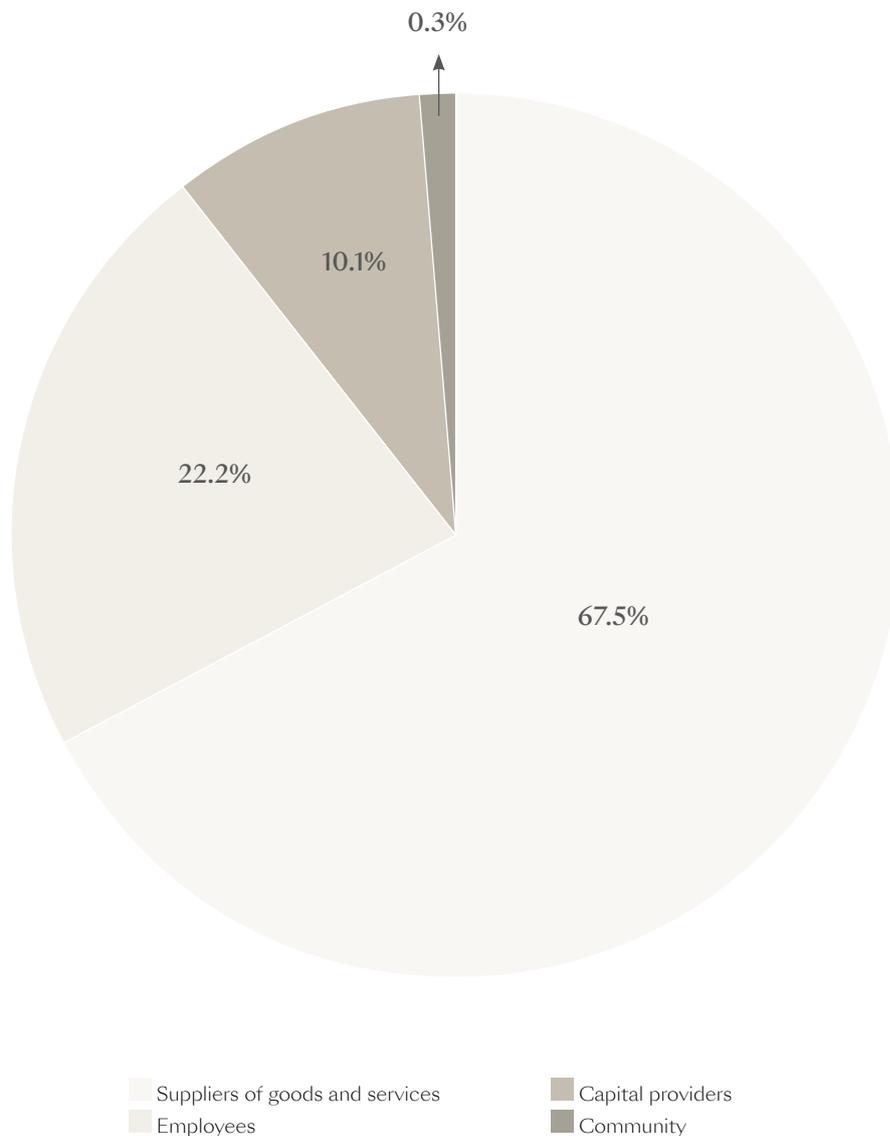


2.3. THE DISTRIBUTED ECONOMIC VALUE

In the light of the central role played by the procurement of raw materials and other products and services functional to the production cycle, more than two-thirds (67%) of the economic value generated by Laminam in 2020 went to suppliers of goods and services, including high-profile technical consultants; we are talking about, in absolute terms, a value of Euro 67 million, down by about Euro 15 million compared to 2019 due to the lower demand for raw materials and services following the closure of the production plants in April/May as a result of the pandemic.

The other main users of the value distributed by Laminam are employees, accounting for 22% of the total; the remaining share of the wealth generated in 2020 (10%) was distributed mainly to capital providers in the form of interest and, to a lesser extent, to the community through charitable contributions.

Laminam Group: breakdown of distributed economic value by stakeholders (2020)



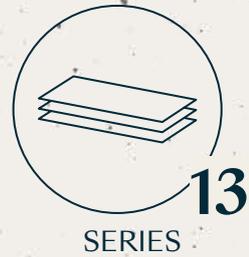
3 | OUR PRODUCTS

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UN 2030 GOALS



In summary



Scope of application

In sizes from 1000x3000 mm up to 1620x3240 mm and thicknesses ranging from 3 to 20 mm, Laminam slabs are now available in 129 surfaces (**Laminam has the widest product range in the ceramic slab sector**), and are used in a variety of applications:

- **Construction:** Laminam surfaces are used for cladding and flooring, partition and equipped walls, stairs, false ceilings, surface finishes and renovations, insulated coverings, swimming pool coverings, raised/floating floors, tunnels, subways.



- **Facade cladding systems:** Ventilated facades, insulated or bonded cladding: in terms of technical characteristics, size and design, Laminam surfaces are the ideal choice to offer high performance in terms of energy saving, mechanical stress, resistance to wear, chemical agents and abrasion.



3.1 THE LAMINAM SURFACES

• **Furnishing & Design:** From the living area to the kitchen, to the sleeping area, Laminam is used in the creation of furnishing elements and accessories, such as kitchen countertops, bathroom countertops, tables, desks, door and wardrobe coverings, redefining the style of personal spaces.



• **Marine Sector:** Thanks to its light weight and high technical characteristics, Laminam can easily be used for cladding and flooring on cruise ships and pleasure boats.



• **Composite and structural panels:** The slabs can be overlapped with each other or with other materials to create structural and composite panels that are particularly strong and extremely light, suitable for all situations in which a high degree of tightness and a reduction in the weight load on the surfaces are required.

Product Characteristics

The architectural surfaces produced by Laminam are distinguished by their technical and functional characteristics. Whatever the field of application, Laminam surfaces offer superior performance in terms of resistance to physical, biological and chemical factors, as well as ease of cleaning and maintenance and suitability for contact with foodstuffs.

THE SLABS

LAMINAM 3 (thickness 3mm; surface 1000x3000)

Laminam 3 is the basic slab and starting point for other versions, untrimmed end product. Use aimed at the Furniture and Interior Design sector.

LAMINAM 3+ (thickness 3.5mm; size 1000x3000)

Laminam 3+ consists of the basic slab reinforced structurally with a fibreglass mesh bonded on the back with a specific adhesive.

Use in the construction sector for cladding, ventilated and curtain walls, and in the Furniture and Interior Design sector.

LAMINAM 5 (thickness 5.6mm; size 1000x3000 and 1200x3000mm and 1620x3240mm)

Laminam 5 is the basic slab and starting point for other versions it is thicker than Laminam 3.

Use in the construction sector for flooring and cladding, and in the Furniture and Interior Design sector.

LAMINAM 5+ (thickness 6mm; size 1200x3000mm and 1620x3240mm)

Laminam 5+ consists of the basic slab reinforced structurally with a fibreglass mesh bonded on the back with a specific adhesive.

Use in the construction sector for flooring and cladding, ventilated and curtain walls, and in the Furniture and Interior Design sector.

LAMINAM 12+ (thickness 12,5mm; size 1620x3240mm)

Laminam 12+ consists of the basic slab reinforced structurally with a fibreglass mesh bonded on the back with a specific adhesive.

Use in the Furniture and Interior Design sector as surfaces for bathroom and kitchen countertops, tables, desks and furniture in general; in the marine sector as a finishing material; in the construction sector for facade cladding and flooring systems.

LAMINAM 20+ (thickness 20.5mm; size 1620x3240mm)

Laminam 20+ consists of the basic slab reinforced structurally with a fibreglass mesh bonded on the back with a specific adhesive.

Use in the Furniture and Interior Design sector as surfaces for bathroom and kitchen countertops, tables, desks and furniture in general; in the marine sector as a finishing material; in the construction sector for flooring systems.

3.1 THE LAMINAM SURFACES

TECHNICAL QUALITIES

EASY CLEANING AND MAINTENANCE: Laminam's cleaning operations are simple, effective and fast; it does not require special maintenance over time and in general warm water and neutral detergents can be used to clean the surface.

HYGIENIC SURFACE: Laminam surfaces are ideal for environments where maximum hygiene is required.

SUITABLE FOR CONTACT WITH FOOD: Laboratory tests confirm that Laminam is totally compatible with foodstuff because it does not release elements into solution.

RESISTANCE TO MOULD AND FUNGI: Laminam does not allow mould, bacteria and fungi to develop.

COMPACT SURFACE: Laminam has a porosity of 0.1% and does not absorb water.

RESISTANT TO FREEZING: Resistant to freezing, it adapts to all climate conditions, thanks to an average water absorption of 0.1%.

DIMENSIONAL STABILITY: Laminam does not undergo significant dimensional variations because it has a low thermal expansion coefficient.

SUITABLE FOR INDOOR AND OUTDOOR ENVIRONMENTS: Laminam can be used in both contexts. Exposure to weathering does not damage or alter the surfaces.

RESISTANT TO HEAT AND HIGH TEMPERATURES: Laminam surfaces do not contain any organic materials and are therefore resistant to fire and high temperatures. In case of fire, they do not release smoke or emit toxic substances. Used as kitchen countertops, they are suitable for direct contact with red-hot kitchenware.

RESISTANT TO STAINS: Laminam resists prolonged contact with kitchen materials that cause stubborn stains, including those caused by substances commonly found in the kitchen such as wine, coffee, olive oil and lemon without presenting permanent alterations in colour or shine.

RESISTANT TO DETERGENTS AND CLEANING PRODUCTS: Laminam is resistant to prolonged contact with commercially available household cleaning agents. It is extremely easy to clean and maintains the characteristics of the surface.

RESISTANT TO CHEMICALS, ACIDS, ALKALIS AND SOLVENTS: Laminam is resistant to organic, inorganic, chemical solvents and disinfectants. The only chemical that can damage ceramics is hydrofluoric acid.

RESISTANT TO THERMAL SHOCK: Sudden changes in outside temperature will not damage Laminam slabs.

RESISTANT TO HUMIDITY: Long-term exposure to humidity does not damage the Laminam ceramic surface.

UV-RESISTANT: Laminam surface is not affected by exposure to UV light and will preserve its original appearance throughout its lifetime.

RESISTANT TO BENDING: Laminam has a high modulus of rupture.

RESISTANT TO SCRATCHES AND ABRASIONS: Laminam is resistant to scratches and deep abrasion. Its properties do not change even if subjected to intensive use and frequent cleaning.

ANTI-GRAFFITI: Laminam is the first anti-graffiti ceramic surface, easy to clean and unaffected by even the toughest of paints.

ECO-FRIENDLY AND RECYCLABLE: Laminam is a totally natural product. It does not release any elements to the environment and can be easily ground and entirely recycled.

Featured products

NEW PRODUCTS

2020 was characterised by the launch of four new products - Ardesia a Spacco in Black and White, Cristallo Lucidato and Verderame - aimed at exterior architecture, interior design and furniture surfaces. The new finishes focus on creativity, tradition projected into the future, elegance, attention to global trends and eco-sustainability.

Ardesia Bianco a Spacco – I Naturali

Laminam 5 and Laminam 5+ (1200x3000mm),
Laminam 12+ and Laminam 20+ (1620x3240mm)

Ardesia Nero a Spacco – J Naturali

Laminam 5 and Laminam 5+ (1200x3000mm),
Laminam 12+ and Laminam 20+ (1620x3240mm)

Cristallo Lucidato – I Naturali

Laminam 12+ (1620x3240mm)



Ardesia
Nero a Spacco

3.1 THE LAMINAM SURFACES

The “I Naturali” series is enriched with Ardesia a Spacco (black and white versions) and Cristallo Lucidato (polished). Ardesia a Spacco is inspired by Lavagna, a natural slate that was extracted from Italian quarries in Liguria and had its heyday in Italy in medieval and Renaissance urban architecture. The highly versatile surface, suitable for any design style, is compact and silky to the touch, combining technical qualities and beauty; the black and white colours enhance its features. Cristallo Lucidato, developed on the Bianco Assoluto mixture, is intended for interior design, especially as a kitchen countertop, to offer the natural aesthetics of quartzite combined with Laminam surfaces’ superior performance.

Respect and attention to the environment - a fundamental pillar of all the Company’s processes - is enhanced by the two Ardesia a Spacco products, true examples of super eco-sustainability. The raw material used to make the surfaces is up to 60% recycled, reusing raw waste. Moreover, processing does not require the use of inks or solvents as no further decoration is needed.

Verderame – Ossido

Laminam 3+ and Laminam 5 (1000x3000mm)

The Verderame texture, enriching the Ossido series, confirms Laminam’s affinity with the world of design and its vocation for aesthetic experimentation. Based on the artistic intuition of the innovative Fluidosolido Blu Lucidato surface and the experience of the Filo series, the new surface is suggested to daring interior designers to allow them new solutions in the most adventurous projects.



*Verderame
Ossido*

LAMINAM

3.1 THE LAMINAM SURFACES

IN-SIDE The latest laminam technology

The **IN-SIDE technology** represents the **jewel in the crown of Laminam**, the one that best complies with its philosophy: combining resistance over time and excellence in applications with impeccable aesthetics and continuity between the material component and the mass of the surface. IN-SIDE Technology combines quality and performance, responding to and anticipating the demands of the world of furniture and architecture. IN-SIDE is the future, **an absolute technological novelty among ceramic slab manufacturers**, a series with which Laminam has taken another step forward.

Its main characteristic is the body and surface continuity created thanks to a new production technology based on the mixing of eco raw materials with variable grain size. With IN-SIDE technology, the concept of reverse printing is a thing of the past. The surface is in fact usable and enjoyable in its entirety, thanks to the homogeneity of the material between the body and the surface, even after the processing required to obtain the finished product (cutting, drilling, edge). The effect is clearly visible when looking at the edge of the slab in that the material has the same aesthetics as a natural surface. This aspect makes it even more flexible, suitable for those who, in the world of architecture or interior design, want to work with maximum freedom, knowing that the final result will combine technical excellence with refined elegance.

The slab brings with it not only a great aesthetic impact, but also the tactile perception of natural stones such as piacentina, cardoso and porfido, known since ancient times for their resistance and that for centuries have embellished the buildings and streets of Italy's historic villages. **The uniqueness of the IN-SIDE slabs stems from the desire to recreate the workmanship of natural stone of Italian origin, recovering materials previously used in architecture.**

IN-SIDE technology also has high sustainability characteristics, related to the use of eco raw materials and the use of inks with low environmental impact. IN-SIDE surfaces are used as interior cladding and flooring, for building facades and exterior flooring, as well as for kitchen countertops, tables and furniture.



3.1 THE LAMINAM SURFACES



The collection is available in 5 colours and two surface effects: Naturale and Fiammato (typical processing that characterises the finest Italian stones).

Pietra Piasentina (Taupe, Grigio): “Extracted from the earth, technologically sculpted. Eco raw materials, purified by water, are given a new life in the form of a resistant surface, which extends up to 1620x3240 mm with the appearance of real natural stone.”

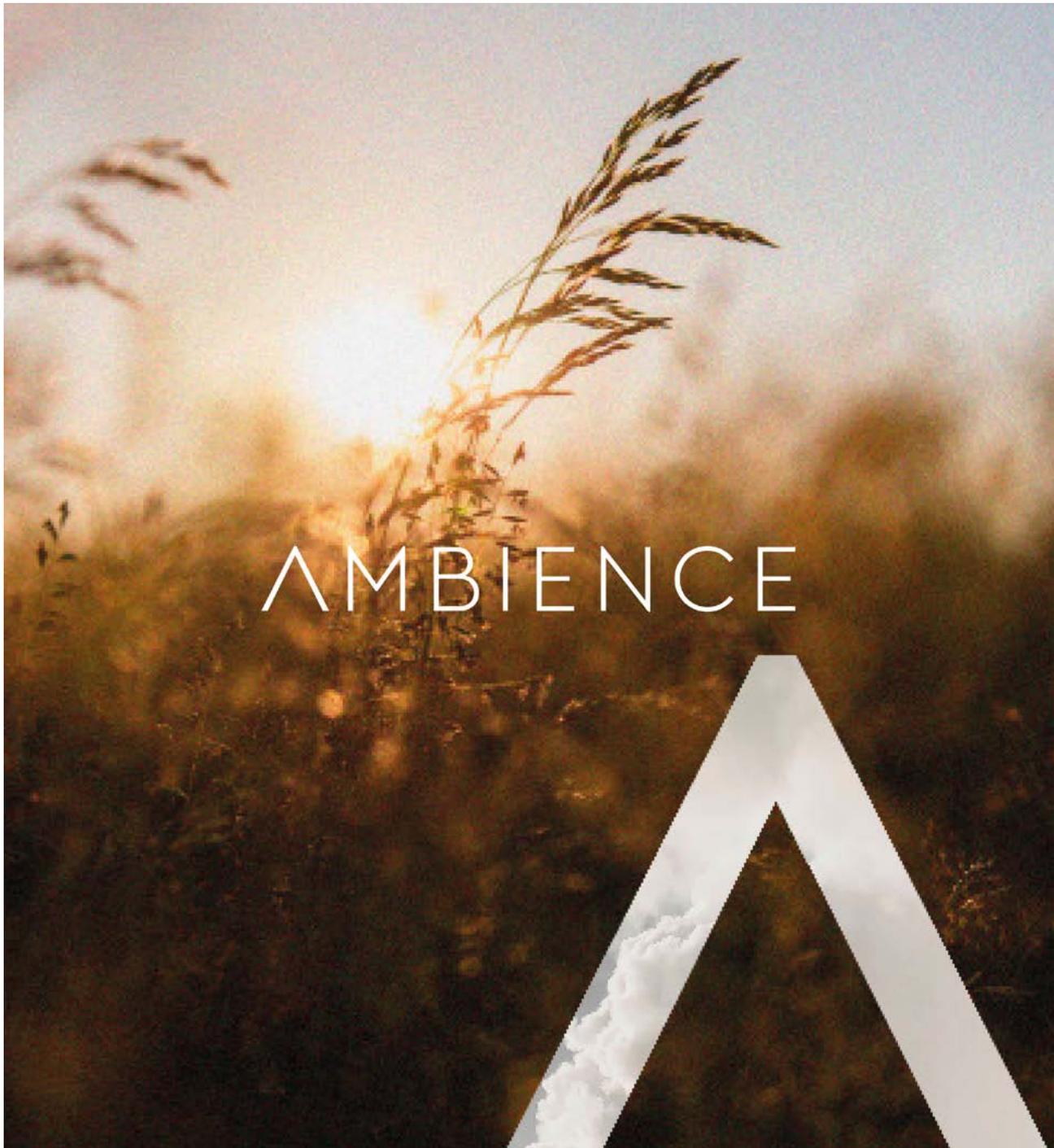


Pietra di Cardoso (Nero, Grigio): “From Italy like the natural stone that inspires it, compact and resistant: a material with a delicately refined aesthetic. Used since ancient times for its appreciated colours, resistance and ease of processing, it can still be found in the historic centres of medieval towns. A sandstone comprising grains of sand reinterpreted in a slab created from raw materials of varying grain size, combined to create the same material effect.”

Porfido Marrone: “More than a stone, it is a real rock. A natural element with roots in antiquity, a timeless product and therefore one that is always up-to-date. From magmatic rock, the result of volcanic power, the slab reproduces rather than imitates the same tones and veining thanks to the technological innovation that is IN-SIDE. Ideal for outdoor flooring and classic natural stone applications, the large size facilitates installation in large-scale spaces.”

AMBIENCE: BIOACTIVE CERAMICS

Developed in partnership with national and international researchers and leading companies in the field of innovative technologies, AMBIENCE **bioactive treatments - for exterior and interior applications** - are based on the use of photocatalytic substances capable of absorbing pollutants (VOC, NO_x, SO_x) present in the air and water and transforming them into non-harmful elements.



3.1 THE LAMINAM SURFACES

AMBIENCE FOR EXTERNAL SURFACES

Laminam slabs used as to cover vertical walls or facades, thanks to the Ambience treatment for external application, guarantee benefits to the surrounding environment, favouring three fundamental actions for a better quality of life: air purification, self-cleaning of surfaces, antibacterial function.

1) Air purification. The reaction of the Ambience-treated slab in sunlight releases active oxygen (O₂) which oxidises and decomposes pollutants into environmentally harmless substances. The benefit is the reduction of harmful volatile organic substances.

2) Self-cleaning function. Active oxygen and increased surface hydrophilicity remove impurities on Laminam surfaces, reducing them to substances that can be removed by the simple action of rain. This allows the surfaces to remain clean for a longer period of time, resulting in less maintenance and cost savings.

3) Antibacterial function. On surfaces treated with Ambience, natural photocatalysis generates an oxidation process that helps neutralise bacteria and prevents fungi and mould from proliferating. In detail, the oxidising species generated are able to cross the bacterial membrane and block the DNA replication mechanism. At the end of the process, harmful organic substances are transformed into harmless molecules (e.g. water and soluble salts).

A concrete example of Ambience's effectiveness is the fact that the wall of a house to which the external treatment has been applied purifies the same amount of air generated by a 1000 square metre forest and reduces the same amount of nitrogen oxides produced by 11 cars travelling 30 kilometres a day.

AMBIENCE FOR EXTERNAL SURFACES

Based on the same principle of photocatalysis, Laminam has also developed a specific Ambience treatment for internal surfaces. Whether in a public or private, residential or professional, healthcare or leisure/sports context, Laminam surfaces, subjected to the Ambience treatment, guarantee the elimination of pathogens even in low light conditions.

1) Antibacterial function. Thanks to the natural photocatalysis process triggered by the presence of light sources, Ambience prevents microbes, fungi and mould from proliferating on treated surfaces. The natural and continuous chemical reaction that leads to the reduction of pathogens on Ambience-treated Laminam surfaces is possible thanks to the active ingredients of the treatment that have been regularly tested by accredited laboratories. Laminam surfaces treated with Ambience are easy to sanitise. For optimal cleaning of floors, walls, kitchen countertops, tables, bathroom countertops or any other surface covered with Laminam, simply use common detergent products.

2) Anti-odour function. Ambience consistently contributes to the sanitisation of surfaces, helping to eliminate unpleasant odours caused by the presence and proliferation of bacteria, fungi and mould.

The specific formulation of the Ambience treatment for internal surfaces is particularly effective in neutralising and killing harmful micro-organisms. It guarantees the reduction of bacteria by up to 99.9%, raising hygiene standards to a higher level and ensuring that our loved ones have a safer and cleaner environment.

Everything starts with what the earth provides: clay, feldspar, sand. Laminam adds its experience and unique know-how, the result of years of research, which leads to the continuous improvement of the range of products available. The Laminam slab thus becomes the link between a product of high craftsmanship and its use in industrial and sustainable terms. **From the earth and respect for the environment, through Laminam, comes a product destined to last.**

Quality of Raw Materials

Laminam pays the utmost attention to the selection of raw materials, all of which are of natural origin and first pick, to guarantee maximum quality and hygiene. Laminam's architectural surfaces come from nature, further refined and perfected by the research and experience of the Technological Laboratory and R&D Laboratory. Laminam works with ancient materials, known to the world of art and engineering for centuries, re-projected into the future through innovative formulas and new canons of beauty.

The main materials used for the production of Laminam surfaces are clays, feldspars and sands, all of certified origin and carefully selected for their purity, homogeneity, colour level and perfect technical characteristics. The process of selecting the most suitable raw materials is therefore extremely strict and can take more than a year.

By using the perfect raw material, the secret is to be able to make a handcrafted product on an industrial scale, combining quality, hygiene, naturalness and aesthetics; the aim is to guarantee the same surface characteristics for all the thicknesses produced.

With a view to sustainability, **Laminam works on the search for and selection of increasingly better materials and sources in order to produce increasingly eco-compatible surfaces, anticipating trends and regulations.** At the same time, the aim is to identify new raw materials that can offer an advantageous alternative, also in terms of logistical security and environmental impact, to the materials already in use. It is therefore a continuous activity, aimed at constantly testing what nature has to offer, transforming the raw material into new mixtures.



3.2 MATERIALS AND THE SUPPLY CHAIN

The Composition of the Laminam Slab

To date, Laminam works with different types of mixtures that serve as the basis for every surface, in every series and colour. In fact, Laminam slabs cover a wide chromatic spectrum, ranging from absolute black to dark brown, beige and ivory, to absolute white, the boast of the Company.

The attention to colour is matched by attention to quality. Each slab must have characteristics that meet the Company's parameters. This is why tests are carried out on incoming raw materials to ensure their quality and compliance with supply specifications. The controls then continue through the processing stages until the slab is obtained, which is then thoroughly tested.

Over the years, the technological laboratory adopted instruments never seen before in the laboratories of manufacturing companies: in fact, the classic instruments for assessing mechanical strength have been flanked by **modern thermal analysis systems** capable of characterising and investigating each phase of the production process. Moreover, a **scanning electron microscope and a laser granulometer** have recently been purchased to further deepen our understanding of the transformations that govern our process.



Pointing out Laminam's focus on the environment, depending on the type, the slabs contain at least 20% to 40% pre-consumer recycled material (i.e. reused industrial waste), as confirmed by LEED and BREEAM certification. For some Laminam products, the percentage of raw waste reused reaches 60%. Moreover, since they are made from eco raw materials, the slabs can be easily milled and recycled in other production cycles.

The Geographical Origin of Raw Materials; Relations with Suppliers

Raw materials come from different geographical areas. Europe is to be regarded as the basic supply area, ensuring high standards in all aspects, from safety to logistics and the environment.

As with raw materials, **Laminam pays strict attention to the choice of suppliers.** This choice falls on structured suppliers that provide maximum guarantees and support the Company in meeting its daily demands. More importantly, the selected suppliers are in line with Laminam's environmental philosophy and policy: this is the only way to make cooperation a win-win situation. Starting in 2019, the Company has implemented an annual qualification and monitoring process for all suppliers through a voluntary questionnaire that includes aspects related to quality, respect for human rights and working conditions, environment, health and safety. Each year, the performance of qualified suppliers is monitored in terms of quality and delivery times.

A closer look shows that the supply chain is mainly and increasingly made up of Italian suppliers. This underlines once again the Company's commitment to reducing its environmental impact by shortening its supply chain as much as possible.

In terms of quantity, in 2020, around 62% of the main raw materials comes from non-European countries; the remaining 38%, mainly sands and dyes, will come from countries within the European Union and a large proportion from Italy. Considering the economic value of raw materials, it can be seen that the percentages are completely reversed. Purchases from European suppliers account for about 68% of total expenditure in 2020; the remaining 32% is covered by raw materials purchased in non-European countries.

Two main trends outline the characteristics of the Laminam supply chain. Firstly, raw materials purchased in non-European countries show higher volumes but lower economic values than materials purchased in EU countries. Secondly, comparing 2019 and 2020, the results appear stable over time, despite the impact of the Covid-19 pandemic, confirming the regularity and solidity of the Laminam supply chain.

RAW MATERIALS PURCHASED*			
BY AREA OF ORIGIN (Laminam SPA + RUS)			
		2019	2020
Purchased quantities (Kg)	UE	38%	38%
	NON-UE	62%	62%
Economic value of purchases (€)	UE	69%	68%
	NON-UE	31%	32%

*The raw materials considered are clays, feldspars, sands and dyes.

3.2 MATERIALS AND THE SUPPLY CHAIN

Evolution and Structure of the Procurement of Raw Materials and other Materials

In 2020, around 64,881 tonnes of materials were purchased **at the Italian plants in Fiorano and Borgotaro**, including eco raw materials (clays, feldspars, sands) and other semi-finished products (glass, glazes, pigments, glues, fibres), recording only a slight decrease of 4% compared to 2019 (67,336 tonnes). This is a positive figure that underlines the resilience shown by Laminam in a year deeply marked by the Covid-19 pandemic. However, compared to 2018, a downward trend in purchases continues, due to both a slight contraction in production and an increase in the amount of raw waste reused in the production process. The same scenario, in terms of supply structure and evolution, applies to the **Russian plant**. The table below shows the values for materials purchased from the Italian plants and the plant in Russia.

Looking at the data on 2020 material purchases, note that 93% consists of clays, feldspars and sands. The remaining 7% consists mainly of glass, glazes and pigments (about 5% of the total) and in small quantities of glues and fibres (about 2% of the total), which are used if the slabs need to be reinforced for safety reasons, e.g. for use in external facades.

PURCHASED RAW MATERIALS (Laminam SPA + RUS)	Unit of measurement	2018	2019	2020
Total eco raw materials	tonne/year	78,613	71,490	68,153
Clays, feldspars, sands	tonne/year	78,613	71,490	68,153
Total semi-finished products	tonne/year	5,639	4,724	4,987
Glass, glazes, pigments	tonne/year	4,016	3,054	3,410
Glues	tonne/year	1,099	1,133	1,085
Fibres	tonne/year	523	537	492
TOTAL RAW MATERIALS	tonne/year	84,252	76,214	73,140

Confirming its commitment to sustainability and conscious consumption of resources, in 2020, in its Italian plants, Laminam reduced the quantity of packaging materials (metal A-frames, wooden boxes, plastic material) purchased by around 17% compared to 2019. In the Russian plant, purchases fell by 1%, bringing the overall decrease to 14%. Compared to 2018, the impact of Laminam's environmental policy is even more pronounced, reaching an overall decrease of 39%. In fact, it went from 6,645 tonnes of packaging materials purchased in 2018 to 4,082 purchased in 2020. As already shown for the purchase of raw materials, this reduction is mainly related to the sustainability strategy pursued by the Company. The table shows the consolidated values, thus referring to the packaging materials purchased from the Italian plants and the plant in Russia.

It should also be noted that suppliers of wooden packaging have important environmental certifications. Finally, as far as merchandising is concerned, Laminam has done away with personalised water bottles and replaced them with paper bricks, the shopping bags are made from recycled plastic bottles, pen holders and mobile phone chargers are made from recycled material, the pens are made from recycled plastic, the glasses are made from paper and the sticks from wood. The printing and consumption of catalogues has also been optimised to avoid wasting paper, which is in any case of FSC-certified origin.

LAMINAM

3.2 MATERIALS AND THE SUPPLY CHAIN

PURCHASED PACKAGING MATERIALS (Laminam SPA + RUS)	Unit of measurement	2018	2019	2020
Metal A-frames	tonne/year	1,227	556	273
Wooden boxes	tonne/year	5,253	4,034	3,688
Plastic material	tonne/year	164	151	122
TOTAL PACKAGING MATERIALS	tonne/year	6,645	4,741	4,082

Starting in 2019, always with a view to reducing consumption and waste, the recovery of packaging materials was increased. In 2020, Laminam recovered 736 tonnes of materials directly from customers, including metal A-frames and wooden boxes: the recovery of metal A-frames continued to grow, while the recovery of wooden boxes fell slightly due to a lower volume of pieces handled during the year. The figure confirms the positive trend compared to 2018, when the collected packaging materials amounted to 183 tonnes.

In 2020, recovered A-frames far exceeded purchased A-frames, when in 2018 recovered A-frames accounted for only 13% of new purchases.

COLLECTED PACKAGING MATERIALS (Laminam SPA + RUS)	Unit of measurement	2018	2019	2020
Metal A-frames	tonne/year	163	437	448
Wooden boxes	tonne/year	20	350	288
TOTAL PACKAGING MATERIALS	tonne/year	183	787	736

3.2 MATERIALS AND THE SUPPLY CHAIN

SUSTAINABLE LOGISTICS

Laminam's sustainable innovation is also focused on the design of new packing systems for slabs with the aim of reducing the amount of material used, storage space and the environmental impact of transport.

In this context, a new loading system for 1620x3240 size slabs was introduced a few years ago for overseas transport. With this new support, a much larger number of slabs can be accommodated in the twenty-foot containers. The "Big Frame" makes it possible to double the load capacity per transport unit while at the same time reducing the materials used for packaging.

As from 2019, the A-frame system used to store the 1620x3240 slabs has also been redesigned to increase its capacity. This has increased the load capacity of each A-frame by more than 20%, with significant benefits in terms of reducing both CO2 emissions and the material used for packaging.

The use of regenerated cellophane - a material that reduces the environmental impact of plastic packaging - has also been introduced at the logistics centres.

Being directly involved in the handling of materials and slabs from the factories to the logistics centres, Laminam has also successfully achieved the complete elimination of empty transports; every day, ten lorries move between Fiorano and Borgotaro in "full for full" mode, transporting materials on the outward journey and finished products on the return.

Still on the subject of logistics and travel, Laminam has opted for hybrid Company cars, while the paper-saving programme continues with new methods relating to digital expense accounts, the elimination of paper boarding passes (only with QR code from a mobile phone), pooled car bookings with totems instead of paper.

An Approach Focused on Innovation

Rigour, innovation and respect for the environment combined with the exploration of new creative possibilities make Laminam a Company that is constantly evolving and forward-looking. Each product is the result of a major development process to meet the Company's main objectives: excellent quality, superior performance and sustainable production processes.

Over the last few years, Laminam has collaborated with universities, laboratories, external bodies and institutes, investing in the training of a group of young, qualified engineers. The local context in which Laminam is located is also an important factor, an area where knowledge and passion for ceramics have been present for generations. The result is the creation of an enthusiastic work team, well rooted in the Company context and in line with its philosophy, capable of getting to know Laminam surfaces in depth from a technical and performance point of view, in every application and in the presence of any physical-mechanical, environmental and climatic stress. **Laminam feeds on its territory, just as the territory feeds on the Company, in a mutual exchange based on social sustainability.**

THE STRUCTURE OF THE R&D DEPARTMENT

Research & Development at Laminam consists of two departments: the R&D Laboratory and the Technological Laboratory. Thanks to this structure, the Company is able to continually enrich its product range and improve its production processes, meeting every customer request in terms of both quantity and design complexity.

The task of the R&D Laboratory is to guide the activities on the basis of its ability to anticipate and interpret market trends by continuously dialoguing with other Company departments, suppliers and customers. At the same time, the Sales department is involved to ensure the correct implementation of the technical and commercial requirements and objectives of each project.

The Technological laboratory participates in product development activities by carrying out feasibility studies and evaluations in terms of processing costs. In parallel, a fundamental input to the activity comes from the analyses carried out by the Quality Department on the anomalies and complaints received from customers and the related corrective actions.

Research and Eco-Sustainability

Laminam pursues product innovation aimed at the continuous improvement of sustainability characteristics, such as the use of eco raw materials, recyclability and durability, as well as the ability to promote a healthy environment (*see Ambience*).

Moreover, in recent years, great attention has been paid to the search for sustainability solutions related to surface decoration. In this context, the introduction of "low emission" inks makes it possible to guarantee the inalterability of the characteristics and chromatic properties of the slabs and to improve their sustainability (*see IN-SIDE*).

The concept of environmental sustainability also guides the Company in the study and experimentation of new production processes, using new technologies to reduce emissions. The challenge is to leverage the in-depth knowledge of raw materials to achieve optimised mixes for different applications.

3.3 R&D PROJECTS

ECO-SUSTAINABLE MATERIALS

In terms of emission reduction, Laminam is achieving outstanding results by replacing most solvent-based materials with “low emission” materials. As early as 2020, at the Borgotaro plant, the production process used only glazes of this type, which guarantee much lower odour and aldehyde emissions than traditional solvents.

At the same time, Laminam's research is directed towards the possibility of applying reduced quantities of glazes. The aim is to obtain higher-performance glazes that, with less material use, guarantee the same high performance.

However, Laminam's commitment goes further. The Company, through its constantly cutting-edge research, already has innovative zero-impact materials ready for use; the speed with which processes will enjoy a complete revolution in an eco-sustainable direction depends mainly on the ability of the world of digital machines to adapt. Laminam is ready and, as per its genes, is ahead of its time in the field of sustainability.

FULL-DIGITAL DECORATION

Pointing out its visionary approach to sustainability and its commitment to constantly reducing the environmental impact of the production process, Laminam was the first Company in the world to decorate in full-digital. This has made it possible, ahead of the rest of the sector, to improve working conditions within the production plants by restoring a valuable management role to the workers, to drastically reduce water consumption, as well as the need to store raw materials, and to achieve the highest levels of efficiency in the consumption of raw materials. Decorating in full digital means optimising and rationalising.

STUDY OF PYRO-PLASTIC BEHAVIOUR

In 2020, the Technological Laboratory carried out a sophisticated study on the pyro-plastic behaviour of the Laminam ceramic body. The study made it possible to identify a high-performance clay capable of improving the stability of the mixture and eliminating the alterations to the surface of the slab caused by the trace of the refractory roller used in the kiln. The mixture formula was modified, introducing small amounts of fine quartz, which is responsible for improving the stability of the glass structure and counteracting the deformation observed. Carried out using sophisticated laboratory equipment, the study enabled excellent results to be obtained in terms of controlling and mastering the problems of mixture instability, proving to be an indispensable tool for the technological characterisation of the Laminam production process.

3.4 FOCUS ON PRODUCT SAFETY AND QUALITY

By fully espousing the concept of integrated policy, Laminam aims to identify and fully meet the requirements expressed by customers, the market and the environment around us. In achieving its objectives in the field of Quality, Safety and Customer Satisfaction, Laminam's commitment is reflected in the development of an exhaustive series of specific indicators that are constantly monitored and used as a drive for improvement.

Product Quality and Safety

Constantly guaranteeing the quality and safety of products is an essential condition for maintaining a lasting relationship with customers and ensuring business expansion. **Laminam has in fact adopted a policy centred on understanding and meeting the needs of the end customer.**

In this sense, the objectives, monitored on a quarterly basis through the Quality Report, are applied right from the planning stages. Raw materials undergo a series of quality assessments and suitability checks before being fed into the production process. Non-conforming material is isolated in order to prevent it from being accidentally fed back into the production cycle. After processing, all slabs are subject to further checks.

The Quality Department is responsible for ensuring the correct application of all these processes, defining production guidelines and monitoring compliance with standards and regulations. The Quality Department develops indicators for quality assessment, promotes improvement plans or corrective actions and carries out internal audits to assess the effectiveness of the management system.

In 2020, no sanctions related to product quality and safety were reported.

Laminam materials have some of the lowest risk levels found in construction materials, including those of natural origin.

Customer Satisfaction

Product quality and safety is also safeguarded by monitoring and evaluating customer satisfaction, an activity carried out by the Sales Department in cooperation with the Quality Department. The Sales Department plays a reference role for customers, ensuring a fast and effective connection and immediately reporting any type of anomaly in terms of both quality and logistics service.

In this context, complete traceability of the product is essential in order to be able to trace the production process and identify the day, month, year and shift of production. Each Laminam finished product is identified by a code that contains characteristic data (see: Box - Product labelling and traceability). With this information and thanks to the digital documentation in which the results of the controls in production are recorded, it is possible, step by step, to trace back the controls carried out on the raw materials used.

LABELLING AND TRACEABILITY OF PRODUCTS

On each Laminam slab there is an identification label that guarantees complete traceability, containing sensitive information on code, tone, size, date and time, choice and finish. Moreover, the label links to the Company's website where technical information about the product can be found.

All Laminam products are accompanied by technical documentation and instructions for correct installation and use to be provided to customers. In particular, the safety data sheet contains information on the composition of the material, proper and safe handling, storage and disposal.

3.4 FOCUS ON PRODUCT SAFETY AND QUALITY

SAFE INSTALLATION

The installation of large ceramic slabs is an activity that requires qualified installers. For many years, Laminam has been organising training courses for installers, professional technicians, construction companies and retailers, with the aim of bringing expert operators onto the market who are able to handle Laminam slabs in the best possible way. The courses, which include a theoretical part and a practical part during which cutting, drilling and installation demonstrations are carried out, have been well attended over the years and underline Laminam's commitment to Safety.

In this regard, Laminam has recently updated its three technical guides - External Facades, Flooring and Cladding, Furnishings and Design - which provide best practices for processing and finishing slabs, in order to protect the health and safety of the operators involved. The guides identify the main risks related to the processing and installation of Laminam slab and the safety measures to mitigate them.

Complaints and Returns

In the context of customer focus, more than 80% of complaints are handled quickly, in a time frame of less than three days. However, the Company's aim is to improve further.

Of all complaints, only a portion (in 2020, 52%, a decrease compared to 2019) is actually linked to factors for which Laminam is responsible. Thus, 221 complaints were accepted in 2020, less than 254 in 2019.

Looking at the different areas in which Laminam slabs are used, the furniture sector is confirmed as the main source of complaints (57% of the total in 2020). This is due to the fact that the sector is still new and customers are not very knowledgeable about how to use the products correctly. At the same time, there is an increase in customer expectations in terms of quality and aesthetics.

In any case, confirming Laminam's commitment, the percentage of square metres claimed and technically accepted in relation to the total square metres sold has never exceeded 1% in any of the last years examined. Therefore, the indicator, defined by Laminam as a "non-quality index", shows a value well below the benchmark of 5%, a parameter set by the technical standard UNI EN 14411 (ISO 13006).

INDICATORS - COMPLAINTS & RETURNS (Laminam SPA)	Unit of measurement	2019	2020
NUMBER OF TOTAL COMPLAINTS (technically accepted)	No.	254	221
INDEX OF ACCEPTED COMPLAINTS (accepted complaints/received complaints x 100)	%	56	52
- COMPLAINTS BY MACRO SECTOR: FURNISHING (complaints by sector/complaints received)	%	51	57
- COMPLAINTS BY MACRO SECTOR: CONSTRUCTION (complaints by sector/complaints received)	%	49	43
COMPLAINT HANDLING TIME	Days	-	2.5
NON-QUALITY INDEX (disputed sqm / sold sqm x 100)	%	0.4	0.9

Certifications

One of the many strengths of the Laminam slab is its versatility of application. In recent years, the technical demands coming from traditional sectors such as interior architecture and external facades have been complemented by specific technical demands in relation to the use of slabs in the furniture sector. In response, Laminam immediately took action by obtaining a series of product and system certifications that are continuously updated. **In many cases, Laminam has been ahead of the times and obtained important certifications well in advance of the sector.**



The Environmental Product Declaration (EPD) is a voluntary declaration, verified and certified by third parties, which follows specific rules on product categories (PCR) and standards (UNI EN ISO 14040), which provides transparent and comparable information on the environmental impact of a product during its life cycle under EN 15804.

Since 2017, Laminam 3+ and Laminam 5 products have been certified by a third party with a product-specific EPD. **The Company has also recently completed a Life Cycle Analysis (LCA) necessary to obtain the new EPD certification**, updated to 2019, to be extended to 5+, 12+ and 20+ thicknesses, so that all products are certified.

Life Cycle Analysis (LCA) calculates the carbon footprint of each individual product, giving each consumer the opportunity to be aware and informed about their purchase, as well as ensuring that the Company has a complete picture of its impact and can evaluate further improvement actions.



Further news in early 2021 is the achievement of ISO 14001 certification for the Italian plants in Borgotaro (February 2021) and Fiorano (May 2021). The certification guarantees the presence of a management system aimed at controlling the Company's environmental impact, together with the constant search for sustainable process improvement.

3.4 FOCUS ON PRODUCT SAFETY AND QUALITY



Laminam slabs meet the **CAM (Minimum Environmental Criteria)** criteria required to participate in public tenders for new construction, renovation and maintenance projects for buildings.



Laminam is also the first Company producing ceramic surfaces to have obtained the NSF (American National Standard for Food Equipment) “Solid surfacing for food zone”. An extraordinary result that proves the suitability of Laminam slabs for use in the kitchen, i.e. as surfaces intended for direct contact with food and derived fluids. Therefore, Laminam is not only suitable for the splash zone, the vertical surface, but also for the food zone, the horizontal kitchen surface. Laminam slabs have been tested by an independent third party and meet all applicable North American regulatory requirements in terms of absence of heavy metals, ease of cleaning and resistance to acid corrosion.

PRODUCT CERTIFICATIONS



GBC Member

LEED and BREEAM: Laminam is a member of the Green Building Council Italy, an association aimed at promoting the reduction of the negative impact of buildings and constructions on the environment. It is in this context that LEED and BREEAM certifications, international schemes aimed at assessing the sustainability of buildings throughout their life cycle, become relevant. Both schemes are based on awarding credits in relation to compliance with specific environmental characteristics, such as construction materials with a high level of eco-sustainability. Laminam slabs used in construction are ISO 14021 certified as containing 20-40 per cent pre-consumer recycled material (i.e. reused industrial waste) and have a high solar reflection index (SRI), which contributes to obtaining credits in LEED and BREEAM certifications.

Russian certifications: Laminam 3+ is certified for use in the Russian construction industry. Moreover, all Laminam slabs comply with the fire and hygiene regulations in force in the country.



CCC: The CCC brand (Chinese Quality Certificate) certifies the safety of products sold on the Chinese market.



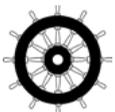
UPEC: The French UPEC functional certification guarantees that a given flooring product is suitable for use in a certain room for a sufficient and reasonable duration.



ITB: The Construction Research Institute (Instytut Techniki Budowlanej - ITB) has certified the quality of Laminam slabs according to Polish specifications.



SASO: The SASO (Saudi Standards, Metrology and Quality Organization) brand is a compulsory quality certification in Saudi Arabia that indicates the product's compliance with the country's standards.



Marine certification: Based on compliance with the fire protection requirements of the Marine Equipment Directive (MED) 2014/90/EU, including the requirements and test standards of Regulation (EU) 2018/773, Laminam slabs in thicknesses from 3.5mm to 20.5mm can be used as surface and flooring materials for marine applications.

3.4 FOCUS ON PRODUCT SAFETY AND QUALITY

SYSTEM CERTIFICATIONS

UNI EN ISO 9001: International certified quality management system. It certifies the attention paid to all business processes.



C-TPAT: C-TPAT (Customs - Trade Partnership Against Terrorism) certification is managed by the U.S. Customs and Border Protection Agency (CBP), which certifies the security of the entire supply chain. It refers to protected warehouses, personnel access control and security controls for subcontractors.

FOOD CONTACT CERTIFICATIONS



KOSHER: Laminam slabs are certified Kosher Parve; i.e. they comply with kasherut requirements, guaranteeing food consumption suitable for those who observe the dietary rules of the Jewish religion. The certification guarantees that Laminam slabs can be used as kitchen countertops, as they do not cause contamination when in contact with food.



MOCA DECLARATION: The Declaration of Conformity for MOCAs (Materials and Objects in Contact with Food) is a certification necessary to ensure compliance with certain mandatory food hygiene requirements. Regulation (EC) No. 1935/2004 of the European Parliament and of the Council of 27 October 2004 on materials and articles intended to come into contact with foodstuffs also identifies ceramics as one of these materials. Thus, the declaration of conformity and its supporting documentation guarantee that Laminam fully complies with the regulations in force.

4 | OUR PEOPLE

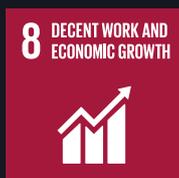
- 4.1 Personnel characteristics
- 4.2 Training for Growth
- 4.3 Occupational health and safety

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UN 2030 GOALS



In summary



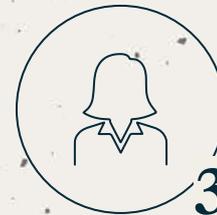
472

PEOPLE
EMPLOYED ON AVERAGE
(2020 CONSOLIDATED FINANCIAL
STATEMENTS)



445

ITALY+RUSSIA EMPLOYEES
AS AT 31/12/2020



37%

FEMALE
WORKFORCE



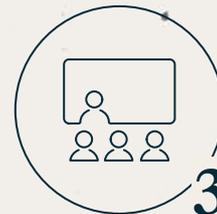
84%

EMPLOYEES
LESS THAN 50 YEARS OLD



95%

PORTION OF PERMANENT
CONTRACTS



3,125

HOURS OF TRAINING
PROVIDED



35

NEW HIRES
IN 2020



26%

EMPLOYEES
WHO HAVE RECEIVED A PERFORMANCE
EVALUATION

LAMINAM

4.1 PERSONNEL CHARACTERISTICS

For its employees and collaborators Laminam has the primary objectives of developing and “retaining” talent, promoting a culture of social well-being, improving and increasing the health and safety of employees and collaborators.

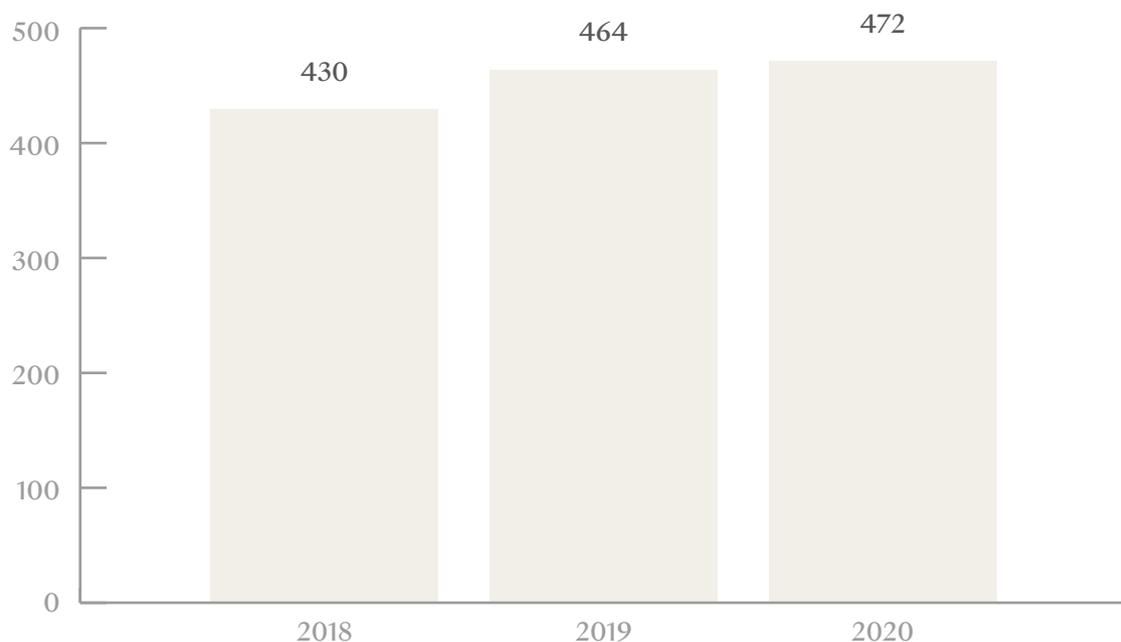
Laminam is committed on a daily basis to:

- maintaining an attractive and inclusive working environment, free from discrimination and open to diversity, where each individual can express his or her full potential and where merit is recognised and excellence is fostered;
- developing the technical and professional skills of its personnel through training plans drawn up on the basis of an analysis of training needs and according to the development objectives assigned;
- promoting Company welfare initiatives chosen and shared with the personnel starting from their needs and requests;
- guaranteeing the health and safety of people by continually adopting the best risk mitigation measures and by constantly applying new standards aimed at improving the conditions of occupational safety, health and well-being of people.

Laminam’s successes are in fact deeply related to its employees - the driving force behind innovation in the Company. Thanks to their ability to think differently, to innovate starting from the material and not to be subjected to the constraints imposed by established practices, Laminam is able, day after day, to maintain a position of leadership on the market, continuously proposing cutting-edge products and solutions.

In 2020, the average number of employees in the Laminam group was 472, up 2% on 2019. This figure includes the employees of the Italian and Russian companies, as well as the employees of Laminam’s worldwide subsidiaries consolidated in the 2020 financial statements.

Total employees Laminam group (from consolidated financial statements) average number, years 2018 - 2020



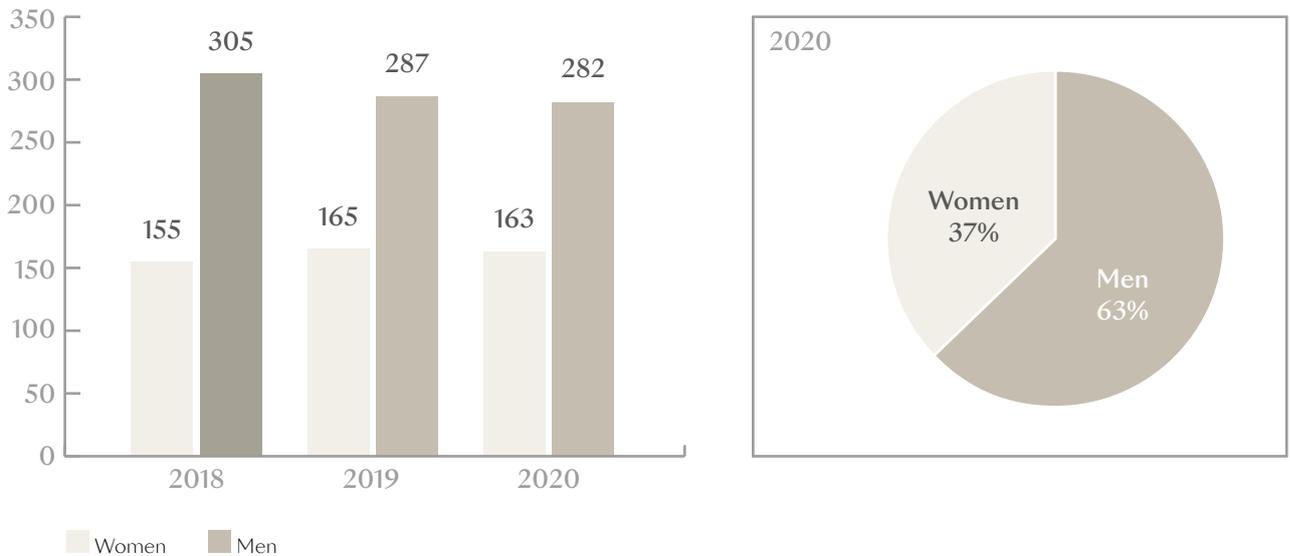
4.1 PERSONNEL CHARACTERISTICS

The analysis of personnel characteristics was conducted on the 445 employees of the two Italian plants (Laminam Spa) and the Russian plant in Dobrino (Laminam Rus).

With regard to employees only, 80% of them (356) are employed in the Italian plants and the remaining 20% (89) in the Russian plant. Despite the difficulties caused by the health emergency caused by Covid-19, employment levels in the Italian plants remained substantially stable, with a decrease of -1.1% compared to the previous year; the Russian plant recorded a decrease of -3.3%. Overall, there was a slight decrease in the labour force of -1.5%.

The decrease was across gender: women, who account for 37% of the total workforce - a high figure for a traditionally male-dominated sector - decreased by 1.2% compared to 2019, while men fell by 1.7% percentage points.

Total employees (Laminam Spa + Laminam Rus), number and gender, years 2018 - 2020



The average employee is young, 84% are under 50 years old and 19% are under 30 years old.

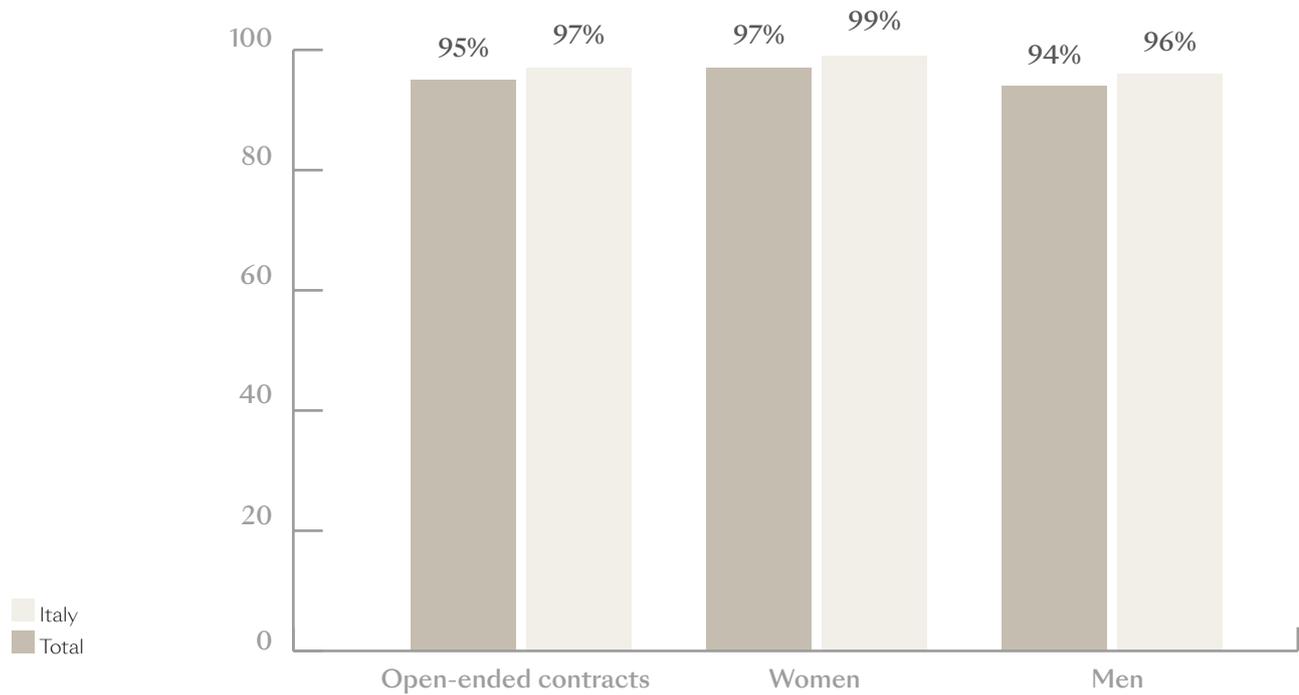
On an annual average, permanent contracts account for 95% of all contracts, which demonstrates Laminam’s constant and tangible commitment to stabilising and retaining its personnel. Compared to the previous year’s figure, the share of non-forward contracts is 3 percentage points higher (they were 92% in 2019). In relation to gender, 97% of women and 94% of men have permanent contracts.

Workers with full-time contracts account for 97% of total employees, which is in line with previous years. With regard to gender, while all male employees have a full-time contract, 8% of women work part-time.

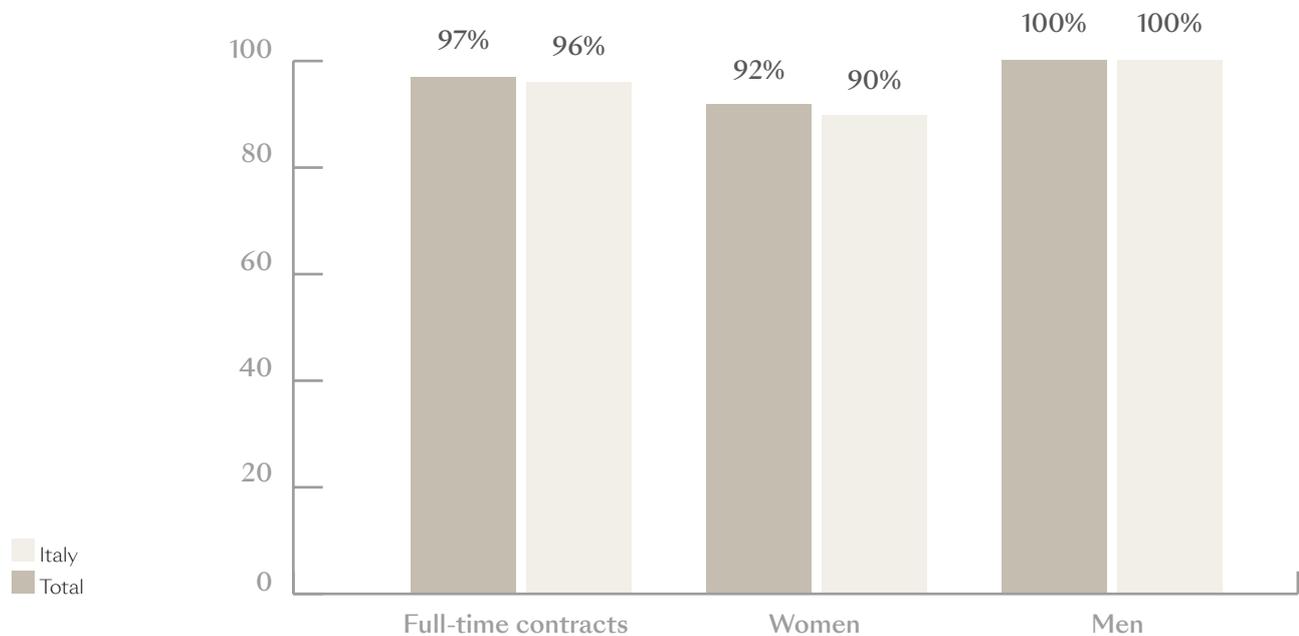
During 2020, 35 new employees were recruited and 42 employment relationships were terminated, bringing the recruitment rate to 8% and the turnover rate to 9%. In relation to Italian plants only, the difference between the rate of recruitment and the rate of turnover is -1.1 percentage points.

4.1 PERSONNEL CHARACTERISTICS

Permanent contracts (Laminam Spa + Laminam Rus), percentages, year 2020

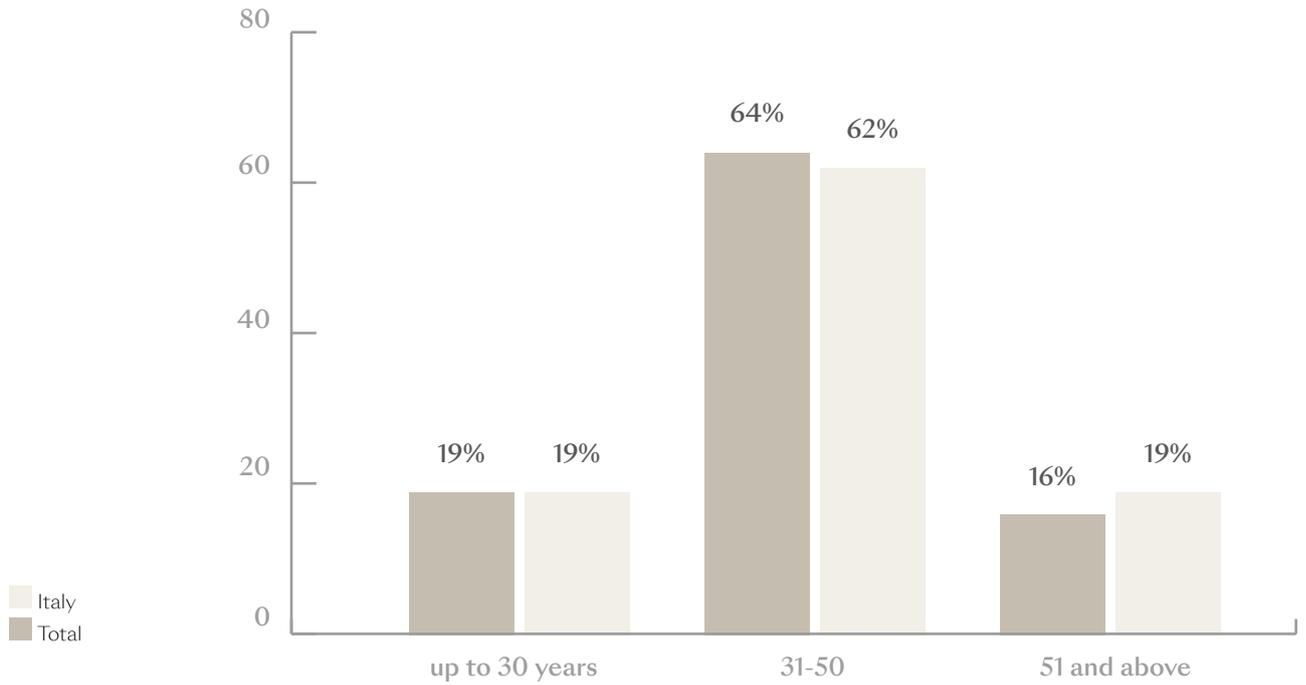


Full-time contracts (Laminam Spa + Laminam Rus), percentages, year 2020

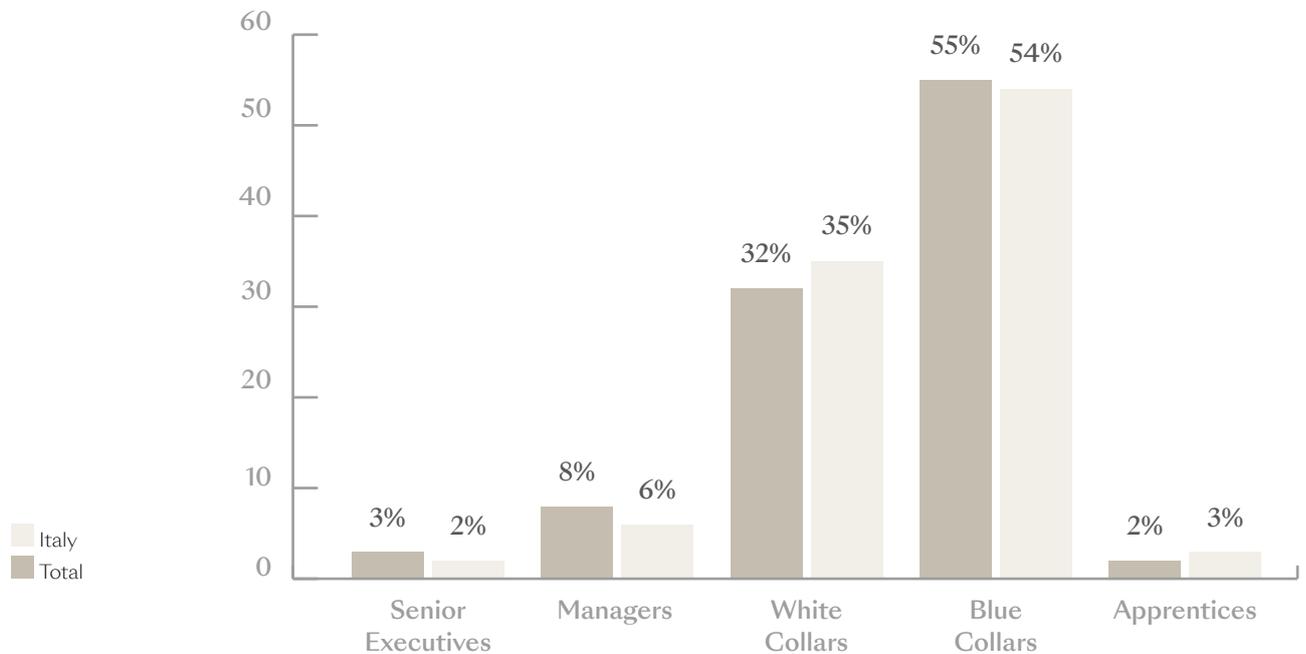


4.1 PERSONNEL CHARACTERISTICS

Employees by age (Laminam Spa + Laminam Rus), percentages, year 2020



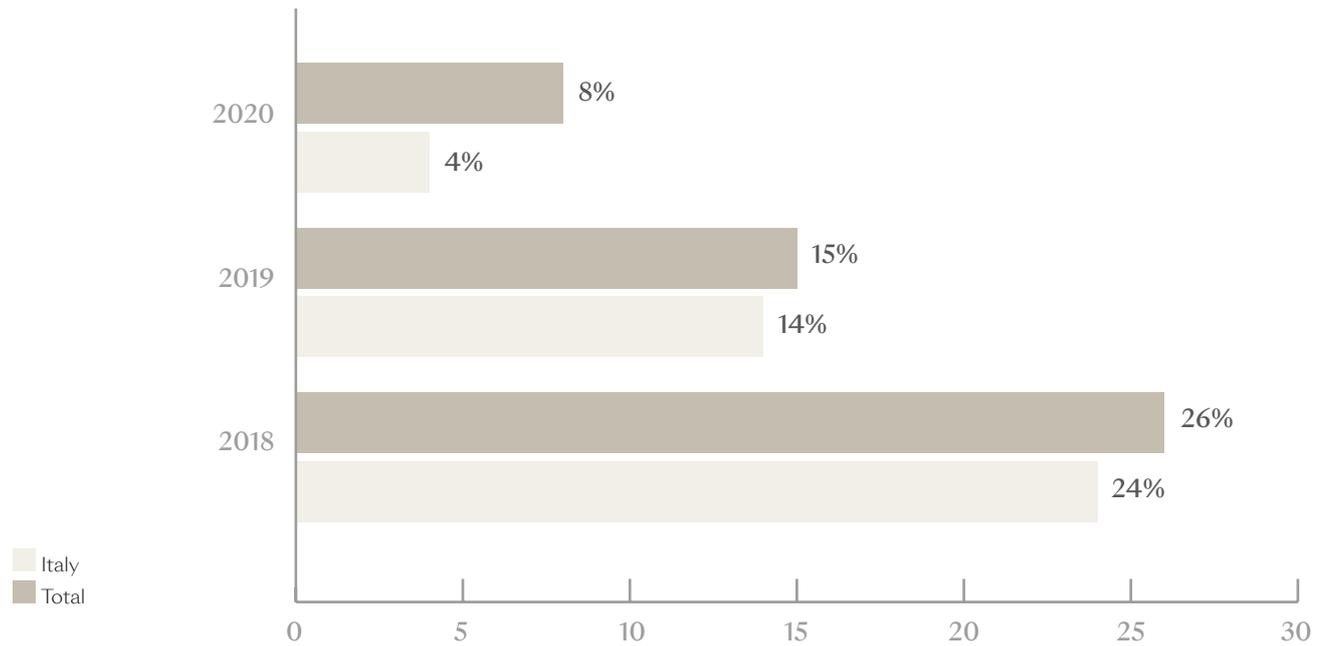
Employees by professional category (Laminam Spa + Laminam Rus), percentages, year 2020



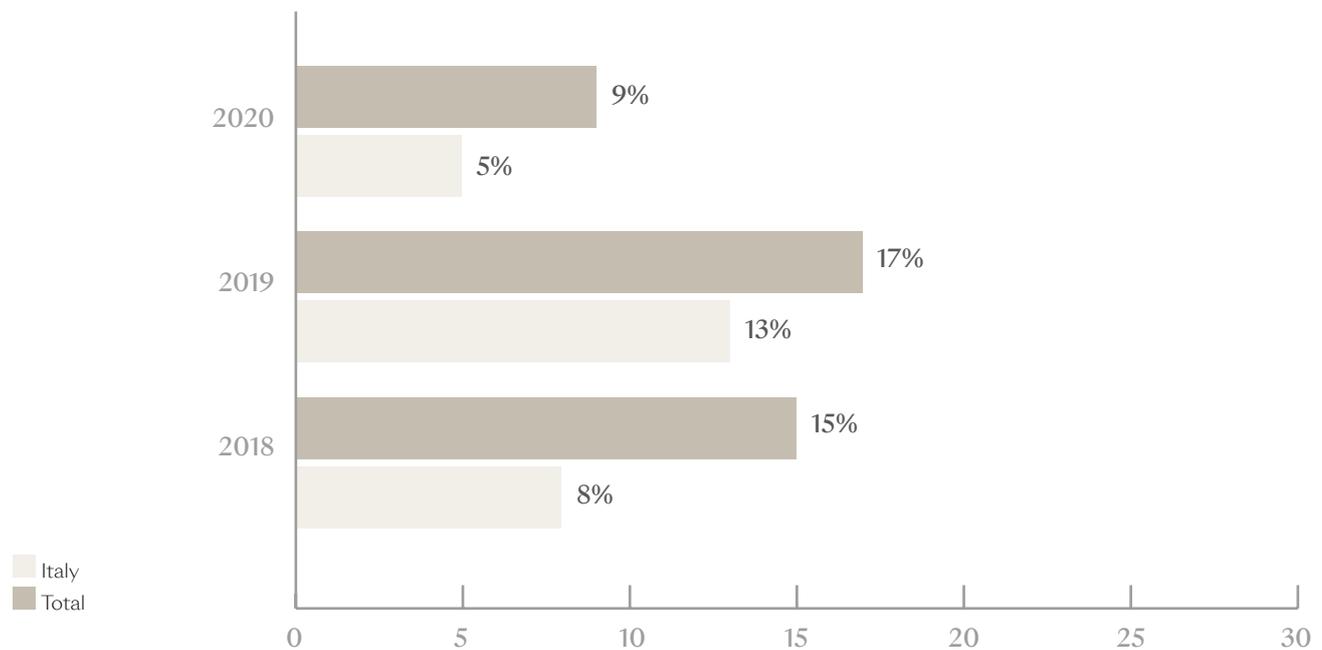
LAMINAM

4.1 PERSONNEL CHARACTERISTICS

Hiring rate (Laminam Spa + Laminam Rus), percentages, years 2018 - 2020



Turnover rate (Laminam Spa + Laminam Rus), percentages, years 2018 - 2020



4.1 PERSONNEL CHARACTERISTICS

COMPANY WELFARE POLICIES

Laminam's daily commitment is to concretely support its workers, promoting the well-being and improving the quality of life of employees and their families. In this direction, the Company has implemented a Welfare platform, where, according to the worker's choice, a share or the entire amount of the variable salary linked to productivity can be contributed.

Under the 2020-2023 Supplementary Company Contract, the performance bonus for employees of Italian companies can be transformed into Company Welfare. Therefore, the Company decided to make available to its employees an ad hoc platform that will manage the amount that each person decides to allocate to Welfare, organising two training sessions to explain how it works.

Workers who have access to this area of welfare services can independently manage the amount of their performance bonus by benefiting, for themselves and their families, from different services and solutions covering different areas, such as education, sport, culture and leisure.



4.2 TRAINING FOR GROWTH

In spite of the difficulties related to the Covid-19 emergency, also in 2020 Laminam also concretely supported the growth of its personnel, continuing to invest in the training of workers, a driving force and key factor for Company development.

Through training Laminam enhances the value of its employees by increasing and consolidating their technical and professional skills, contributing to spreading a shared Company culture. At the same time, the Company can count on an increasingly qualified and motivated workforce and benefit from the results.

A total of 3,125 hours of training were provided in 2020, involving all employees across the board.

On average, each employee received 7 hours of training in 2020, compared to 11.5 in 2019. In particular, the data broken down by qualification shows an increase in the number of training hours per capita for managers and white collars, while blue collars and apprentices were more affected by the need for "in-person" training.

Hours of training by category (Laminam Spa and Laminam Rus)

Category	Unit of measurement	2019	2020	2020 Italy*	2020 Russia
Senior Executives	Hours per employee	12.5	8.7	9.1	8.0
Managers	Hours per employee	13.2	16.1	12.6	21.4
White Collars	Hours per employee	6.2	7.9	8.3	4.4
Blue Collars	Hours per employee	12.6	4.2	4.2	4.2
Apprentices	Hours per employee	76.6	28.8	28.8	-
TOTAL EMPLOYEES	Hours per employee	11.5	7.0	7.0	7.2

*Fiorano Modenese and Borgotaro

TRAINING ON LINKEDIN: THE SALES TEAM

In order to promote an active and efficient use of the LinkedIn platform by improving its visibility and developing new business relationships, the Company's Sales team was involved in a training course concerning: "LinkedIn professional and Social Selling Strategy".

Through this project the Sales team learned the most effective techniques to improve the visibility of the Sales team's personal profiles, expand their network, develop relationships with target leads and create new leads and turn them into potential customers.

The main topics covered were:

- profile optimisation as a tool for the professional brand;
- the extension of the network as a networking ecosystem;
- advanced strategies through contents on LinkedIn;
- strategies and techniques to find new useful contacts on LinkedIn;
- the tools to interact and dialogue with the leads obtained.

The training consisted of 4 different modules for a total of 8 hours, delivered on an online platform.

4.2 TRAINING FOR GROWTH

LAMINAM PASSPORT

Laminam Passport is an international commercial development project that involved both the employees of the Italian plants and those working in the commercial branches in Germany, the United Kingdom, France, Spain, Israel, Dubai, Turkey, the United States, Canada and China.

Laminam Passport was designed with a twofold objective:

- › defining and sharing Laminam’s culture and vision with sales managers around the world;
- › acquire sales skills and create a commercial culture of excellence for each country involved.

The design of the course architecture included exchange and consultation meetings involving CEOs, Daniela Reggiani (ICF consultant and coach), Human Resources and Marketing managers, Country managers.

The first module of the “Laminam Passport” project - developed in 4 different languages (Italian, English, French and German) - explored the following themes:

- Laminam Vision in the world;
- Laminam Brand Ambassador, new role of the sales manager as brand ambassador;
- Knowledge of the history and development of the Company since its foundation;
- The evolution from Brand to Lovemark;
- Targeting and positioning;
- The value of Italian Design / Made in Laminam

Originally conceived as a face-to-face project, due to the Covid-19 pandemic emergency, part of the training was necessarily transferred to an online platform, with meetings starting in October 2020 and continuing throughout 2021.



THE CULTURE OF STRUCTURED FEEDBACK

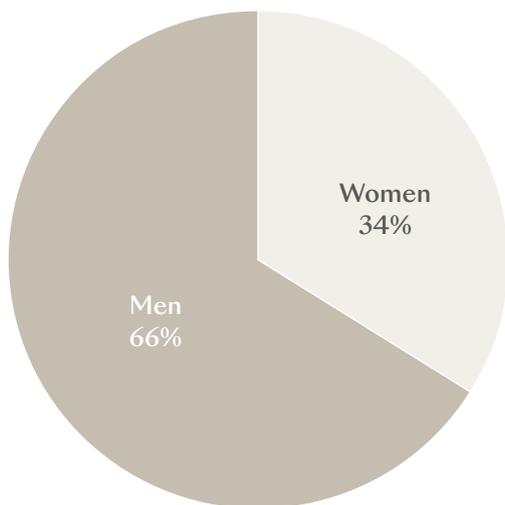
Involving employees in business development by sharing Company objectives and strategy plays an essential role at Laminam. Certain that a constructive discussion between the Company and the worker that assesses the individual's performance represents an element of growth for both the Company and the worker, Laminam has set up a structured internal process that involves all the employees, providing in the first part of the process a training phase for the management figures with whom the objectives for their own areas of competence are formalised and instructions are given on how to give feedback to the employees.

Subsequently, based on an evaluation form that managers fill in for each of their team members, resources are invited to a meeting with their managers in order to jointly evaluate performance and develop effective behaviours and actions.

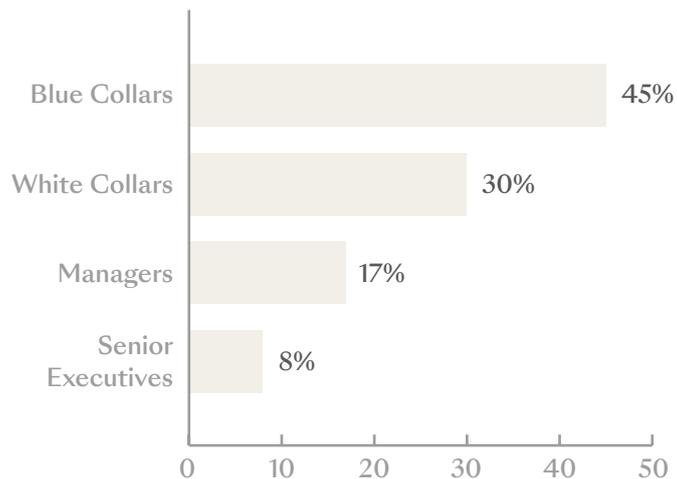
Resources are involved in this process on average once a year, or at particular moments in their career path, such as, for example, the passing of the probationary period or the transition from traineeship to contractualisation.

During 2020 - despite the difficulties related to the pandemic emergency management phase - 115 employees underwent a performance appraisal process. About 34% of them are women.

Employees who received a performance assessment by gender, percentages (Laminam Spa + Laminam Rus)



Employees who received a performance assessment by category, percentages (Laminam Spa + Laminam Rus)



4.3 OCCUPATIONAL HEALTH AND SAFETY

In Laminam's Company organisation, health and safety in the workplace are a priority and constant commitment and are promoted and guaranteed through a special department (EHS: Environment, Health and Safety) which constantly supervises and monitors the adoption of and compliance with regulations aimed at protecting the physical integrity and well-being of workers in all Company processes.

The effectiveness of the measures implemented is confirmed by the injury figures recorded in 2020, which are perfectly in line with the downward trend already recorded in 2019 compared to 2018. While there were no injuries at the Russian plant in 2020, there were a total of 10 injuries at the Italian plants (compared to 19 in 2018 and 14 in 2019), none of which could be classified as serious.

Consistent with the decrease in the number of injuries, the injury frequency index, which is the ratio of the number of injuries recorded to the number of hours worked, also decreased from 30.9 in 2018 and 23.96 in 2019 to the current 18.71, a decrease of 22% compared to the previous year and 39% compared to 2018.

The total number of days lost through injury was 260, which is lower than in 2018 (297) but higher than in 2019 (206). The combined effect of the number of days lost due to injury and the reduction in the number of hours worked during the year as a result of the Covid-19 pandemic, leads to an increase in the injury severity index, which is the ratio of days of absence to hours worked. In 2020, the severity index stood at 4.86, back in line with the figure reported in 2018.

The following table shows the main injury data - with related indicators - recorded over the last three years.

	Unit of measurement	2018	2019	2020
Total number of work-related injuries - registered injuries	Number	19	14	10
Of which injuries while travelling to/from work	Number	0	0	0
Of which serious injuries	Number	0	0	0
Of which fatal injuries	Number	0	0	0
Days of absence due to injury	Number	297	206	260
Injury frequency index	Number of registered injuries / hours worked*1,000,000	30.90	23.96	18.71
Severity index	Days of absence / hours worked*10,000	4.83	3.53	4.86

During the health emergency, what really made the difference was the direct channel of communication from the EHS office to all employees. The relational network allowed the revision of all DVRs (Risk Assessment Documents) and the implementation of internal safety protocols by means of summary matrices; each Laminam employee was provided with a document summarising all the risks related to their routine and emergency work and the relevant measures to be taken. These documents are also present and easily accessible in every department of the Company.

A protocol for analysing the raw materials used has also been established, which provides for preliminary analysis in the laboratory before they are used in production.

COMPANY RESPONSE TO COVID-19 PANDEMIC EMERGENCY

In order to combat and contain the spread of the SARS-CoV-2/COVID-19 virus in its working environments, Laminam SPA promptly adopted a series of procedures and rules of conduct aimed at safeguarding the health and safety of workers, while at the same time seeking to be a solid point of reference for its employees in all areas.

The key points on which the Company based its actions against Covid-19 can be summarised as follows:

› **Timeliness in Company reorganisation**

The first measures taken to protect the health of workers were adopted as early as January 2020, even before the pandemic emergency affected Europe and Italy: since Laminam had offices in China, the first actions taken by Laminam involved suspending all trips abroad and returning workers to their headquarters; at the same time the Company began to stock up on all the protective equipment to be distributed to its workers.

When the emergency broke out and as soon as the Government defined the “Shared protocol for the regulation of measures to combat and contain the spread of the Covid-19 virus in the workplace” dated Saturday 14 March, the Company was ready to adopt it on the following Monday (16 March): a task force was set up consisting of the Company’s managers, the safety manager, the occupational health specialist and the workers’ safety representatives, whose task was to constantly monitor the evolving situation and to define the best measures to be taken; employees were immediately provided with a safety kit (visor, mask, gloves); entry/exit routes were doubled, timetables were staggered, sanitising positions were placed. The close cooperation between the Company and the workers’ representatives was crucial in managing each situation. The Laminam protocols were locally shared with the trade unions.



4.3 SALUTE E SICUREZZA DEI DIPENDENTI

› Attention to employees

Throughout the emergency period, one of the main objectives pursued by Laminam was to provide a solid point of reference for each individual worker by managing their personnel on a case-by-case basis and by activating, even outside the strictly working environment, solidarity networks in favour of workers in need.

The Company took care of its workers by trying to avoid the occurrence of moments of unavoidable disorientation due to the contingent situation, adopting all the necessary measures for the psychophysical well-being of its workers. At the end of a period of several weeks of forced interruption of production activities during which, where possible, resources benefited from smart working, they returned to the Company on a voluntary basis, in a gradual and rotational manner, always paying the utmost attention to the fact that each individual worker felt calm and protected.



Since last October, every week employees have the opportunity, on a voluntary basis and by prior arrangement, to be tested for the infection directly in the Company. In case of a positive result, the employee is sent for a molecular swab at the Company's expense. From October 2020 to April 2021, 1,336 serological tests, 450 swabs and 38 antibody profile tests were carried out on vaccinated or already virus-exposed individuals. Prevention and safety activities by means of diagnostic tests are continuing with no frequency limit.

The Company helped the workers also with regard to the consumption of meals: before the health emergency, its employees could use canteen vouchers that could be spent in a number of local restaurants. With the closure of public establishments, Laminam promptly activated in-Company meal delivery: today workers have the possibility, by registering daily, of receiving a lunch bag that they can eat at their workstation or even at home.

› Support for the territory

During 2020, Laminam carried out several initiatives to support the area in which it operates. Moreover, the Company supported the Regional Health System through donations and cooperated with local agencies and Civil Defence by providing them with personal protective equipment (PPE) such as masks, protective suits and gloves.

5 | OUR OPERATIONS

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UN 2030 GOALS

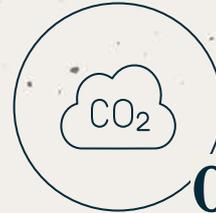


In summary



34

34 THOUSAND TONNES
TOTAL CO₂ EMISSIONS
(SCOPE 1 + SCOPE 2 - LOCATION BASED)



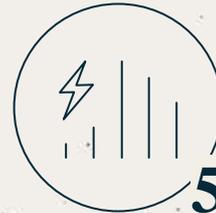
0.01

EMISSION INTENSITY BY
FINISHED PRODUCT
(TONNE CO₂/SQM)



726

000 KWH
SELF-PRODUCED
ELECTRICITY



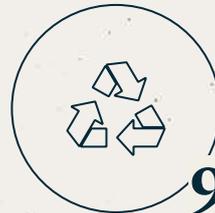
506

000 GJ
TOTAL ENERGY
CONSUMPTION



53

000 M³ WASTEWATER
TREATED AND REUSED



95%

RAW WASTE
REUSED IN THE PRODUCTION PROCESS

The Integrated Company Policy

Laminam's great commitment to the environment is reflected in a broad system of actions and initiatives aimed at complying with the most stringent standards, continuous process improvement and the search for sustainable technologies. This is a deep approach, guided by the decision to place the concept of sustainability at the forefront, with the precise intention of building a long-term industrial growth plan around it.

This approach ensures that each stage of the production process is developed to ensure maximum efficiency and minimum environmental impact. From the energy-efficient pressing process and self-production of electricity, through the dry cutting systems and reuse of process water to the emission abatement systems and reuse of production waste, every operation is focused on the concept of sustainability.

Moreover, Laminam has chosen to go further, focusing on strengthening sustainability along the entire value chain. Internally, the definition of a Road Map identified areas for action by setting targets for improvement and ensuring comprehensive monitoring. In addition to tracking and reducing the environmental impacts of its activities, Laminam's efforts are aimed at monitoring the ESG performance of the supply chain and increasing its control, as well as addressing the Company's commitment within local communities. The recent implementation of the internationally certified environmental management system (UNI EN ISO 14001) further clarifies the path taken by the Company.

The Integrated Company Policy states that, in achieving its objectives, Laminam is committed to:

- using responsible, state-of-the-art production processes and technologies, with the aim of reducing environmental impact in every respect;
- pursuing excellence in the environmental field, both in the research and development of innovative plant solutions and in the research and use of sustainable raw materials;
- encouraging its suppliers and partners to use responsible and environmentally safe production processes;
- guaranteeing a careful planning of changes to processes, work environments, equipment and organisation, accompanied by a systematic analysis of risks, in order to implement actions of continuous improvement, activating resources and investments suitable for the implementation of the actions required to achieve the objectives;
- supporting local projects, involving organisations, institutions and public administrations, in the territories where Laminam operates;
- guaranteeing compliance with all the mandatory regulations and voluntary constraints arising from the management systems that the Company has decided to implement.

5.1 THE GROUP'S PLANTS AND ENVIRONMENTAL COMMITMENT

The Plants

Three factories, one technology. The Laminam production model is based on three plants located in Italy and Russia. The first plant is in Italy, in Fiorano Modenese, in the heart of the ceramic district. A second plant is located in Borgotaro, in the province of Parma. The third plant is located in Russia, in the Vorsino Industrial Park, not far from Moscow.

Fiorano Modenese

Opened in 2001, the site produces all types of ceramic slabs from 1000x3000 mm to 1620x3240 mm in size and from 3 to 12 mm in thicknesses. It is ISO 14001 certified as from May 2021.

Borgo Val di Taro

Added in 2016, the Borgo Val di Taro plant is dedicated to the production of slabs of 1620x3240 in size and of 5, 12 and 20mm in thicknesses. It is ISO 14001 certified as from February 2021.

Dobrinio Village

Opened in 2017, it is located in the Vorsino Industrial Park, an important industrial area in the Kaluga Oblast about 100 km from Moscow. With this plant, dedicated to the production of 1000x3000mm ceramic slabs in 3mm and 5mm thicknesses, Laminam has become the leading producer of ceramic slabs in Russia.

The environmental performance of the Italian sites is managed by the EHS (Environment, Health & Safety) department. Both Italian sites hold the "Autorizzazione Integrata Ambientale - AIA" (Integrated Environmental Authorisation), which covers atmospheric emissions, noise impact, raw material balance, waste management and water balance. In addition, greenhouse gas emissions are regulated by the European Union Emissions Trading Scheme (EU ETS). As from 2019, the emissions of particulate and nitrogen oxide of Italian sites are regulated by the "Agreement on Emissions to Protect the Air Quality of the Ceramic District" - a voluntary agreement created within the ceramic district, with the cooperation of Confindustria Ceramica - which, like the EU ETS scheme, introduces a system of emission certificates.

VALUTAZIONE VOLONTARIA DELL'IMPATTO AMBIENTALE (VIA) (VOLUNTARY ENVIRONMENTAL IMPACT ASSESSMENT)

In 2019, Laminam voluntarily chose to undergo a VIA (Environmental Impact Assessment) in relation to the Borgo Val di Taro plant expansion project. This is a unique case in the ceramics sector, as this procedure is normally applied to industrial plants with a significant environmental impact. However, Laminam wanted to provide a comprehensive analysis of all the factors affecting the project's impact on the area. In particular, the VIA tool made it possible to assess in detail both the current activity of the site, including logistics and transport, and the activity of the expansion project with respect to impacts on soil, subsoil, water, air quality, waste production, noise, traffic and urban planning.

The favourable resolution issued by the Emilia-Romagna region qualified the project configuration identified by Laminam as environmentally sustainable, meeting all regulatory requirements and best standards. The voluntary implementation of this tool has also consolidated a sharing process with citizens based on transparency.

The Manufacturing Process - Industry 4.0

The origins of Laminam are related to the innovative production technology for ultra-thin large-size ceramic slabs launched in the early 2000s and based on an exclusive system for compacting extremely selected and refined clays and feldspars. **The creation of a Laminam slab is characterised by innovative, highly automated and digitalised technologies and methods, which increase its energy efficiency and safety while reducing its environmental impact.**

Following the Industry 4.0 principles, Laminam has a platform for the overall control of the production process in all its phases in order to remotely manage every single step related to the production of the slabs. A primary objective is the constant supervision of data at a systemic level with the possibility of intervening at any time on individual machines; secondly, the objective is the achievement of the “One-Piece-Flow”, in a context of flexible, renewed and more efficient automation, aimed at the possibility of controlling each individual slab while it is being produced.

The use of digital decoration, applied in a pioneering way by the Company - Laminam was the first Company in the world to decorate in full-digital - is exactly in this direction. In terms of sustainability, this has made it possible to improve working conditions within the production plants by restoring a valuable management role to the workers, to drastically reduce water consumption, as well as the need to store raw materials, and to achieve the highest levels of efficiency in the consumption of raw materials. Indeed, decorating in full-digital means optimising and rationalising.

Digitalisation, starting with decoration, is therefore a central theme. In 2020, Laminam invested in digitalising the process for obtaining polished slabs with the aim of extending it to all production lines. Therefore, the overall aim is to achieve a fully digitalised plug-and-play production process.



5.2 LAMINAM'S APPROACH TO MITIGATING ITS IMPACT

A Sustainable and Circular Approach

Many aspects of the Laminam production process and ceramic slabs can be associated with a **circular economy model** which minimises raw materials and energy consumption and waste production. This enables reuse and recovery flows and maximises product life.

Laminam's production process provides for the re-use of scrap material from the individual stages. **In 2020, 95% of non-sintered (raw) material was returned to the production cycle** - a figure that is up from 91% in 2019 - thus avoiding the extraction, transport and use of new raw materials and the related environmental impacts, and significantly reducing the creation of waste leaving the plants.

Water consumption is another important aspect of the production phase. Thanks to wastewater treatment systems, **Laminam recycles and reuses 100% of the process water in the production cycle**. All water is recirculated through the system after being treated by an internal clarifier and sedimentation plant. In addition to the closed-loop production process, which reduces the use of water from other sources, **a rainwater recovery and storage system** has been implemented in both Italian plants. In this context, Laminam's excellence is seen in its reduced consumption of groundwater: at the Fiorano plant no groundwater is used, while at the Borgotaro plant the withdrawal is always less than 20% of the authorised extraction capacity.

A central theme is the reduction of emissions. The complex system adopted by Laminam in 2019 at the Fiorano plant - an evolution of a pioneering prototype already installed in 2017 at the Borgotaro site - makes it possible to decisively reduce emissions linked to the entire emission spectrum, therefore both inorganic and organic components; this also results in a significant reduction in odours. Moreover, **the emission reduction systems adopted by Laminam are Kyoto-friendly**: unlike classic afterburners that use natural gas, Laminam systems operate by means of heat reduction and exploit the action of special filtering masses. Laminam can therefore boast of emission and odour abatement systems that do not produce additional CO₂ or other pollutants (such as carbon monoxide). Laminam plants only produce non-hazardous waste.

In 2020, in this context, Laminam invested in research into the best filtering masses for odour abatement. The choice fell on the best active carbon available on the market. Again underlining the sustainability of the plants, much of the carbon is regenerable: once exhausted, only a small fraction of the carbons is recovered as waste; the rest, once reprocessed by a specialised petrochemical Company, returns to its role as a filtering mass.

Another central aspect is the decreasing dependence on external conventional energy sources. Laminam already uses 1 MW of self-produced electricity at its Fiorano plant. **A revamp of the Fiorano photovoltaic plant is planned for 2021, which will increase production by 20% up to 1.2 MW. With regard to the Borgotaro plant, the installation of another photovoltaic park capable of covering an additional consumption of 150 KW is already planned.**

5.2 LAMINAM'S APPROACH TO MITIGATING ITS IMPACT

Moreover, **the Laminam slab itself is an easily recyclable material**. With extremely low weight and thickness compared to other ceramic products, Laminam slabs can boast a lower need for raw materials and a lower environmental impact related to transport operations. Moreover, in and outside the plants, **logistics are carried out with all-electric vehicles and machinery**. Finally, digital decoration reduces the amount of ink and water consumed, allowing a further reduction in the impact related to slab production.



Energy Consumption

Laminam's energy consumption is related to the use of natural gas and electricity, which are mainly used to heat the ovens. Looking at the Italian plants, total energy consumption in 2020 was 438,332 GJ, down 8% compared to 2019 (476,691 GJ) due mainly to the slowdown in production during the first months of the pandemic. In Russia, total energy consumption was 67,833 GJ (-19% compared to 2019). **Overall, the drop in consumption was -10%**. This trend is also due to the energy efficiency measures constantly implemented by the Company.

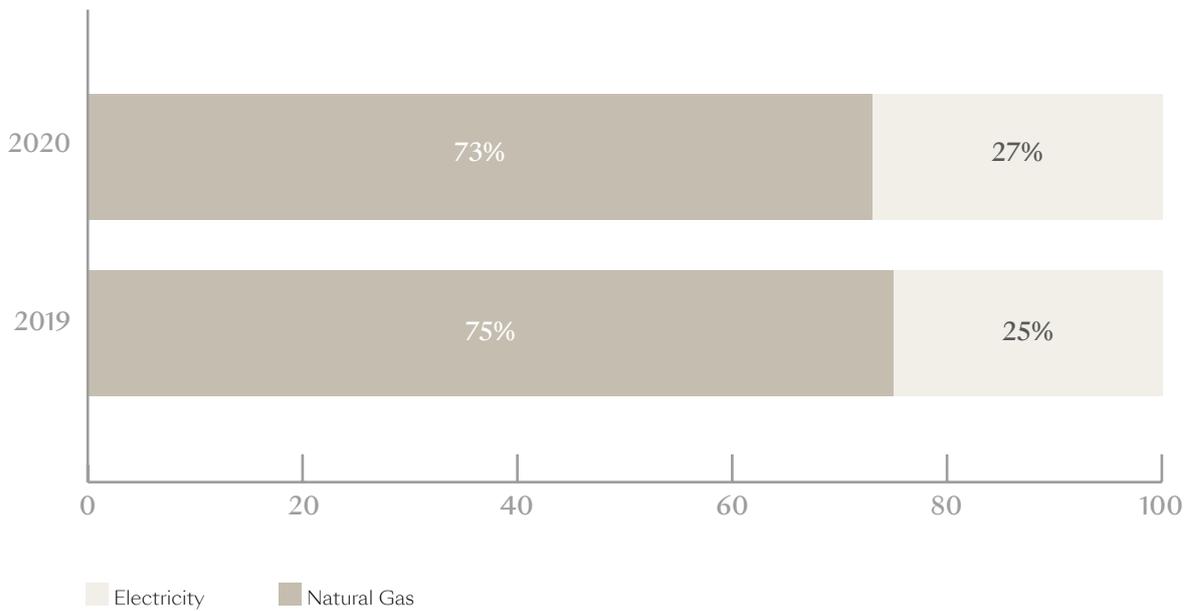
ENERGY CONSUMPTION (Laminam SPA + Laminam RUS)	Unit of measurement	2018	2019	2020
Direct energy consumption				
Natural Gas	Sm3/year	12,230,345	11,861,783	10,402,054
	GJ	431,768	418,757	367,224
Indirect energy consumption				
Electricity	kWh/year	41,891,739	39,264,484	38,594,680
	GJ	150,810	141,352	138,941
Of which self-produced*	kWh/year	798,471	808,595	726,301
	GJ	2,874	2,911	2,615
Total energy consumption	GJ	582,578	560,109	506,165

*The self-produced electricity comes from the photovoltaic plant in the Fiorano plant.

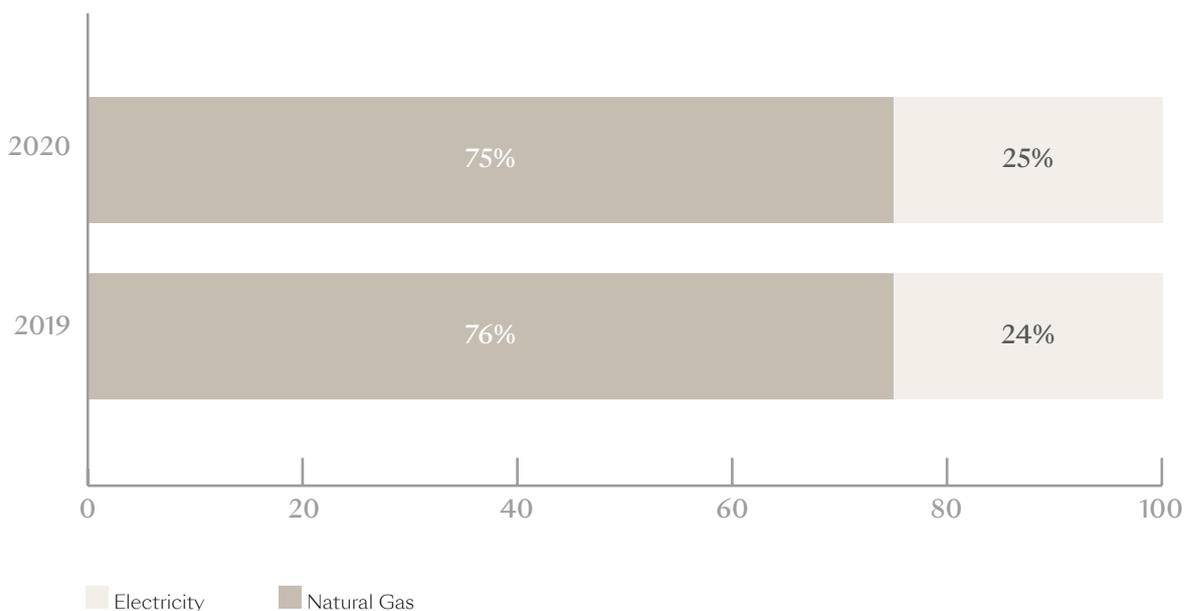
5.2 LAMINAM'S APPROACH TO MITIGATING ITS IMPACT

Considering the three Laminam production sites, the ratio of direct energy consumption (73% of the total in 2020, compared to 75% in 2019), i.e. natural gas consumption, to indirect energy consumption (27% of the total in 2020, compared to 25%), i.e. electricity consumption, decreases positively. The energy requirements of the Russian plant are covered by electricity for 41%.

Energy consumption, breakdown % (Laminam SPA + Laminam RUS)



Energy consumption, breakdown % (Laminam SPA)



Emissions

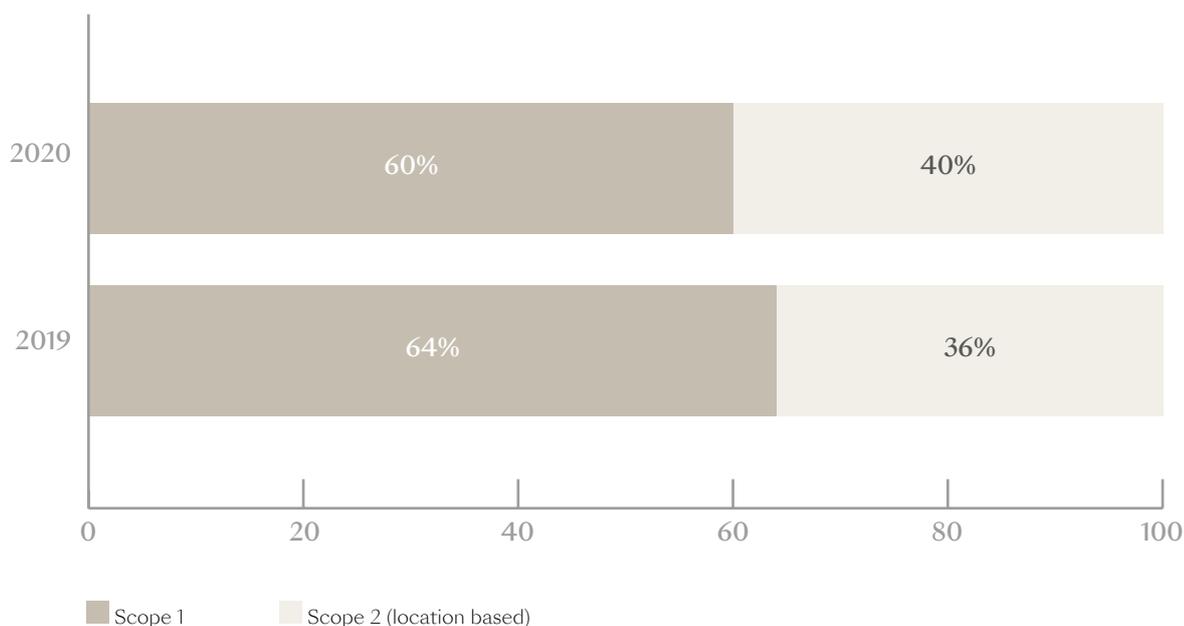
In 2020, total CO₂ emissions in Italian plants (Scope 1 + Scope 2 - location based) were 29,286 tonnes of CO₂, down by 9% compared to 2019 (32,316 tonnes of CO₂). Overall, total CO₂ emissions at the Group's plants amounted to 34,365 tonnes of CO₂, a reduction of more than 10% compared to 2019 (38,359 tonnes of CO₂).

The emission intensity per finished product in the warehouse is 0.01 tonnes of CO₂ per square metre.

CO ₂ EMISSIONS (Laminam SPA+RUS)	Unit of measurement	2018	2019	2020
Scope 1 Emissions	tonnes CO ₂	24,341	24,553	20,770
Scope 2 Emissions – location based	tonnes CO ₂	14,752	13,806	13,595
Scope 2 Emissions – market based	tonnes CO ₂	19,860	18,585	18,301
Total emissions (Scope 1 + Scope 2 – location based)	tonnes CO₂	39,093	38,359	34,365

Consistent with the trend in energy consumption, note that CO₂ emissions are mainly due to the consumption of natural gas (Scope 1), which accounts for 60% of the Company's total CO₂ emissions. Compared to 2019, there has nevertheless been a decrease of 4 percentage points in the weight of Scope 1 emissions on the total, again demonstrating Laminam's commitment to reducing its environmental impact and reducing emissions from the production process.

Emissions, breakdown % (Laminam SPA+RUS)

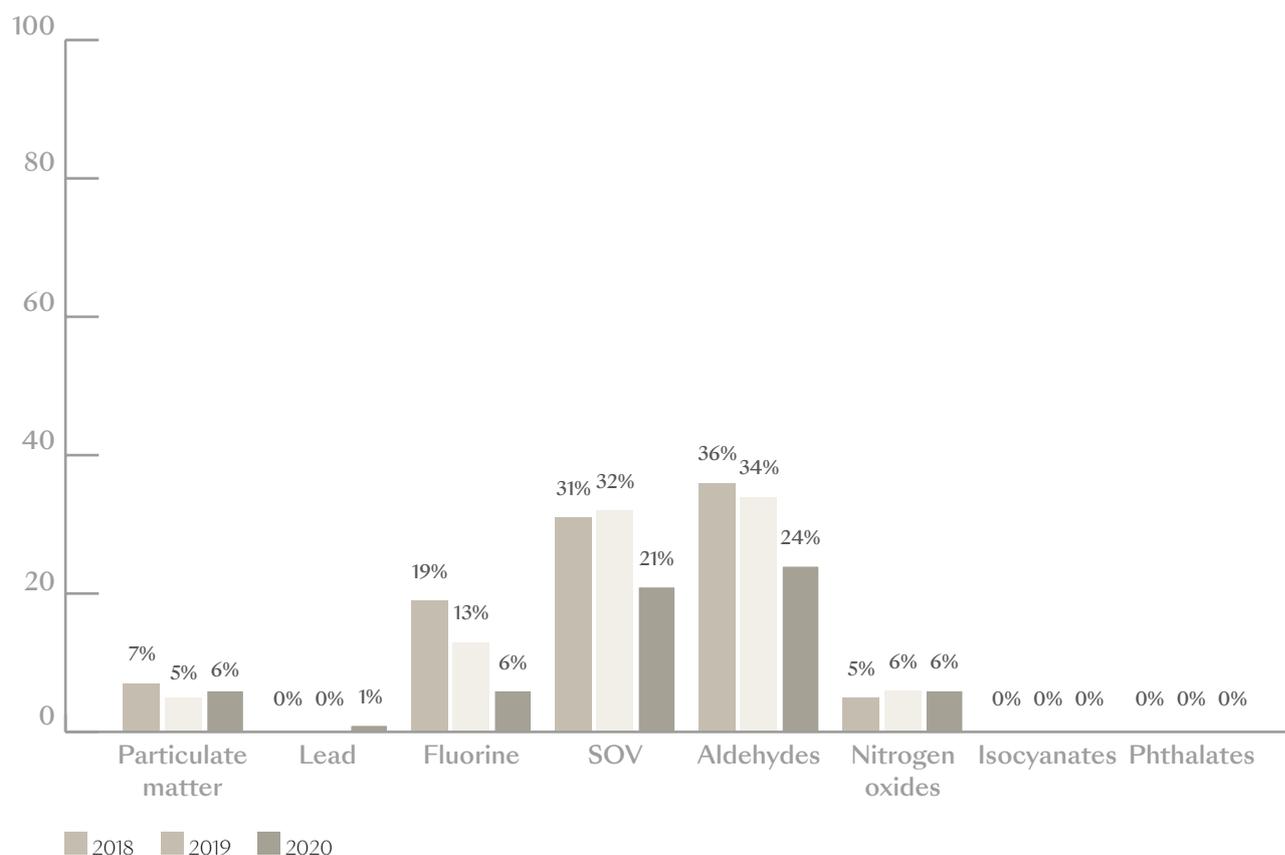


5.2 LAMINAM'S APPROACH TO MITIGATING ITS IMPACT

On a monthly basis, Laminam also monitors the emissions of other substances associated with production in its plants. These atmospheric emissions show varying trends during the reporting years, but always remain far below the permitted flows. Innovative activated carbon systems play a central role in the high emission reduction performance.

OTHER EMISSIONS (Laminam SPA)	Unit of measurement	2018	2019	2020
PARTICULATE MATTER	kg	2,195	1,837	1,913
LEAD	kg	1	2	4
FLUORINE	kg	293	295	146
SOV	kg	12,002	17,984	11,887
ALDEHYDES	kg	3,466	3,239	3,903
Nitrogen oxides	kg	15,848	24,142	18,418
Isocyanates	kg	1	0	0
Phthalates	kg	1	1	3

Laminam SpA - Atmospheric emissions as a percentage of authorised quantities, %



Water Resources

Considering the three plants, **the water withdrawal in 2020 amounted to 49,955 m³, down 16% compared to 2019 (59,491 m³) and down 19% compared to 2018.** This decrease, accentuated by the slight contraction in production during the first months of the pandemic, but still in line with the trend already identified in 2019 compared to 2018 (-4%), is mainly related to the improvements introduced in the areas of raw material grinding, slab decoration and polishing.

WATER CONSUMPTION (Laminam SPA + RUS)	Unit of measurement	2018	2019	2020
Water withdrawal	m ³ /year	61,879	59,491	49,955
Wastewater treated and re-used	m ³ /year	49,406	60,919	53,352

At the Fiorano site, water is taken from the public industrial water network, thus avoiding any impact on the deep water-bearing stratum. Also at the Borgotaro site, most of the water is extracted from the public network, while limited quantities are extracted from surface wells. Moreover, the quality of the extracted water is guaranteed by upstream and downstream piezometer monitoring and six-monthly analyses. In 2020, in the two Italian plants, this water reuse system avoided the consumption of 47,313 m³ of water from natural water resources. **For the three plants, the total water treated and re-used rises to 53,352 m³.**

5.2 LAMINAM'S APPROACH TO MITIGATING ITS IMPACT

Waste and Material Re-use

In Italian plants, waste produced in 2020 amounted to 20,986 tonnes, of which approximately 99% was non-hazardous waste (20,735 tonnes). A strong downward trend in waste production continues (-23% compared to 2019; -12% at the Russian plant), in line with Laminam's commitment to optimise processes and reduce waste to zero. All waste from industrial plants is delivered to external companies authorised to treat it. **Overall, waste fell by 22% in 2020.**

Non-hazardous waste consists mainly of wood and cardboard packaging material sent for recycling, sludge from process water treatment and waste from the production process. Approximately 89% (19,436 tonnes) of the total non-hazardous waste generated in 2020 was recovered through re-use, recycling, composting and energy recovery, a figure that is further up from the 87% recorded in 2019. The remaining 11% is sent to incineration, landfilled or stored on site.

The main hazardous wastes include waste oil, slaked lime, packaging with residues of hazardous substances and insulation/filtering material. In 2020, in line with 2019, around 68% of the total hazardous waste generated was recovered as reuse, recycling, composting and energy recovery.

In the Italian plants, in 2020, 95% of raw waste was reused directly in the production process, a figure that is up from 91% in 2019 and 68% in 2018, confirming Laminam's commitment to minimising the creation of waste as well as the need to optimise the use of raw materials. **At the Russian plant, the percentage of raw waste reused in the production process rises to 97% (it was 94% in 2019).**

WASTE PRODUCTION (Laminam SPA + RUS)	Unit of measurement	2019	2020
NON-hazardous waste	tonne/year	28,443	21,942
Of which recovered*	tonne/year	24,847	19,436
Hazardous waste	tonne/year	571	642
Of which recovered*	tonne/year	313	439
Total waste produced	tonne/year	29,014	22,583

* recovered waste means waste re-used in the production process, recycled, recovered by composting or by energy recovery, excluding recovery by incineration.

5.3 INITIATIVES AND COMMITMENT TO LOCAL COMMUNITIES

Laminam supports various local initiatives to promote culture, architecture and sport. Social commitment is also related to several collaborations with the university world, both through environmental projects and youth education.

Creating Value for the Community

For Laminam, being a responsible Company means supporting the territory and the communities in which it operates, talking to all the players and financing local projects and initiatives. With this in mind, over the years Laminam has supported several projects involving local organisations, institutions and public administrations, university and sports associations.

In recent years, the dialogue and involvement activities carried out with local associations and communities have been significant. In particular, as part of the formulation of the Borgotaro production site expansion project, between 2018 and 2019, the Company participated in and promoted several meetings with the local community, such as open days dedicated to citizens, during which it was possible to take guided tours of the Borgotaro plant and learn about the slab production process. Also in this area, the voluntary implementation of the EIA (Environmental Impact Assessment) procedure has brought closer and strengthened the link between the Company and the community through an action of great transparency.

During 2020, as part of the COVID 19 emergency linked to the pandemic, Laminam implemented several initiatives to support the area in which it operates. In fact, the Company supported the Regional Health System through donations. Moreover, thanks to direct contact with the Chinese commercial branch (Laminam China), the Company supplied local agencies, the Public Assistance Service and the Croce Rossa in Sassuolo with personal protective equipment (PPE), such as masks, protective suits and gloves. The employees found in Laminam a constantly available point of support from the early stages of the pandemic.

#ARCHITECTURE SHORT TALK

An important direction that has characterised the initiatives supported by Laminam in recent years is the promotion of architecture and culture. In 2019, the Company launched "#Architecture Short Talk", a nine-stage journey around the world, ending in 2020, to meet some of the world's most prestigious architects and talk about their ideas, their work, their challenges, and discover how the future of architecture can influence the destiny of humanity. This resulted in a documentary film, "The Arch", produced by Scarabeo Entertainment and presented at several film festivals dedicated to the world of architecture. The individual video interviews have been published on Laminam's YouTube channel.

GLENN SCOTT
HASSELL + Populous

SUE CARR
Carr Design Group

WUREN WANG
CITIC HEYE Investment CO., LTD.

DAE-HONG MINN
SMDP STUDIO

ALEXANDER MEZHEVIDZE
Axis

SVEN FUCHS
Graft

DERMOT SWEENEY
Sweeney & Co Architects Inc.

ANDRÉS CAJIGA
Sordo Madaleno Arquitectos

MARIO CUCINELLA
Mario Cucinella Architects

5.3 INITIATIVES AND COMMITMENT TO LOCAL COMMUNITIES

#ASK AN ARCHITECT

Laminam's work is enriched every day by the continuous exchange of information, experiences, thoughts and feelings with its customers and partners: architects and designers, furniture manufacturers, facade builders, marble workers, installers, retailers and distributors.

In 2020, Laminam continued its dialogue with Architects and Interior Designers by launching the #Ask an Architect editorial project.

Using a format suitable for sharing on social networks, several Italian and international architects talk about their idea of architecture, providing a sentence summarising their approach.

This is associated with a photo of the architects and a representative image of one of their projects realised with Laminam products. The end result is highly aesthetic content.



“ Each project is a unique opportunity. Simplicity, consistency and harmony are constant guidelines. I combine the refinement of architectural lines with the most advanced technology to achieve elegance, practicality and comfort ”

LAMINAM
SUPERIOR NATURAL SURFACES



— Jacopo Mascheroni
Founder of JM Architecture



LAMINAM
SUPERIOR NATURAL SURFACES



“ An architectural approach to design, traces context, narrative, social engagement and human behaviour to create unique spaces and experiences ”



— Jonathan Ashmore,
Founder and Principal architect
at ANARCHITECT



SPONSORSHIPS

Laminam has recently become the sponsor of the official magazine of the National Fire Brigade entitled “Noi Vigili del Fuoco”. As well as offering important in-depth coverage of technical and scientific issues for an institutional and industry audience, the magazine is a fundamental tool for promoting various initiatives aimed at achieving socially relevant objectives. These include bringing citizens closer to the values of safety and institutions in order to disseminate appropriate behavioural models, for example by referring to Fire Technical Regulations, as well as public and private prevention and rescue activities.



With regard to initiatives supporting local sports activities and events, Laminam has renewed its sponsorship of the women’s football team “**A.S.D. San Paolo**” of **Modena**, extending a relationship that has been going on for some years now. Another sponsorship is related to the “**Associazione Sportiva Basket Club di Borgotaro**”, whose T-shirts feature the Laminam logo. The Company also signed a further sponsorship contract with the “**Associazione Sportiva Dilettantistica PGS Smile**” of Formigine, a Salesian club with 900 members (75% underage) that hosts a Free Volleyball team for the disabled and aims to develop educational and inclusive activities through sport. Laminam has thus chosen to collaborate with the commitment undertaken by PGS Smile, underlining its precious value with a high social impact.



5.3 INITIATIVES AND COMMITMENT TO LOCAL COMMUNITIES

Collaborations with Organisations, Schools and Universities

For several years now, Laminam has been intensifying its collaboration with bodies, institutions, associations and universities, involving them or being involved in the implementation of several projects. In the context of the voluntary implementation of the VIA (Environmental Impact Assessment) procedure, Laminam has collaborated with the University of Pisa, through the spin-off “Consorzio Polo Tecnologico Magona”, establishing a relationship that is still active today, especially with regard to the implementation of diffusion studies to assess the environmental effects of emissions. At the same time, Laminam collaborated with the University of Parma to obtain, once again on a voluntary basis, the VInCA (Environmental Incidence Assessment).

In 2020, the “Life” project was born from the collaboration between several actors, including Università Sant’Anna, Università degli Studi di Milano, Legambiente, the Emilia-Romagna Region and the Friuli Venezia Giulia Region, and is aimed at improving forest management and evaluating the ecosystem services of three forest areas (Consorzio Comunalie Parmensi, Demanio forestale forlivese, Area di Fusine). The aim of the project is to reclaim these abandoned and unproductive woodlands and make them profitable through careful management focused on sustainability. Laminam joined the project on a voluntary basis as a potential user of the wooden boards produced from this responsible management. If successful in terms of industrial and commercial viability, Laminam would have sustainable and zero-kilometre packaging material at its disposal.

Also in 2020, in collaboration with the University of Siena, the University of Parma and the Alma Mater Studiorum - University of Bologna, Laminam started an innovative biological monitoring project using sensitive organisms (lichens). In assessing health and environmental risk, the use of bio-indicators such as lichens makes it possible to assess the effects of pollutants in the atmosphere by analysing the bio-accumulation of elements. However, unlike classic bio-monitoring actions, the project is approached with a scientific research purpose and has a completely different design. The general monitoring objective is in fact to provide data on the quality of the environment in the vicinity of the Borgotaro plant, and then to integrate the results with data obtained from previous surveys; adding data of a biological nature will allow a comparison with other types of studies conducted in the same area, to the satisfaction of research, the Company and the territory. The surveys will be repeated every two years over three years, adjusting the number and spatial location of bio-monitoring points, as necessary.

In 2020, the second edition of the Master in Ceramics and Technology of Unimore (University of Modena and Reggio Emilia, with the collaboration of Alma Mater Studiorum - University of Bologna) was also launched with the aim of training new professional figures for the ceramic industry. Laminam took part in the training course through meetings held at the Fiorano headquarters on the subject of production phases for large sizes, with several Laminam employees playing the role of lecturer.

In addition to the University of Modena and Reggio Emilia, Laminam has ongoing relationships with the University of Parma, the University of Design of Milan and the MIP Politecnico of Milan, just to name a few. The Company welcomes curricular internships, thesis projects and extracurricular internships.

For the educational system for 15 to 18-year-olds, in which they alternate between periods of study at school and periods as an intern in a work environment, Laminam is in contact with the high schools of Sassuolo, Modena and Scandiano, and those in the Borgo Val di Taro area.

Laminam is a member of the Training Commission of Confindustria Ceramica and is an active participant in both Master’s courses in the Ceramics sector and ITS schools.

Other still active collaborations of a more technical and product-related nature concern the Centro Ceramico in Bologna. Laminam stands out in its sector in terms of proactivity, transparency and attention to sustainability. The large amount of environmental data collected by the Company thus fosters a constant and fruitful relationship with Centro Ceramico.

METHODOLOGICAL NOTE

The method adopted to draw up the Laminam Group's second Sustainability Report follows the internationally recognised reporting guidelines - GRI Sustainability Reporting Standards. The data, performance indicators and qualitative processing are the result of market analysis, processing, use of databases, industry scenarios and questionnaires. In developing the reporting process, the principle of materiality was taken into account in identifying and analysing priority areas of social, economic and environmental sustainability. In order to provide a comprehensive and comparable picture of current trends, data from previous years has also been reported, as well as an indication of the initiatives that the Group as a whole intends to undertake in the near future.

The reference boundary for reporting economic performance (2020 consolidated financial statements including Laminam SPA, Laminam RUS and the other companies with a shareholding of more than 50%), and environmental and social performance (Laminam SpA and Laminam RUS) takes into consideration the tax period from 1 January 2020 to 31 December 2020. The information refers in particular to activities carried out in the Italian plants of Fiorano Modenese and Borgotaro and in the Dobrino plant in Russia.

To produce this second edition of the Sustainability Report, an internal process of involvement of the various Company functions was carried out, which, thanks to the technical and methodological support of Nomisma Spa, contributed to the production of the Report.

The materiality analysis carried out in the first edition of the Report identified the topics perceived as most strategic. The Laminam Group has concentrated its efforts on these topics over the last year, developing initiatives and projects whose results are explained in the various sections.

In describing the activities and results achieved, particular attention has been paid to the accessibility and comprehensibility of information to ensure the widest possible dissemination and use among all stakeholders.

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ORGANISATIONAL PROFILE

GR STANDARD	PARAGRAPH
102-1 Name of the organisation	1.1 – THIS IS LAMINAM
102-2 Activities, brands, products, and services	1.1 – THIS IS LAMINAM 3.1 – THE LAMINAM SURFACES 3.3 – R&D PROJECTS
102-3 Location of headquarters	Headquarters of the Parent Company Laminam S.p.A.: via Ghiarola Nuova 258 - 41042 Fiorano Modenese (MO) - Italy
102-4 Location of operations	1.1 – THIS IS LAMINAM 2.2 - LAMINAM'S COMPETITIVE POSITIONING
102-5 Ownership and legal form	1.2 - Company STRUCTURE
102-6 Markets served	1.1 – THIS IS LAMINAM 2.2 - LAMINAM'S COMPETITIVE POSITIONING
102-7 Scale of the organisation	1.1 – THIS IS LAMINAM 1.2 - Company STRUCTURE 2.2 - LAMINAM'S COMPETITIVE POSITIONING 2.3 – THE DISTRIBUTED ECONOMIC VALUE
102-8 Number of employees by employment contract, region and gender	4.1 - PERSONNEL CHARACTERISTICS
102-9 Description of the supply chain	3.2 – MATERIALS AND THE SUPPLY CHAIN
102-10 Significant changes during the reporting period	METHODOLOGICAL NOTE MAIN 2020 INITIATIVES AND PROJECTS
102-12 Adoption of externally-developed sustainability principles or initiatives	3.4 - FOCUS ON PRODUCT SAFETY AND QUALITY 5.3 - INITIATIVES AND COMMITMENT TO LOCAL COMMUNITIES

STRATEGY

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ETHICS AND INTEGRITY

GR STANDARD	PARAGRAPH
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102-20	Executive-level responsibility for economic, environmental, and social topics	1.3 - GOVERNANCE SYSTEM
		5.1 - THE GROUP'S PLANTS AND ENVIRONMENTAL COMMITMENT
102-21	Description of processes for consultation between stakeholders and the highest governance body	MAP OF STAKEHOLDERS AND UN 2030 GOALS
102-22	Composition of the highest governance body	1.3 - GOVERNANCE SYSTEM
102-23	Indication whether the chair of the highest governance body is also an executive officer	1.3 - GOVERNANCE SYSTEM
102-32	Body that approves the report	1.3 - GOVERNANCE SYSTEM

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102-42	Identifying and selecting stakeholders with whom to engage	MAP OF STAKEHOLDERS AND UN 2030 GOALS
102-43	Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	MAP OF STAKEHOLDERS AND UN 2030 GOALS
102-44	Key topics and concerns raised through stakeholder engagement and how the organisation has responded to those key topics and concerns, including through its reporting	MAP OF STAKEHOLDERS AND UN 2030 GOALS

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102-45	Entities included in the consolidated financial statements and indication of companies not covered by the report	1.2 - Company STRUCTURE METHODOLOGICAL NOTE
102-46	Defining report content	MAP OF STAKEHOLDERS AND UN 2030 GOALS
102-47	List of material topics	MAP OF STAKEHOLDERS AND UN 2030 GOALS
102-48	Restatements of information (Explanation of the effects of any restatements resulting from measurement methods)	METHODOLOGICAL NOTE
102-49	Significant changes from previous reporting periods in the list of material topics and boundaries	METHODOLOGICAL NOTE
102-50	Reporting period	Methodological note: from 01-01-2020 to 31-12-2020
102-51	Date of most recent report	September 2020
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report or its contents	Paola Mignani (p.mignani@laminam.com)
102-54	Claims of reporting in accordance with the GRI Standards; GRI content table; references to external audit	Methodological Note: In Accordance-core option
102-55	GRI Table	GRI CONTENT INDEX
102-56	External assurance for the report	No external assurance provided
GRI 103: Management Approach 2016		
103-1	Explanation of material topics	MAP OF STAKEHOLDERS AND UN 2030 GOALS MAIN 2020 INITIATIVES AND PROJECTS 1.1 – THIS IS LAMINAM
103-2	The management approach	1.4 – COMMITMENT TO SUSTAINABILITY: The FOUR PILLARS AND THE 2020-22 ROADMAP 5.1 - THE GROUP'S PLANTS AND ENVIRONMENTAL COMMITMENT

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201-4	Financial assistance received from government and subsidies received	2.3 - THE DISTRIBUTED ECONOMIC VALUE
GRI 203: Indirect economic impacts 2016 – The management approach [103-1; 103-2; 103-3]		
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203-2	Significant indirect economic impacts, including positive and negative impacts	2.3 – THE DISTRIBUTED ECONOMIC VALUE
GRI 204: Procurement practices 2016 – The management approach [103-1; 103-2; 103-3]		
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GRI 306: Waste 2016 – The management approach [103-1; 103-2; 103-3]		
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GRI 403: Occupational Health and Safety 2016 – The management approach [103-1; 103-2; 103-3]		
403-1	Percentage of workers whose work, or workplace, is controlled by the organisation, that are represented by formal joint management-worker health and safety committees	4.3 - OCCUPATIONAL HEALTH AND SAFETY
403-2	Types of injury, occupational diseases, absenteeism, and work-related fatalities	4.3 - OCCUPATIONAL HEALTH AND SAFETY
GRI 404: Training and education 2016 – The management approach [103-1; 103-2; 103-3]		
404-1	Average hours of training per year, per gender, per employee category	4.2 - TRAINING FOR GROWTH
GRI 405: Diversity and equal opportunity 2016 – The management approach [103-1; 103-2; 103-3]		
405-1	Diversity of governance bodies and employees by gender, age group, minority groups and other diversity categories	1.3 - GOVERNANCE SYSTEM
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