



Sustainability REPORT 2021

LAMINAM
SUPERIOR NATURAL SURFACES

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Alberto Selmi

Chairman and CEO



I am delighted to introduce you again this year Laminam's sustainability report: the company, its products and the people who make the lives of many of us a bit more special every day by involving us in projects and growth that never rest "in order to shape places in which to live, work and be ourselves". This is our *mission*: to set trends in terms of elegance and quality, using cutting-edge technologies to create timeless products that offer extraordinary performance through sustainable processes.

In 2021 and the first months of this year, Laminam launched various initiatives aimed at improving the Company's sustainability process, beginning with the environment – with a constantly increasing focus on responsible consumption, recycling and reducing emissions, extending into social initiatives (for employees, communities and society) and, finally, a focus on economic sustainability, which allows the Company to cope with and overcome hard times, generate value for all stakeholders and ensure our business lasts.

You will have the opportunity to read more about most of these initiatives in the following pages, which provide numerical details and describe their content.

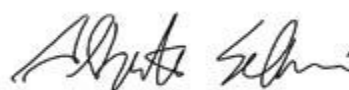
Among the events that shaped the year just come to an end, mention should be made to the extensive plan of investments in sustainable innovation intended to increase production capacity, while also improving process efficiency, product quality and customer service.

The acquisition of Best Surface was announced at the end of the year (and would go on to be closed on 1 February 2022). The company, located in Castellón, in the heart of the Spanish ceramics district, represents an important step for Laminam in its internationalisation process.

In 2021 the Company reported robust results in terms of turnover and profitability. Sales increased exponentially across all markets. Our products are increasingly appreciated and valued by our clients and end consumers. All this is the result of the strong commitment and considerable resources devoted over the years to improving and evolving sustainably.

Particular thanks to the employees, suppliers and client-partners who share this challenging journey with us.

Happy reading,



Economic sustainability



188
Millions of euros of turnover*



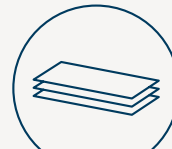
24%
EBITDA margin*



78%
Export rate*



>100
Countries where products are sold



13
Collections



146
Surfaces



3
Sizes



4
Thicknesses

* (2021 CONSOLIDATED FINANCIAL STATEMENTS)

** (EXCLUDING TEMPORARY EMPLOYEES AND BRANCHES)

Social sustainability



163

Millions of euros of economic value distributed*



688

Employees as at 31.12.2021*



91%

Permanent employees**



36%

Female component**



99

New employees hired**



4081

Hours of training provided**

Environmental sustainability



20/60%

Recycled material contained in products



2,125

Tonnes of packaging materials recovered from clients



43

Thousands of m³ of waste-water recovered



20+

System, environment and product certifications



95%

Raw waste reused in the production process



1.2

MW of photovoltaic capacity installed (since 2011)

Growth after the pandemic



In 2021 the Company reported robust results and accelerated its growth strategy by harnessing the integration of innovative, sustainable technologies and implementing new business models, supported by digital transformation and internationalisation, in close collaboration with all of its stakeholders.

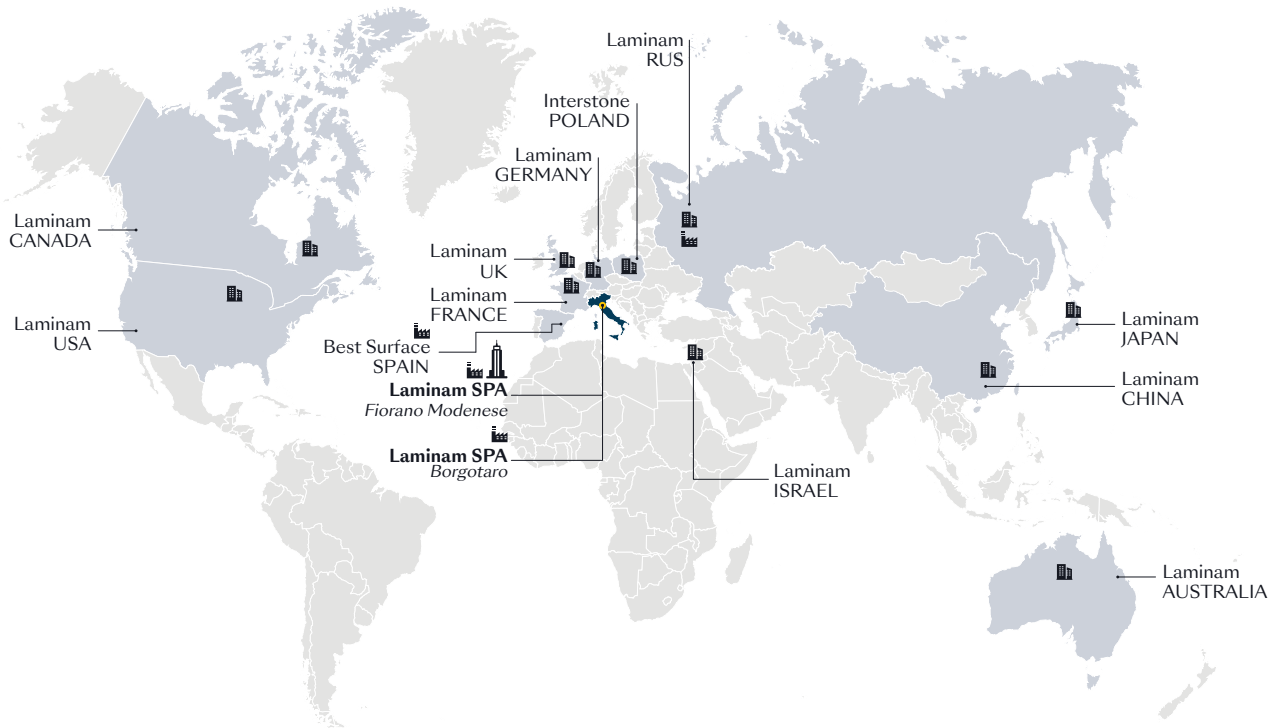
The strict health rules adopted by the Company to prevent the spread of the virus offered thorough protection of the safety and wellbeing of its employees and partners, without forgoing new projects to develop the business. This renewed equilibrium made it possible to take better advantage of the strong economic recovery in 2021. Sales grew at high rates across almost all markets. Both the Furnishing and

Both the Furnishing&Design and the Architecture divisions contributed significantly to growth.

An investment plan of over 50 million euros was implemented in the area of sustainable innovation with the aim of increasing the Group's production capacity, the quality of its products and the efficiency of its processes, including and above all in view of sustainability.

The acquisition of Best Surface, a company that produces slabs in the heart of the Castellón ceramics district in Spain, was announced in December 2021 and then closed in early 2022.

Internationalisation



Laminam continues to evolve, playing an increasingly crucial role in the international architecture, interior design and furnishing markets. Laminam Australia, the Company's newest branch, was inaugurated in Sidney in 2021, following the creation of Laminam Germany, Laminam France and Laminam Israel in 2020.

Colin Harvey is the Managing Director heading the new Australian branch. "Through close relationships with our partners, we aim to strengthen our presence in exterior cladding – the sector to which Laminam owes

its global success – and to provide Australian operators with new interior design opportunities, particularly in the area of kitchen countertops."

The Company continued to invest in creating sales networks in the main geographical areas, from Australia to Denmark, from the Netherlands to Belgium, in addition to opening new logistics centres in the main markets; further openings are planned for the coming months.

Personnel

In 2021 Laminam launched a massive recruiting project in Italy and internationally to support the expansion of the Company's business. In particular, it was decided to reinforce growth by investing in doubling the size of the Borgotaro plant, opening new locations and inaugurating international branches.

The Group added 131 employees compared to 2020, bringing the total to 688 (as at 31/12/2021). Of these, 75 are based in Italy and 56 abroad.



Digital transformation



The company's digital transformation process got going in 2021. It has three main pillars: *user experience*, *agile mindset* and *data approach*.

The ongoing projects focus on the general themes

of digital go-to-market and product management. The former aims to allow the Company to enter new markets swiftly and effectively; the latter seeks to spread knowledge of the product broadly both internally and externally to the Company.

R&D projects / New products



In 2021 Laminam launched Ambience, a series of optional treatments that further increase tile hygiene and cleaning standards. Laminam surfaces treated with Ambience are integrated into the surrounding environment as natural elements capable of facilitating chemical reactions that reduce the bacterial load, pollutants and impurities that are deposited on the surfaces.

In September, Laminam presented two new surfaces at Cersaie in Bologna: Verde Alpi and Sahara Noir Extra in the I Naturali collection. Through them, the Company

interprets today's architecture and interior design trends in a modern, refined key. The pattern of the marbles is officially consecrated as a must-have element of the annual collections.

Laminam's Technology Laboratory also carried out a number of major research projects to improve the stability of the ceramic body during the firing phase, as well as to improve the production of polished products, in addition to important studies on low-temperature bodies.

Sustainability



The Company undertook various sustainability activities during the year: research, investments, certifications and initiatives benefiting employees and the community. All this was the focus of "Sustainable Evolution", organised by Laminam last November during the inauguration of its new plant in Borgo Val di Taro.

Intesa Sanpaolo pledged its support, signing a contract for 50 million euros to finance the Company's projects and development strategies in the areas of sustainable innovation, internationalisation and attention to company welfare.

Certifications



SOLID SURFACING *for food zone*



In 2021, the Company, which has always made a priority of certification, concluded the process of acquiring major certifications and launched others.

The process of renewing the EPD (environmental product declaration) certification for 3+ and 5 mm surfaces and extending it to 5+, 12+ and 20+ thicknesses was concluded in 2021 to ensure certification of all products.

In early 2021 Laminam obtained ISO 14001 certification for its Italian plants in Borgo Val di Taro (February 2021) and Fiorano (May 2021). This certification guarantees

the presence of a management system designed to monitor the Company's environmental impacts, accompanied by a constant search for sustainable process improvement.

In 2021 Laminam worked on the carbon footprint project and on 30 May 2022 it successfully completed the UNI EN 14064-1:2018 certification process on the quantification of the organisation's carbon footprint.

In 2021 work was done on the ISO 20400 certification for sustainable purchasing, which was awarded in May 2022.

Laminam goes live

In 2021 Laminam returned "live" to the main industry trade fairs in Italy and Europe.

In September, Cersaie in Bologna was an opportunity to present new products (Verde Alpi and Sahara Noir Extra) and meet up again with many clients and partners. Laminam then attended Sadecc 2021 in Paris, dedicated to the kitchen and home design industry, as well as Congrès HLM in Bordeaux. These were followed by SICAM in Pordenone, an important trade fair for new furniture industry trends.

The European fairs are in addition to numerous cases of participation in trade fairs in the Chinese territory, in which Laminam participated through its branch Laminam China, from Xiamen to Shanghai, from Guangzhou to Dongguan.

On 5 November 2021, 150 representatives of local and regional institutions, members of the business and finance community, employees, suppliers and journalists gathered in Borgo Val di Taro to celebrate together the doubling of the size of the Laminam production facility at the event "Sustainable Evolution". An exciting day to shed light on the work and investments that enable the Company to maximise the energy efficiency of its facilities and generate renewable energy, protect and grow its human capital and, in short, to do business while looking to the future with confidence, planning and a focus on the environment and individuals.



Laminam is involved in the implementation of major architecture projects the world over and is a partner to leading furnishing and design firms.

Rio Hotel | Barra Funda Complex

San Paolo / Brazil – 2020

Bioactive ventilated façade

Façade technical consultant: Paulo Giafarov - DGG Stones

Architect: Lilian Wexler

*Laminam
Calce Antracite
Calce Grigio*



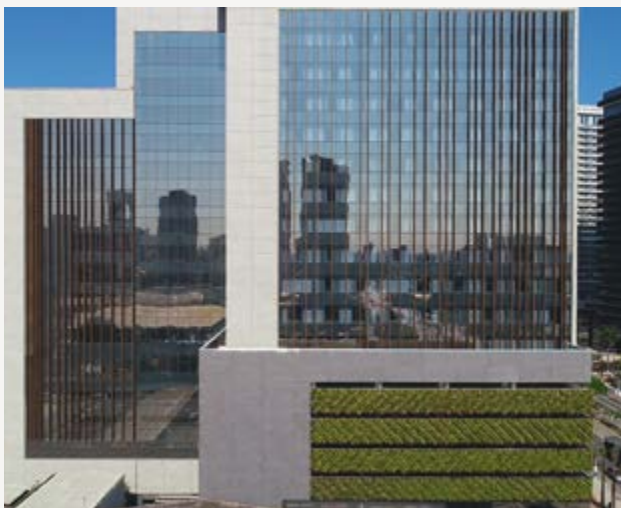
RECENT PROJECTS



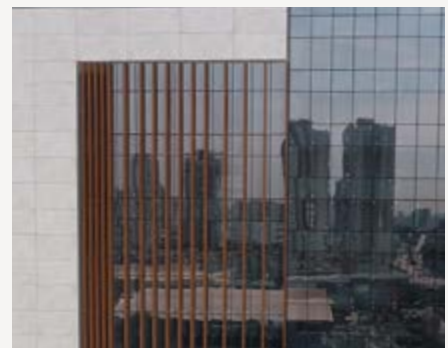
For the Barra Funda building – the largest bioactive ventilated façade in Latin America (6,300 sq.m.), architect Lilian Wexler tested out new ideas for materials and volumes to fit the neighbourhood context. The main goal was to use natural, sustainable materials to reduce heat and deflect sunlight.



The choice of Laminam surfaces treated with the Ambience bioactive treatment yielded benefits in terms of its ability to reduce atmospheric pollution and foster energy efficiency thanks to its ventilated façade system.



Efficiency does not mean compromising on aesthetics: thanks to the wide range of colours, the architect was able to use two different tones of grey with complementary nuances, Calce Antracite and Calce Grigio, to experiment with the volumes and create movement on the façade.



Residence Ra Curta

Lugano – 2020
Design Studio A++

The Ra Curta residence project by the architecture firm Studio A++ springs from the lay of the land on which it stands. The emergent architectural features mirror the natural contours of the terrain in a design that aims to ensure maximum privacy and a view of Lake Lugano.

The four blocks reflect one another, accentuating symmetries and proportions, and are traversed by two sets of stairs, which become urban links between the



roads of Montagnola, Switzerland. The entire building complex is designed to the highest energy savings standards: the use of natural raw materials, sustainable technologies and painstaking attention to details are common factors shared by the philosophies of Studio A++ and Laminam.

*Laminam I Naturali
Diamond Cream
Bocciardato*



Office & Exhibition Hall Jafza Technopark

Dubai / UAE – 2021
Pininfarina Architecture



The office building designed by Pininfarina is inspired by Dubai's characteristic sunlight and seeks to interpret its nature in its exterior and interior design.

The Pininfarina team sought to create a building in which the interior space flows seamlessly to the exterior. The main theme of the hall is thus the alternating rhythm of the two colours, Grigio and Antracite, of the Laminam ceramic slabs of the Calce collection.

The team selected this collection, inspired by wet plaster and industrial cement, because of its perfect interplay with the exterior cement panels, featuring subtle tones and delicate nuances that made experimenting with this particular rhythm possible.

*Laminam
Calce Antracite
Calce Grigio*

Photo: Dany Eid



Winter Olympics Plaza

Beijing, China – 2022

Bo Hongtao | Chief Architect

Chief Architect: BO HONGTAO

Laminam's ceramic slabs decorate the exterior façades of the Beijing Olympic Village, which hosted athletes from the world over at the 2022 Winter Olympics and Paralympic Games.

Chosen for their exceptional technical performance and aesthetic characteristics, Laminam's surfaces – specifically, the Moro colour of the Oxide series – lend concreteness and lightness to the architectural complex, giving rise to extraordinary interplays of light that further showcase the majestic façades.

*Laminam Oxide
Moro*



Meo Design Suite and Spa

Catania, Italy – 2020
Iraci Architetti

In the midst of the city's historical centre, opposite one of Catania's most beautiful Baroque churches, stands Meo Design Suite and Spa, a small seven-room resort and spa. Meo means "my" in Catania's dialect, and this is the concept that Simona Cosentino and Antonio Iraci of IRACI architetti sought to embody: a sense of intimacy capable of making guests feel at home, in rooms that are each different, but are characterised by a common architectural language that ties them together.

This goal was also achieved through the variety of textures, colours, sizes and thicknesses of the Laminam slabs used, which made total expressive continuity possible. Applied in particular to the walls behind the heads of the beds and in the suites' bathrooms, the Laminam slabs of the I Naturali, Calce and Seta series enrich the surface coating designs according to a refined, contemporary Laminam Effect scheme.

Photo: Alfio Garrozzo



*Laminam I Naturali
Pictra Grey*



1 |

GROUP PROFILE, GOVERNANCE AND SUSTAINABILITY

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Summing up



188

Millions of euros of turnover



47%

Annual change



163

Millions of euros of economic value distributed



24%

EBITDA margin



10

Subsidiaries the world over
over
2 joint ventures



78%

Export rate



4

Sustainability pillars



1

Integrated company policy

LAMINAM

1.1 THIS IS LAMINAM

Founded in 2001 as an internal division of the System Group, Laminam is a global leader in the design and production of large sized ceramic surfaces. Laminam owes this leadership to its significant investments in research and development, constant, constructive dialogue with its entire supply chain – all the way down to the end user – and its ability to go international and win over new markets.

Today Laminam produces and offers a range of versatile large sized ceramic surfaces used in many applications - from traditional and advanced architecture to furnishing and design.

Under Alberto Selmi's guidance, Laminam has over 680 employees, 74% of whom are based in Italy and 26% elsewhere, sells its products in over 100 countries and is supported by a sales network composed of ten branches with sales and support service and three production facilities (two in Italy and one in Russia). A fourth facility was added in 2022: Castellón de la Plana, located in the Spanish ceramics district, through the acquisition of Best Surface.

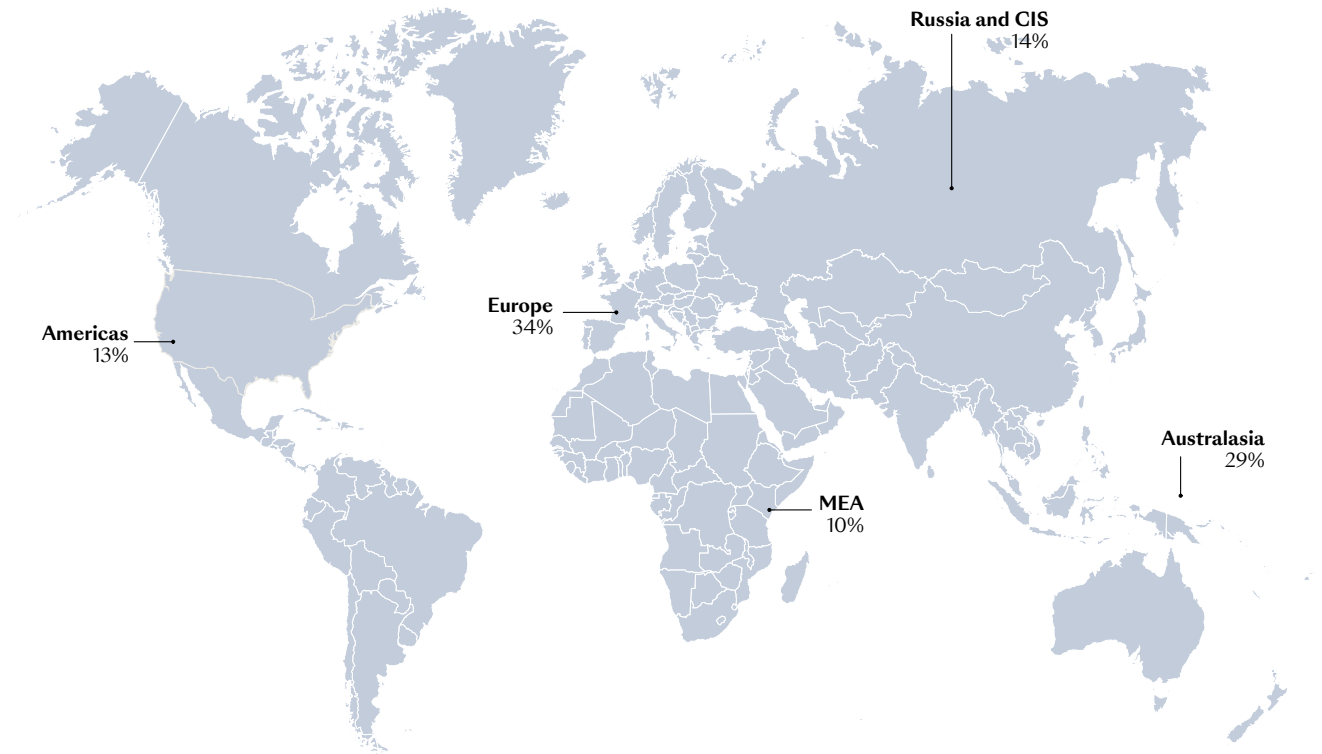
From 2014 to 2019 the Company recorded a compound annual growth rate (CAGR) of 27%. In 2020, the year of the pandemic, the Laminam Group's total turnover held stable at the same level as in 2019. In 2021 Laminam closed the year with consolidated revenues of 188 million euros, an increase of 47%.

The Group's progressive internationalisation, diversified distribution and differentiation of its products and brands from those of its competitors continue to prove winning strategic decisions. The Company's focus on exports is borne out by the breakdown of turnover by geographical area, with sales on all continents and an export rate of 78%.

The Group's headquarters are located in Fiorano Modenese, in the province of Modena, Italy. In addition to its production facilities, with research, development and technology laboratories, and a service company in Italy (Laminam Service), Laminam has ten sales branches, alongside warehouses and logistics centres in the main geographical areas, numerous showrooms and a network of distributors that spans the globe.



Laminam Group – breakdown of exports by geographical area (percent of international turnover in 2021)



History



Laminam S.p.A.
formed
Set-up of first
production line in
Fiorano Modenese



2004

1000x3000 3 mm
introduced



2009

Alberto Selmi
appointed
CEO



2010

Laminam Service
formed



2011

Opening of
showroom in
Fiorano Modenese



2012

1000x3000 5 mm
introduced

JV with Interstone
Poland

Showroom opened
in Milan



2014

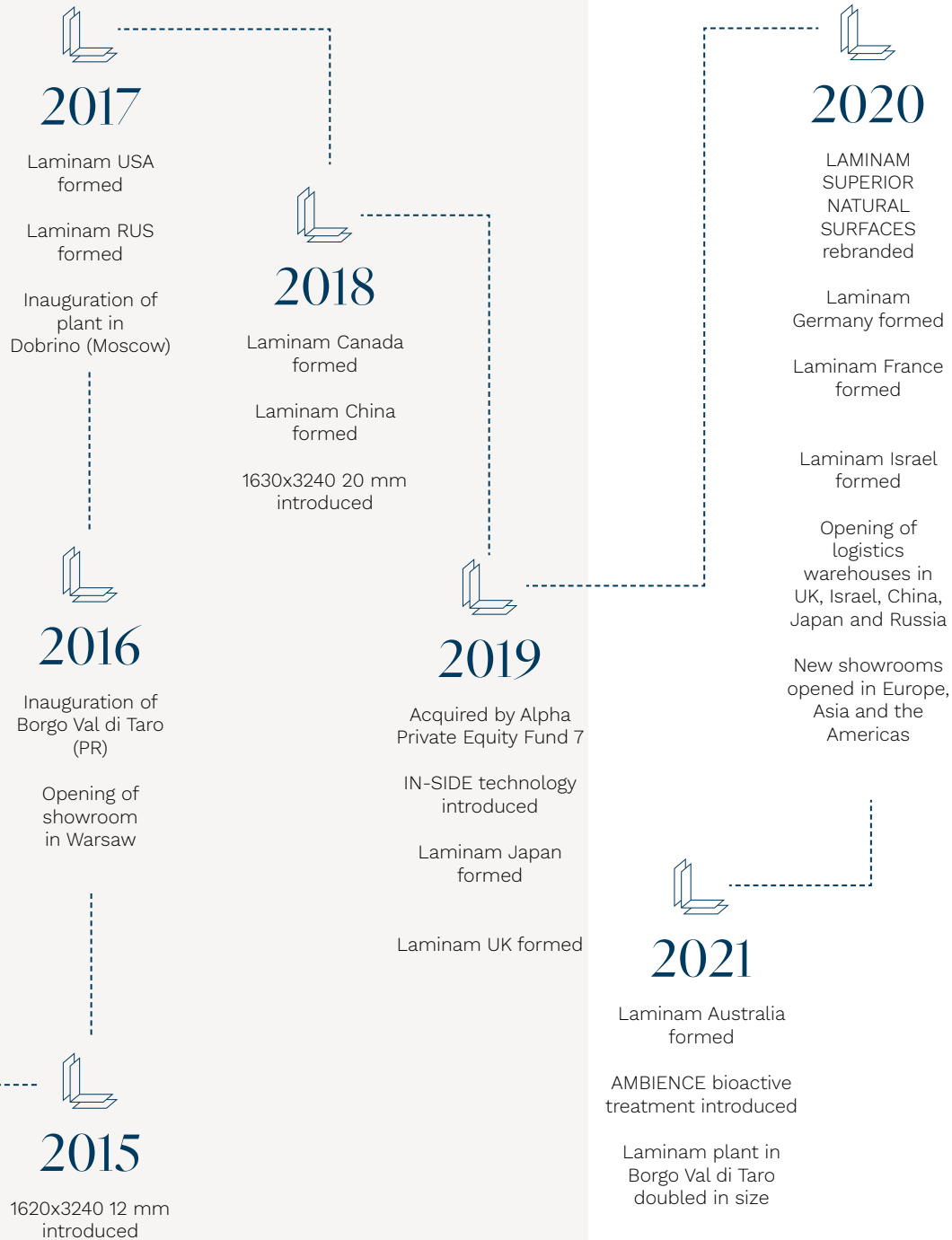
Hydrotect®
introduced

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.



Brand pillars

Ambitious pioneers

For the first time, we have revolutionised ceramic production, creating surfaces with large sizes and minimal thicknesses. We were then the first to raise them, bringing innovation to the architecture and design market. We were also the first to bring body and surface continuity. Innovation is part of our history and our future. We are pioneers.

Ceramic specialists

We work with an ancient material, ceramic, which we have reinterpreted to create our surfaces, pairing its natural qualities with new nuances of application. A constantly evolving process that leads us to study new possibilities of expression in international and advanced architecture, culminating in increasingly refined, elegant design elements. Since its creation, Laminam has been bringing innovation to ceramic materials: we have evolved from technological innovation to embrace aesthetics, constantly increasing market

standards through our surfaces, without forgetting our focus on sustainability and safety.

Inclusive sustainability

Laminam's activities have always been based on the



concept of responsibility and sustainable growth. Our approach to transparency is based on active listening to and relationships with all stakeholders. Our focus on our community is fundamental. We aim to avoid or mitigate the potential impacts of company

activities by using sustainable technologies and closed-cycle production processes: from the use of natural raw materials to the concept of complete recyclability, our products are fully sustainable. We also guarantee the training, development, safety and well-being of all our employees as strategic resources for our company's growth and future planning.

Partnership for success

Our work is enriched by constant dialogue with our customers and partners: architects, designers, furniture manufacturers, façade-builders, marble-workers, installers, resellers and distributors. Laminam offers all of them its knowledge and experience, as well as a wide range of services for all phases of their projects.



LAMINAM

1.2 COMPANY STRUCTURE

As at 31.12.2021 the Laminam Group is composed of the parent company, Laminam S.p.A., which controls:

- ten direct subsidiaries: Laminam RUS, Laminam Service, Laminam USA, Laminam Canada, Laminam UK, Laminam Germany, Laminam France, Laminam Israel, Laminam China and Laminam Australia;
- two joint ventures: Interstone and Laminam Japan.



COMPANY	INTEREST HELD AS AT 31.12.2021	LOCATION
Laminam Service	60%	Fiorano Modenese (MO)
Laminam RUS	100%	Balbanovo
Laminam USA	100%	Delaware
Laminam Canada	100%	Toronto
Laminam China	51%	Shanghai
Laminam UK	100%	St. Alban
Laminam Germany	100%	Frankfurt
Laminam France	100%	Paris
Laminam Israel	51%	Tel Aviv
Laminam Australia	100%	North Sydney
Laminam Japan	35%	Osaka
Interstone	29%	Andrychów



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LAMINAM | SERVICE
SUPERIOR NATURAL SURFACES

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1.3 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 ample powers of ordinary and extraordinary management of the Company. Laminam's current Board of Directors is composed of a Chairman and CEO and five directors who meet each quarter to discuss questions relating to the Company's management.

The Board of Statutory Auditors monitors the Group's compliance with the law and the principles of sound administration; it also monitors the adequacy and functioning of the organisational, administrative and accounting structure and the independence of the independent auditors.

Board of Directors

Alberto Selmi	Chairman and CEO
Irene Boni	Director
Pasquale Cavaliere	Director
Riccardo Monti	Director
Edoardo Lanzavecchia	Director
Massimo Penco	Director

Board of Statutory Auditors

Maurizio Salom	Chairman
Deloitte & Touche S.p.A.	Independent auditor
Stefano Ferrari	Standing auditor
Nicola Giovanni Iberati	Standing auditor

Ethics and Compliance

Laminam S.p.A. has adopted the safeguards laid down in Italian Legislative Decree No. 231/01 with effect from 2015.

Following the acquisition of the minority interest in it by Alpha Private Equity Fund and the formalisation of a new risk assessment, the Company conducted a thorough revision of its Code of Ethics and Organisation, Management and Control Model.

Code of Ethics

It sets out the rules, values and principles that govern the activities of the Company and its subsidiaries and plays a guiding role for the behaviour and actions of all those to whom it applies (employees, contractors, suppliers and business partners).

Laminam's Code of Ethics presents the guidelines and principles that inspire the Company in the daily management of its activities, designed to support its sustainable growth and protect the Company's reputation.

The Code of Ethics is an integral part of the Organisation, Management and Control Model.

At the internal level, observance of and compliance with the principles set out in the Code of Ethics are promoted through specific training plans, awareness-raising activities and external communications activities and the document is circulated to all stakeholders via publication on the Company's website.

Organisation, Management and Control Model

The Model establishes a system for monitoring what are known as "sensitive activities", i.e. those areas of activity most exposed to the commission of the predicate offences laid down in Italian Legislative Decree No. 231/2001.

The Model is a tool designed to guide the behaviour of all parties to whom it applies who operate within the Company, promoting conduct inspired by the principles of integrity and transparency.

The goal of the Model is to permit the Company to take timely action to prevent and combat the commission of the predicate offences set out in Italian Legislative Decree No. 231/01.

The Model establishes a disciplinary system that sets out adequate measures commensurate to the severity of the individual violations of the rules in place.

Observance and knowledge of the Model by the Company's employees and contractors are assured through specific communication and training plans.

Training activity relating to the Model is diversified according to those to whom it refers in order to permit full awareness of company provisions.

Whistleblowing (pursuant to Italian Law No. 179/2017)

The Whistleblowing System is an integral part of the Model and governs the mechanism for reporting to the Supervisory Body all unlawful conduct and violations of the Code of Ethics and Organisation, Management and Control Model, as well as violations of internal rules and procedures more generally.





Supervisory Body

The Supervisory Body assures the effective implementation of the safeguards formalised pursuant to Italian Legislative Decree No. 231/01.

In particular, the Supervisory Body is tasked with:

- supervising the efficacy of the Model to verify that conduct is compliant with provisions, identifying any discrepancies through an analysis of the information streams and reports that the heads of the various functions are required to submit;
- monitoring the efficacy of the Model, verifying it is suited to preventing the occurrence of the offences indicated in Italian Legislative Decree No. 231/01;
- promoting the updating the Model to incorporate changes to the company organisation and any amendments of the law;
- establishing and keeping constantly up-to-date a stream of communication with the BoD and Board of Statutory Auditors;
- promoting internal information and training plans relating to the Model, standards of conduct and the procedures adopted pursuant to Italian Legislative Decree No. 231/2001;
- periodically verifying the *Risk Assessment* formalised and the adequacy of controls;
- conducting periodic audits and inspections focusing on given transactions or specific acts carried out in areas at risk.



The new integrated corporate policy



In 2020 the Company decided to adopt an Integrated Quality, Workplace Safety, Environment and Social Responsibility Corporate Policy to explicitly state and consolidate its commitment to constant improvement of its activities in view of responsibility and sustainability. In 2021 the Policy was integrated and updated with the inclusion of Sustainable Purchasing.

In its Integrated Corporate Policy, the Management sets out the goals to be pursued in the areas of the quality of products and services, environmental protection, promotion of safety and health in the workplace, individual well-being and sustainable purchasing. This Corporate Policy is an integral part of the Company's general strategy and is constantly referred to in all its subsequent operating choices and decisions.

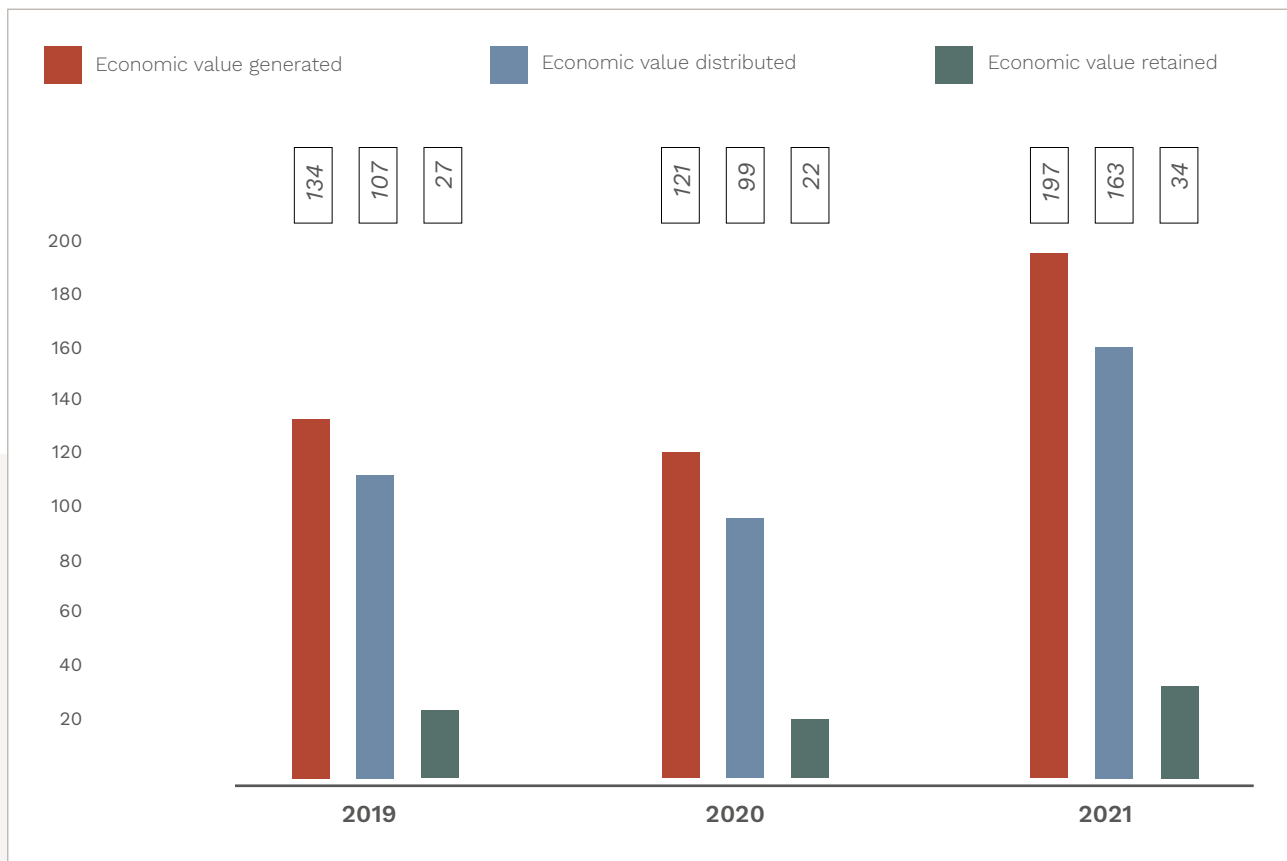
In achieving its goals, Laminam undertakes:

- to ensure compliance with all binding provisions and voluntary restrictions that flow from the management systems that the Company has decided to implement (UNI ISO 9001, UNI ISO 45001 and UNI-EN ISO 14001);
- to establish procedures for gathering and resolving reports from our employees and contractors regarding issues of social responsibility, environmental risks and health and safety in the workplace and of individuals;
- to ensure a systemic analysis of risks and attentive planning of modifications to processes, working environments, equipment and the organisation, so as to implement measures of ongoing improvement, bringing to bear resources and investments adequate to carrying out the initiatives necessary to achieve goals;
- to use sustainable, cutting-edge production processes and technologies that reduce waste;
- to pursue environmental excellence both in research and development of innovative plant solutions and in research and use of environmentally sustainable raw materials;
- to identify and manage the environmental, social and economic impacts within the supply chain, implementing the ISO 20400 Standard;
- to adopt the principles of sustainable procurement;
- to support local projects, involving local organisations, institutions and public administrations in the communities in which Laminam conducts its business.

1.4 ECONOMIC VALUE DISTRIBUTED

Each year, within the framework of its activity, the Company produces and distributes wealth and value to all the stakeholders with which it has conducted relations in various capacities.

In 2021 Laminam generated 197 million euros of value added (per the consolidated financial statements), 83% of which, or 163 million euros, was distributed to various stakeholders. This is almost twice the value produced in 2020 (when value distributed was 99 million euros), thanks to the strong growth in volumes, products and sales following the pandemic emergency in 2020.

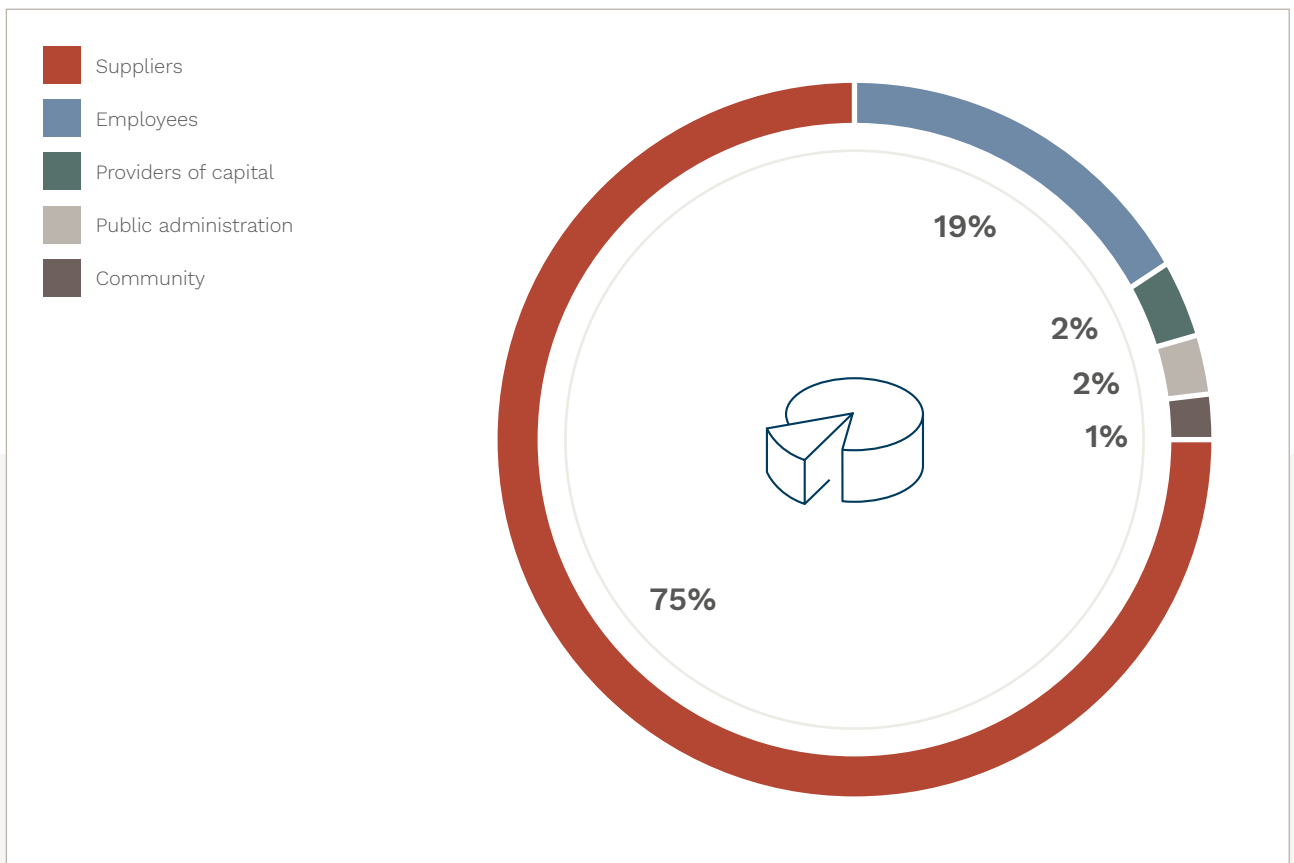


Laminam group: economic value generated, distributed and retained (millions of euro)

1.4 ECONOMIC VALUE DISTRIBUTED

In 2021 75% of the economic value generated by Laminam was distributed to providers of goods and services, including high-profile technical consultants. In absolute terms, this amount came to 123 million euros, nearly twice that of 2020.

The other main beneficiaries of the value distributed by Laminam are employees, who account for 19% of the total: the remainder of the wealth generated in 2020 (6%) was mainly distributed to providers of capital in the form of interest, to the public administration in the form of taxes and duties and to the community through charitable giving.



Laminam Group: breakdown of economic value distributed by stakeholders (2021)

1.5 OUR COMMITMENT TO SUSTAINABILITY

Laminam has always been guided in its activities by a commitment to responsibility, which means constantly listening to and engaging in dialogue with stakeholders, combating its environmental impact through the use of innovative technologies and a constant search for sustainable products, starting with natural raw materials, in the direction of full recyclability.

All this requires a constant, concrete commitment to respecting the community, developing human capital and working in synergy with local administrations and associations to create a virtual circle of collaboration.

Stakeholder map

Stakeholders



Employees



Customers, designers,
architects and engineers



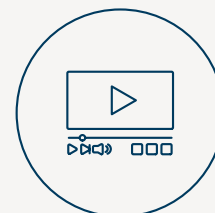
Shareholders



Local communities
and third sector



Suppliers



Media



Unions and employee
associations



Public administration and regulatory entities

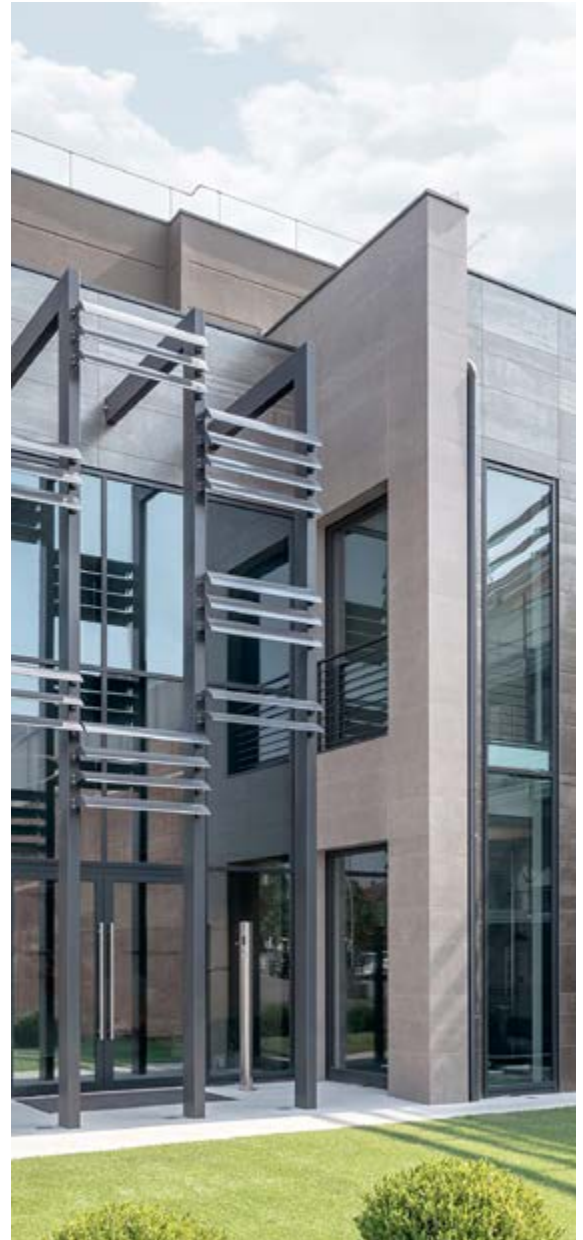


Business and financial partners

The four pillars of sustainability and the 2020-2022 roadmap

The Company is progressively advancing towards the objectives set out in the 2020-2022 Sustainability Roadmap, a reference framework and guide that explicitly lays down concrete actions for improvement towards the four pillars of Laminam's sustainable paradigm, structured as follows:

- 1. Governance**, relating to Laminam's governance system and the tools implemented to ensure compliance with legislative frameworks, voluntary constraints and company values.
- 2. Products**, relating to Laminam's products and all activities undertaken to ensure their quality, beauty, safety and sustainability.
- 3. People**, relating to Laminam's people and the initiatives taken by the Company to ensure their training, development, safety and well-being.
- 4. Operations**, relating to Laminam's operating activities, from suppliers to production sites, local communities and all initiatives taken by the Company to prevent or mitigate the related potential impacts.



The materiality analysis

Each pillar has been associated with Laminam's "material" topics, identified through a materiality analysis, on the basis of which a subject is considered "material" when it influences the Company's activity and strategy, for example in terms of growth, cost and risk, while also being important to the Company's stakeholders.

The materiality analysis was recently revised and updated following a study conducted by the consulting firm Nomisma of Bologna.

To verify the level of alignment between the Company's internal and external vision, a materiality analysis was developed regarding the areas of action and development on which the Laminam Group intends to focus. This is a set of strategic topics designated "material" as capable of influencing the decisions, actions and performance of an organisation and/or its stakeholders.

The analysis was divided into two phases: first the Group's management was asked to identify and award a materiality score to 16 strategic (material) topics for the Company relating to economic, social, environmental and governance aspects. The same topics were then subject to assessment by each group of stakeholders through interviews and the administration of questionnaires. During the meetings, the various actors were asked to express their opinions of the topics identified, quantifying their materiality on a scale of one to six. Specifically, the following stakeholders were directly involved:

- Local administrators (public administration)

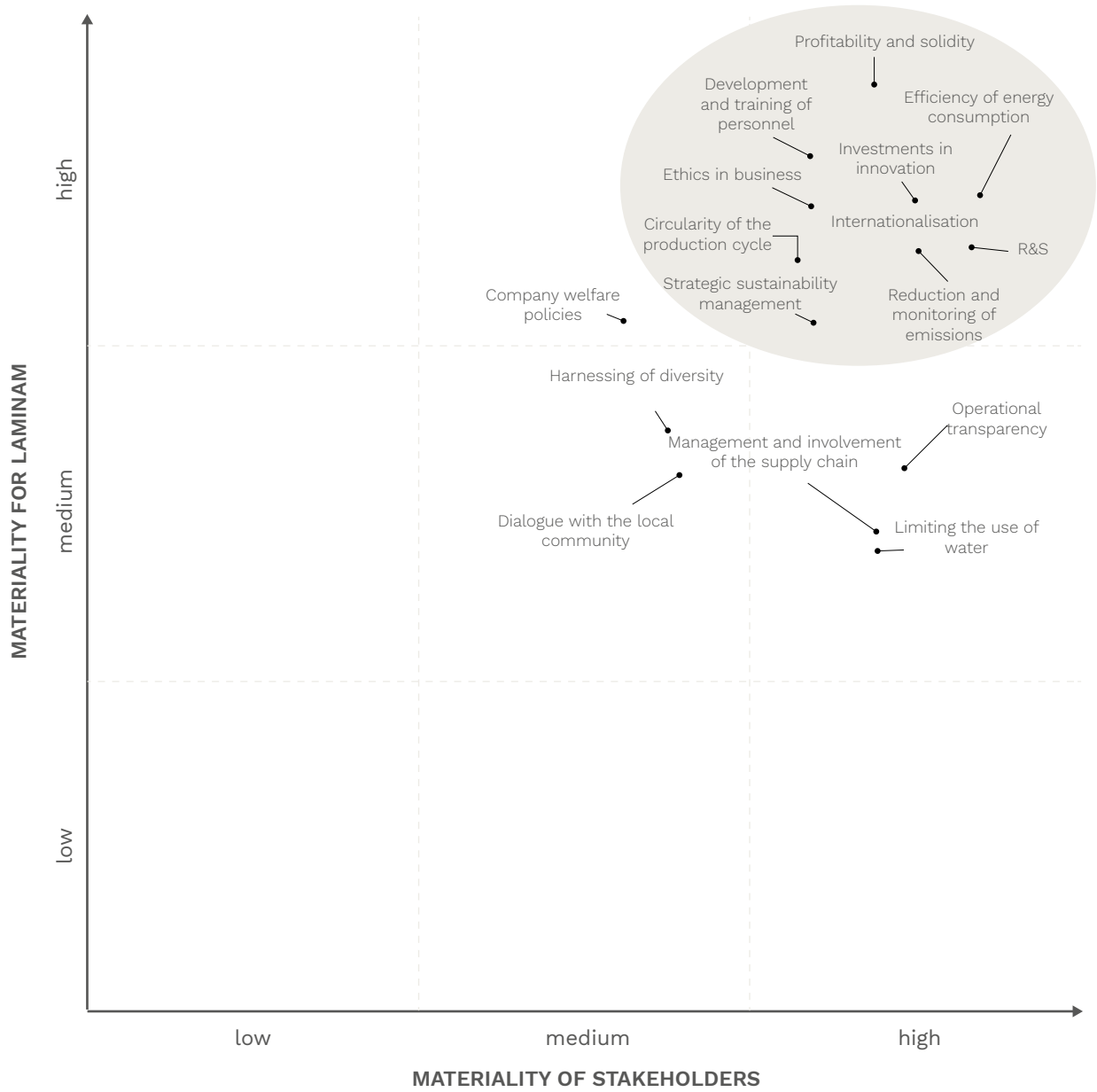


- Customers
- Media exponents
- Suppliers and industrial partners
- National banking institutions
- Employees
- Representatives of the academic world and local associations
- Representatives of labour unions

Comparing the overall vision of stakeholders with that expressed by the Group enabled the formation of the materiality matrix, which underscores the topics deemed to be highly material, both internally and externally to the Company.



MATERIALITY MATRIX



1.5 OUR COMMITMENT TO SUSTAINABILITY

The topics considered highly material for both the Group and its stakeholders may be broken down as follows:

- **Efficiency in managing energy consumption**, understood as Laminam's ability to adopt internal practices for managing energy resources capable of preventing waste and reducing environmental impact;
- **R&D of new environmentally sustainable products**, understood as the ability to invest in R&D to constantly enrich the product line, while meeting customers' every need in terms of quality, beauty, safety and sustainability;
- **Emissions reduction and monitoring processes**, understood as the ability to adopt initiatives internal to the company capable of reducing emissions of CO₂ and other pollutants;
- **Investments in product and process innovation**, understood as the desire to continue to invest in new processes and technologies to increase efficiency and safety, while reducing environmental impact;
- **Reinforcement of company profitability and solidity**, understood as the ability to operate to reinforce the company's economic and financial performance;
- **Development and training of personnel**, understood as the ability to invest in the professional development and training of employees;
- **Internationalisation**, understood as the desire to reinforce the company's international vocation, increasing its presence and/or the sale of its products abroad;
- **Organisational model and ethics in business**, understood as the ability to operate according to criteria of ethics and integrity towards all internal and external stakeholders;
- **Circularity of the production cycle**, understood as the ability to develop management of raw materials and waste that optimises their use and guarantees a circular economy system;
- **Strategic management of sustainability**, understood as the ability to adopt an internal strategic sustainability plan, identifying actions, goals and timing.

The structure of this Sustainability Report seeks to emphasise, in the various sections, each of these topics, presenting data, information and evidence that bears witness to the Laminam Group's commitment to these areas.







1.5 OUR COMMITMENT TO SUSTAINABILITY



Laminam's contribution to the UN's 2030 goals

Laminam has analysed the Sustainable Development Goals (SDGs) to which it may contribute the most through its products and activities. These analyses made it possible to identify nine Sustainable

Development Goals, in relation to the four pillars of sustainability, to which the Company intends to make a significant contribution.

UN 2030 SDGS	MATERIAL TOPICS	CHAPTERS
<p>3 HEALTH AND WELL-BEING</p> 	<p>ENSURING HEALTH AND WELL-BEING FOR ALL AND ALL AGES</p> <ul style="list-style-type: none"> • Harnessing diversity within the company • Promoting company welfare policies 	<p>2. OUR PRODUCTS</p> <p>4. OUR PEOPLE</p>
<p>4 QUALITY EDUCATION</p> 	<p>ENSURING INCLUSIVE, EQUAL EDUCATION AND LEARNING</p> <ul style="list-style-type: none"> • Development and training of personnel 	<p>3. OUR PEOPLE</p>
<p>6 CLEAN WATER AND SANITATION</p> 	<p>ENSURING EVERYONE ACCESS TO WATER AND SUSTAINABLE WATER MANAGEMENT</p> <ul style="list-style-type: none"> • Adopting practices to limit water use 	<p>4. OUR OPERATIONS</p>
<p>7 AFFORDABLE, CLEAN ENERGY</p> 	<p>ENSURING EVERYONE ACCESS TO AFFORDABLE, RELIABLE, SUSTAINABLE AND MODERN ENERGY SYSTEMS</p> <ul style="list-style-type: none"> • Efficiency in managing energy consumption 	<p>4. OUR OPERATIONS</p>

1.5 OUR COMMITMENT TO SUSTAINABILITY

<p>8 DIGNIFIED WORK AND ECONOMIC GROWTH</p> 	<p>SUPPORTING EMPLOYMENT AND SUSTAINABLE ECONOMIC GROWTH</p>	<ul style="list-style-type: none"> • Company profitability and solidity • Internationalisation • Operational transparency towards all stakeholders 	<p>1. GROUP PROFILE, GOVERNANCE AND SUSTAINABILITY</p>
<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> 	<p>SUSTAINABLY IMPROVING INDUSTRIAL INFRASTRUCTURE, INCREASING EFFICIENCY IN THE USE OF RESOURCES</p>	<ul style="list-style-type: none"> • Investments in product and process innovation • R&D on new environmentally sustainable products 	<p>2. OUR PRODUCTS 4. OUR OPERATIONS</p>
<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> 	<p>ENSURING SUSTAINABLE MODELS OF PRODUCTION AND CONSUMPTION</p>	<ul style="list-style-type: none"> • Strategic sustainability management • Management and involvement of the supply chain • Dialogue with society: schools, universities and local communities 	<p>1. GROUP PROFILE, GOVERNANCE AND SUSTAINABILITY 2. OUR PRODUCTS 4. OUR OPERATIONS</p>
<p>13 CLIMATE ACTION</p> 	<p>PROMOTING ACTIONS TO FIGHT CLIMATE CHANGE</p>	<ul style="list-style-type: none"> • Circularity of the production cycle and reuse of processing waste • Emissions reduction and monitoring processes 	<p>1. GROUP PROFILE, GOVERNANCE AND SUSTAINABILITY 4. OUR OPERATIONS</p>
<p>16 PEACE, JUSTICE AND SOUND INSTITUTIONS</p> 	<p>PROMOTING PEACEFUL, INCLUSIVE SOCIETIES FOR SUSTAINABLE DEVELOPMENT</p>	<ul style="list-style-type: none"> • Organisational model and ethics in business 	<p>1. GROUP PROFILE, GOVERNANCE AND SUSTAINABILITY</p>

Sustainability communication



Laminam devotes great attention to positive communication with all customers and stakeholders, involving them in the steps forward and goals reached by the Company in all material areas, from quality to innovation and sustainability.

For the past several years, Laminam has introduced specific content to its product communications relating to the sustainability of the materials used, as well as of production, packaging and logistics processes. In 2021 a new logo was created to further emphasise the recycled material content of Laminam's products used in catalogues and other communications instruments.

In addition, sustainable aspects relating to the fields of application of Laminam's products were also communicated. In this regard, mention should be made of the publication of the "Ventilated Façade Special" and "Ambience Special" in 2021.

During 2021 corporate sustainability communication related in particular to the publication of the second sustainability report and organisation of the "Sustainable Evolution" event in Borgo Val di Taro. During this event, a video was produced, with the involvement of employees, with the specific goal of communicating the Company's sustainability principles, strategy and goals.

The website laminam.com includes a section dedicated to quality and innovation processes; the sustainability issue is discussed in the section dedicated to corporate responsibility.



"Sustainable evolution"

On 5 November 2021, 150 representatives of local and regional institutions, members of the business and finance community, employees, suppliers and journalists gathered in Borgo Val di Taro to celebrate together the doubling of the size of the Laminam production facility at the event "Sustainable Evolution".

The event's speakers included,

in order, Laminam CEO Alberto Selmi, Alpha Group's Managing Partner Edoardo Lanzavecchia, Confindustria Ceramica President Giovanni Savorani and President of the Region of Emilia-Romagna Stefano Bonaccini.

Between a look at current results and reflection on tomorrow's challenges, Alberto Selmi spoke of the growth that

Laminam has been experiencing for several years now: from a slab manufacturer to a leading player in the complex world of superior natural surfaces for architecture and design, with an increasingly close relationship to its customers, inspiring all who wish to shape living and working spaces: architects, designers and individuals.

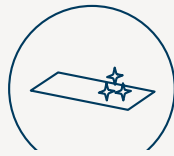


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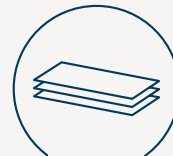
OUR PRODUCTS

- 2.1. Laminam's surfaces page 48
- 2.2. Materials and supply chain page 50
- 2.3. Research, innovation and environmental sustainability page 56
- 2.4. A focus on product safety and quality page 58

Summing up



146
Surfaces



13
Collections



20/60%

Recycled material contained
in products



20+

System, environment,
product and food contact
certifications



<1%

Non-quality index
(SQ. M RECLAIMED/SQ. M
SOLD X 100)



2,125

Tonnes of packaging
materials recovered from
clients



93%

Natural raw materials

LAMINAM

2.1. LAMINAM'S SURFACES

Evolution and sustainable identity are Laminam's distinctive characteristics. Its new products and their finishes are the result of constant technological research, great creativity and deep respect for the environment. The goal is to offer architects, interior designers and consumers constantly new, innovative design solutions to lend form, shape and elegance to the world of tomorrow.

New products in 2021

With its new **Verde Alpi** and **Sahara Noir Extra** surfaces in the I Naturali collection, launched at Cersaie in Bologna last September, Laminam reflects current trends in architecture and interior design, where marble patterns are a must-have in annual collections. Reinventing the appearance of the two natural stones in a contemporary light, Laminam exalts their structure, texture and colours, improving their performance and expanding the opportunities for their use.

Laminam offers the 2021 surfaces directly in the Bocciardato and Polished versions. Available in various sizes and thicknesses, they are suited for use as kitchen and bathroom countertops, tables, wall coatings and indoor and outdoor flooring.

Verde Alpi reinterprets the preciousness of one of the most refined marbles in Italy's architectural tradition. Through a specific body enriched with natural pigments, the result of constant technological research, the hues of the original stone are enriched, thus expanding the range of tones of green – a colour of increasing fascination to architects and clients.

In the version in 1200×3000 mm size and Laminam 5 and Laminam 5+ thicknesses, Verde Alpi surfaces are available in six different patterns that, where paired, yield a considerable aesthetic impact through their graphical continuity. The Book Match version is also available in 1620×3240 mm size with Laminam 12+ thickness: in fact, it provides two different graphical solutions, one darker and one lighter, depending on the side on which it is placed during laying.



Sahara Noir Extra, inspired by the evocative Tunisian black marble, exceeds one of the most captivating stones that can be found in nature in its aesthetic refinement. The new finish emphasises its painterly and chromatic traits by reproducing the intense, characteristic black background and distributing its typical luminous veining both longitudinally and orthogonally over the entire surface.

Sahara Noir Extra is available in three different patterns in the 1200×3000 mm size with Laminam 5 and Laminam 5+ thicknesses. In the 1620×3240 mm size, with Laminam 12+ thickness, it is available in an elegant Book Match version. Thanks to Laminam's stylistic reinterpretation, the new finish is particularly suited to interior design projects, with creative ambitions such as tables of various sizes, which need to be worked and have their surfaces shaped.

NEWS FLASH

From Salone del Mobile 2022

Laminam recently participated in the Salone del Mobile event in Milan, from 7 to 12 June 2022.

This year was the 60th edition of the event, a milestone celebrated through the key values of the initiative: Quality, Innovation, Beauty and, more than ever, Sustainability. From this perspective, the Company, in collaboration with the start-up Up2You, held a "carbon-neutral" event, eliminating all CO₂ emissions generated to create the stand, through participation in internationally certified projects.

At the event, Laminam launched its new "Terre" line of the IN-SIDE collection.

TERRA DI POMPEI / IN-SIDE

Terra di Pompei captures the essence of the hot magma dried in the Naples sun, whose heat marks cracks and friezes on the surface through which unexpected warm brown hues emerge. The large sized ceramic slab is processed and transformed into an agglomerate of material with light intrusions ranging from beige to champagne: a volcanic earth, moving between form and structure.

TERRA DI MATERA / IN-SIDE

Terra di Matera recalls the textural and visual suggestions of the Lucanian land. The surface is filled with the smell of warm air, the brightness of the land, the typically Mediterranean hues of dawn, which at sunset seem to blend into the sky. The texture is reminiscent of warm beige, luminous white and the movement of light and shadow reflected on the earth, an unmistakable chromatic atlas which characterises the hilly area of the city.

TERRA DI SATURNIA / IN-SIDE

Inspired by the famous hills of the Maremma, Terra di Saturnia originates among the shades of taupe and grey and cannot be catalogued within defined chromatic limits. A place of hot springs, mud baths and land rich in nutrients for the earth, the essence of Terra di Saturnia is expressed on ceramic slabs thanks to Laminam's technological and aesthetic approach, marking the movement of water in the instantaneous moment in which it withdraws and reveals a soft, sandy surface.

The new Terra products are available in the following sizes / thickness

1200x3000 mm (47.2" x 118.1") / Laminam 5+
 1620x3240 mm (63.7" x 127.5") / Laminam 5
 1620x3240mm (63.7" x 127.5") / Laminam 12+



2.2 MATERIALS AND SUPPLY CHAIN

Laminam pays extremely close attention to the selection of raw materials, all of natural origin, to ensure the quality and optimal performance of its products.

The main raw materials used to produce Laminam's surfaces are clay, kaolin, feldspar and sand, all of

certified origin and carefully selected on the basis of their purity, homogeneity and colour level and the perfection of their technical characteristics.

The effects of the war in Ukraine

The search for new sources, new materials and new bodies to reduce country risk

The geopolitical sustainability of the countries of origin of raw materials and the search for alternative sources and suppliers took on considerable importance in 2021, and even more so in early 2022.

With Ukraine we are in the midst of a humanitarian drama and a considerable supply problem, given that, for the entire Italian and European ceramics industry, Ukraine is the main country of origin of very high-quality clay available in large quantities.

Clay deposits are located in the Donbass region, near the areas occupied by the Russian army. Since the '90s the exportation of these raw materials has developed thanks to access to road and rail infrastructure that link the quarries with the ports of Mariupol, Odessa and Mykolaïv. It was from these ports that the ships that supplied Europe's ceramics dis-

tricts departed. The hostilities immediately made extraction impossible, blocking the internal logistics chain and preventing ships from departing.

The technology laboratory's main objectives have always included monitoring the raw materials market and assessing advantageous alternatives. At this particular juncture in history, this activity has been intensified and extended to new geographical areas. In addition, the search for new body formulations had in recent years yielded an important result in the form of "Bianco Assoluto", whose particular aesthetic characteristics mean that it was already formulated without Ukrainian clay, using only kaolin of various types and origins. This experience is particularly valuable now to complete the elimination of Ukrainian clay from all bodies in production.

The Purchasing office, in view

of the dramatic nature of the events, is monitoring and expanding its pool of suppliers to diversify risks to an even greater extent than before. In addition, in 2021/22 it committed to the project of implementing the "Sustainable Purchasing" guidelines set out in the voluntary standard ISO 20400, obtaining the resulting certification from a third entity in May 2022. Laminam was the first company in the ceramics sector to complete this process.

"As in all crises, difficult, critical times will be followed by more positive moments and the experience gained will yield benefits for us. By opening up to new sources and suppliers, we are exploring alternative materials to improve the sustainability of our purchasing process."

Carlo Morandi, Purchasing Manager

The geographical origin of raw materials

Laminam's supply chain is primarily composed of Italian suppliers (based in Italy, very often in the ceramics district or in any case not far from Laminam's locations). However, these are often sales offices or branches of multinationals or companies that supply materials far from Italian borders, in some cases even outside the EU.

Natural raw materials (clay, feldspar, kaolin and sand) come from both non-EU countries (mainly Turkey and Ukraine, but also Brazil and China) and EU countries (mainly Italy, Germany and Spain).

By quantity, in 2021 around 52% of the main materials purchased by Laminam S.p.A. (Italy) come from countries in the European Union; the remaining 48% come from non-European countries.

By value, purchases from European (EU) suppliers accounted for 62% of total expenditure in 2021. The remaining 38% refers to raw materials purchased in non-European countries.

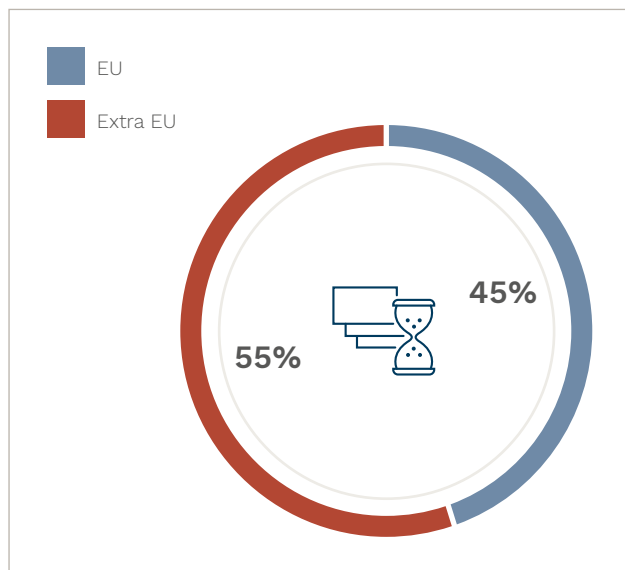
In addition, the European percentage is higher than in previous years.

Considering all purchases by all Group facilities by quantity, in 2021 around 45% of the main raw materials purchased by Laminam S.p.A. came from countries in the European Union; the remaining 55% came from non-European countries.

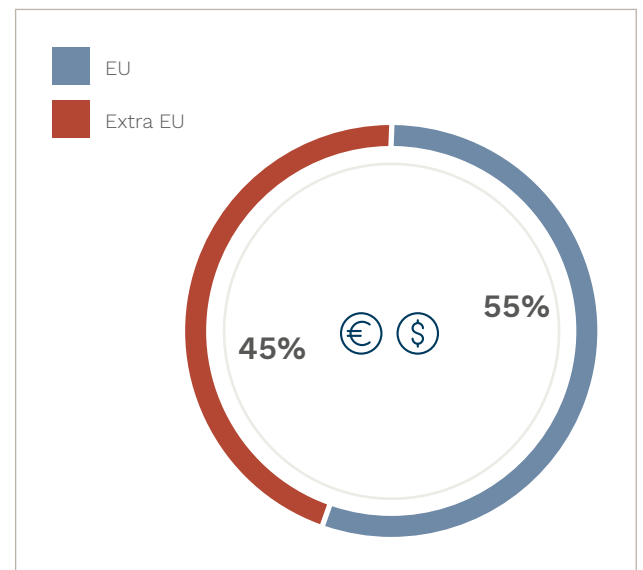
By value, the percentages are reversed. Purchases from European (EU) suppliers accounted for 55% of total expenditure in 2021. The remaining 45% refers to raw materials purchased in non-European countries.

Including Turkey and Ukraine, Europe is to be regarded as the main area of supply (from which 95% of total raw materials purchased come), ensuring high standards in all respects, from safety to sustainability, logistics and the environment.

LAMINAM GROUP: RAW MATERIAL PURCHASES BY ORIGIN (BY QUANTITY AND VALUE)



2021: purchases by quantity



2021: purchases by value (euro)

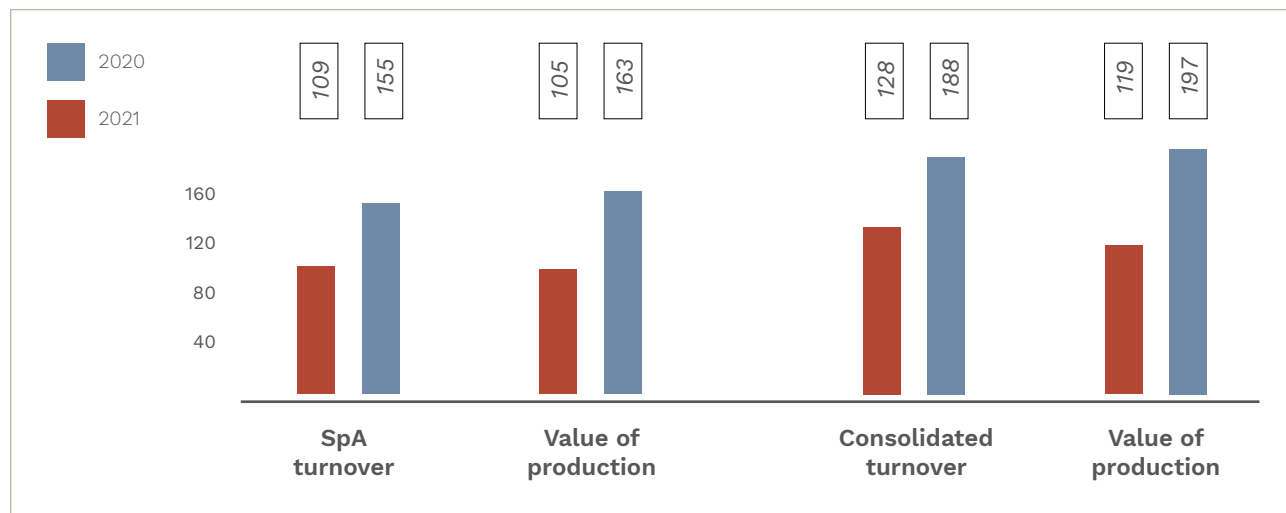
Evolution and structure of the procurement of raw materials and other materials

In 2021 approximately 89,750 tonnes of materials were purchased, including natural raw materials (clay, feldspar and sand) and other semi-finished materials (glass, glazes, pigments, glues and mats) by the Italian facilities in Fiorano and Borgotaro, a significant increase of +38% compared to 2020 (64,881 tonnes). The figure reflects the strong growth in Laminam's activities in 2021.

The following table shows the values of the materials purchased by all the group's production facilities, which increased by 41% (compared to 47% growth of Laminam's consolidated turnover in 2021 and 65% growth in its value of production).

MATERIAL PURCHASES AT LAMINAM GROUP FACILITIES

	UOM	2019	2020	2021
TOTAL NATURAL RAW MATERIALS	tonnes/year	71490	68,153	96,532
Clay, feldspar, sand	tonnes/year	71490	68,153	96,532
TOTAL SEMI-FINISHED MATERIALS	tonnes/year	4724	4,987	6,768
Glass, glazes, pigments	tonnes/year	3054	3,410	3,958
Finishing materials	tonnes/year	1669	1,577	2,811
TOTAL MATERIALS PURCHASED	tonnes/year	76214	73,140	103,300

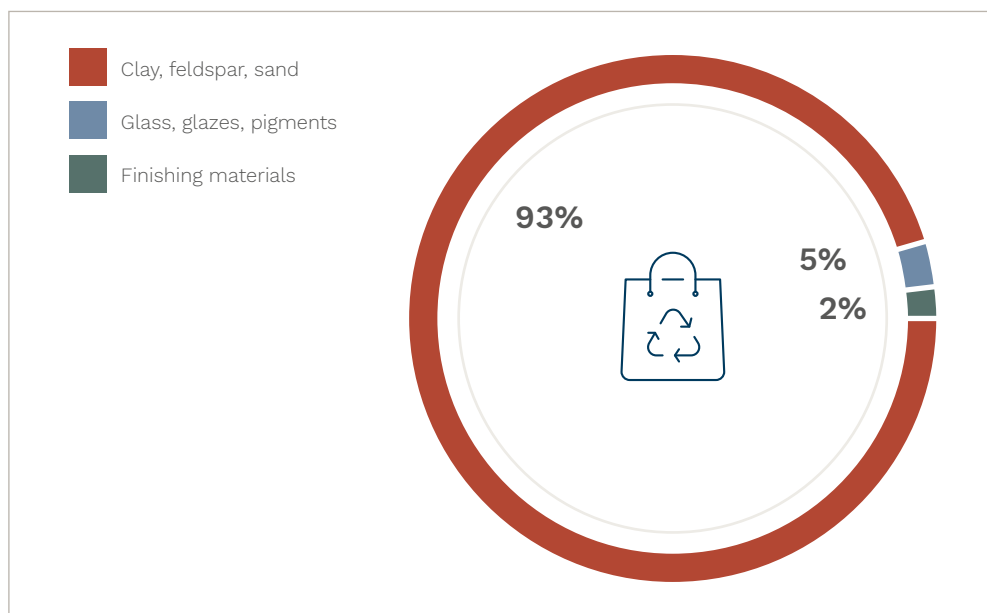


Laminam SpA and Laminam Group: increase in turnover and value of production 2021 / 2020

2.2 MATERIALS AND SUPPLY CHAIN

Observing the data on material purchases in 2021, it may be seen that 93% is clay, feldspar, kaolin and sand (natural raw materials). The remaining 7% is mainly glass, glazes and pigments (approximately 5% of the total) and, in small quantities, finishing materials (glues

and mats, approximately 2% of the total), used where the slabs need to be reinforced for safety reasons, for example in use on exterior façades.



Laminam Group: product composition

In 2021 Laminam SpA increased its quantity of packaging materials (metal A-Frames, big frames, wooden crates and plastic materials) purchased compared to 2020 by 76%. The increase is linked to the increase in business at plants, and in particular

to the growth in metal A-Frames and big frames, tied to the sharp increase in larger size and thickness slabs (stands have a strong impact on the weight of packaging materials).

PACKAGING MATERIAL PURCHASES FOR LAMINAM SpA (ITALY)

	UOM	2019	2020	2021
Metal A-Frames	tonnes/year	555	325	1,025
Wooden crates	tonnes/year	3073	2813	4,490
Plastic material	tonnes/year	151	122	235
TOTAL	tonnes/year	3779	3,260	5,749

LAMINAM

2.2 MATERIALS AND SUPPLY CHAIN

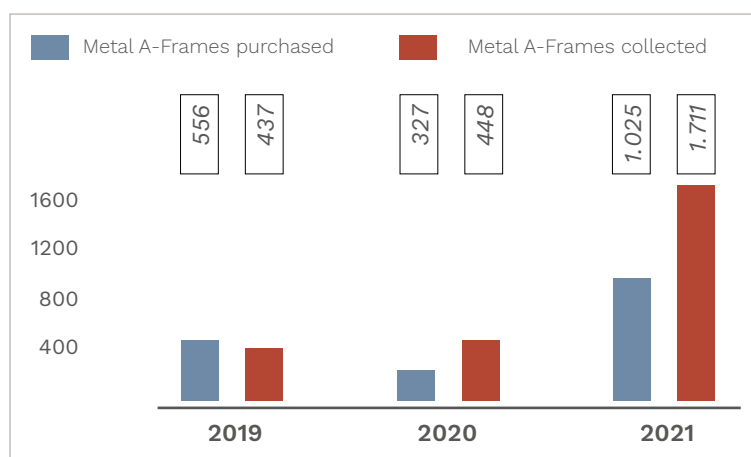
The recovery of packaging materials continued to be increased in 2021 in view of reducing consumption and waste. Laminam SpA directly recovered 2,125 tonnes of metal A-Frames and wooden crates from customers: an increase of 189% on the previous year. The A-Frames recovered exceed those purchased, whereas the wooden crates recovered account for approximately 10% of crates purchased.

PACKAGING MATERIALS COLLECTED FROM CUSTOMERS - LAMINAM SpA (ITALY)

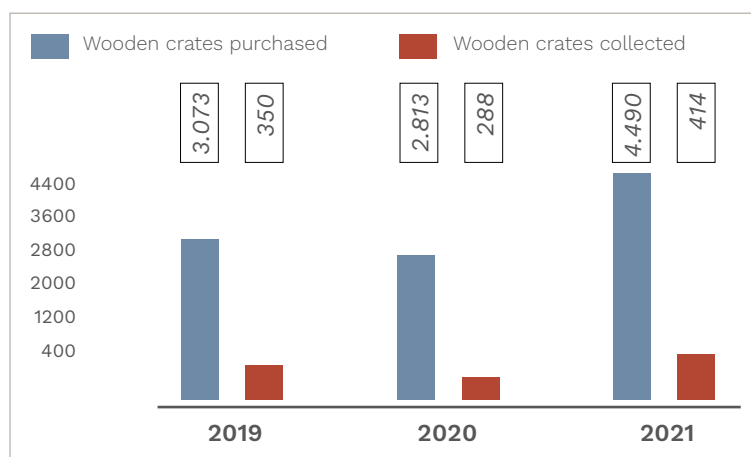
	UOM	2019	2020	2021
Metal A-Frames	tonnes/year	437	448	1,711
Wooden crates	tonnes/year	350	288	414
TOTAL PACKAGING MATERIALS COLLECTED	tonnes/year	787	736	2,125

Research into increasingly sustainable packaging and logistics solutions continues. After introducing regenerated cellophane, alternatives to polyester are being sought. Testing is currently being done on expanded foam and other solutions, including the use of cellulose panels.

In its merchandising, Laminam has discouraged the use of plastic bottles, replacing them with paper cartons. Shopping bags, pen cases, battery chargers and pens have been made from plastic and recycled materials. To prevent paper waste and reduce environmental impact, the printing of paper catalogues was reduced, while in any event also using paper of FSC-certified origin.



Laminam SPA: A-Frames purchased and collected (tonnes)



Laminam SpA: wooden crates purchased and collected (tonnes)

ISO 20400 – Sustainable purchases

As part of its sustainability strategy, Laminam SpA has decided to commit not only to reducing its direct impact, but also to monitoring and managing the ESG (environmental, safety and governance) performance of its suppliers.

The Purchasing Office therefore decided to implement best practices in the management of its supply chain, according to the sustainable purchasing guidelines set out in the internationally recognised ISO 20400:2017 standard.

"Sustainable purchasing" means procurement that has as positive an environmental, social and economic impact as possible according to the entire process and product life cycle. Laminam is thus committed to purchasing products and services from suppliers that have virtuous impacts on both the planet and on the global and local community.

"Laminam SpA has decided to adopt ISO 20400 guidelines to incorporate the company's

vision and values into its purchasing processes, reduce financial risks and contribute to creating a market that is more sensitive to sustainability issues."

*(Carlo Morandi,
Purchasing Manager)*

In practice, the Purchasing office, in collaboration with other company units:

- expanded the Company Policy to include the sustainable procurement principles set out in the relevant standards;
- raised awareness among the supply chain on issues of environmental, social and economic sustainability;
- implemented a strategy for assessing the performances of its suppliers;
- imposed mandatory environmental, social and economic requirements on its suppliers and monitored compliance with them.

All this was done to facilitate the achievement of its sustainability objectives and steer its supply chain in the direction of change increasingly orientated towards ESG fundamentals.

In December 2021 the Company had a preliminary assessment conducted by an external certification authority, the results of which confirmed the excellence of the sustainable procurement strategy implemented by the Company.

On the basis of the findings, an official audit was planned for May 2022, following which Laminam received a certificate of conformity with the guidelines of the ISO 20400 standard. This certificate was circulated to the stakeholders to emphasise the group's commitment and transparency.

2.3 RESEARCH, INNOVATION AND ENVIRONMENTAL SUSTAINABILITY

Sustainable innovation is one of the guidelines of Laminam's strategy, which ensures that it evolves constantly, with its eyes always on the future. Each product is the result of an important research process inspired by the company's main goals: natural, environmentally sustainable materials, excellent quality, superior performance and sustainable processes.

The R&D department devoted considerable attention to research into sustainable solutions in the surface decoration sector; in recent years, it introduced low-emission inks that make it possible to guarantee the unalterability of the characteristics and chromatic properties of slabs, while also improving their sustainability. The effort then shifted to research into more performing glazes, which offer the same high performance while using less material.

In 2021 the R&D Laboratory worked on a number of projects for customers with support from the Production department. There were 63 designs for new Laminam products, in addition to a number of designs requested directly by end customers for customisation, for example for individual architectural projects.

The Technology Laboratory conducted and concluded a number of technological research and innovation projects in late 2021 focused on improving the product.

In addition, in the area of raw materials, chamotte – fired, ground industrial waste from other sectors – was introduced into the bodies.



Improvement of the stability of ceramic bodies

As part of its commitment to monitoring the pyro-plastic behaviour of ceramic bodies, the Technology Laboratory conducted a study to improve the body stability in the high-temperature firing area.

After conducting in-depth assessments of the carbonate levels present in the various types of feldspar used (mainly responsible for the problem), using a Dietrich-Fruhlig calcimeter a thermal cycle was implemented to study the behaviour of the ceramic

body during firing and identify differences in reactivity (fusibility). Dilatometric analyses of the body were thus conducted using a vertical optical dilatometer.

The laboratory studies and dilatometric testing performed made it possible to identify the raw material able to improve body stability better than the others.



Improvements to polished products

A second project sought to improve polished products. Laboratory studies were conducted on the surfaces for a visual assessment of problems relating to porousness and undulations, detectable using traditional and novel methods of inspection (for example, the

use of a scanning electronic microscope or SEM) and identify solutions to both problems. Surface quality was improved using a new super-fast hopper with a role in loading powder onto the conveyor. Surface planarity (undulations) was improved

using a shot-blaster for dry application of the surface layer as grit rather than powder.

LAMINAM

2.4 A FOCUS ON PRODUCT SAFETY AND QUALITY

As clearly stated in the Integrated Corporate Policy, Laminam aims above all to identify and meet the needs expressed by its customers.

In pursuit of its quality, safety and customer satisfaction objectives, Laminam's commitment is reflected in the development of a thorough series of indicators that are constantly monitored and used to drive improvement.

Product quality and safety

Product quality and safety goals are monitored on a quarterly basis through the Quality Report. These goals are applied from the design phase to focus on raw materials and processing.

In 2021, as in previous years, no penalties relating to product quality and safety were levied.

Laminam's materials present among the lowest risk levels encountered in building materials, including those of natural origin.



Customer satisfaction

Product quality and safety are ensured by monitoring and assessing customer satisfaction, which is the responsibility of the Sales Department in collaboration with the Quality Department. Within this framework, full product traceability is essential to working back up through the production process to identify the day, month, year and shift of production and conduct a step-by-step review of the checks done on the raw materials used, etc.



Complaints and returns

As part of the focus on the customer, over 80% of complaints are handled rapidly, in under three days. The Company nonetheless aims for further improvement.

Only a fraction of all complaints (46% in 2021, down from 2020 and 2019) was effectively tied to factors for which Laminam is responsible. In 2021, 276 complaints were accepted, up by 25% on 2020. The increase in complaints is strictly tied to turnover growth.

Observing the various areas in which Laminam slabs are used, the furnishing sector remains among the main source of complaints (84% of the total in 2021, an increase). The explanation lies in the type of sale typical of the furnishing sector (single slab or limited quantities used, for which each slab may be subject

to a complaint) and the strong rise in sales in the furnishing sector.

In confirmation of the quality of Laminam's products, square metres subject to complaints and technically accepted as a percentage of total square metres sold never exceeds, in all the years considered, 1%, and fell further in 2021 from 0.9% to 0.55%. The indicator, termed by Laminam the "non-quality index", thus presents a value far below the benchmark of 5%, the parameter set by the technical standard UNI EN 14411 (ISO 13006).

LAMINAM SpA (ITALY) QUALITY INDICATORS

INDICATOR	UOM	2019	2020	2021
Total no. of complaints	No.	254	221	276
Accepted complaints index	%	56	52	46
Complaints by macro-sector: furnishing	%	51	57	84
Complaints by macro-sector: construction	%	49	43	16
Complaint handling time	Days	-	2.5	2.8
Non-quality index	%	0.4	0.9	0.55

LAMINAM

2.4 A FOCUS ON PRODUCT SAFETY AND QUALITY



System Certifications

ISO 9001	Certified international quality management system. It certifies the attention devoted to all company processes.	
ISO 14001		In early 2021 Laminam obtained ISO 14001 certification for its Italian plants in Borgotaro (February 2021) and Fiorano (May 2021). This certification guarantees the presence of a management system designed to monitor the Company's environmental impacts, accompanied by a constant search for sustainable process improvement.
ISO 14064-1	ORGANISATION CARBON FOOTPRINT - Laminam quantified its organisational carbon footprint in accordance with the reference standard UNI EN 14064-1:2018. The certification process was successfully concluded on last 30 May.	
ISO 20400		SUSTAINABLE PURCHASES - In late 2021 Laminam began a process of environmental, social and governance sustainability of its supply chain, focusing on building a sustainable purchasing chain. The first milestone was successfully reached in May of this year with the achievement of certification.
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 distribution chain. It refers to protected warehouses, personnel access control and security checks for sub-suppliers.

Product Certifications

EPD



The process of renewing the EPD (environmental product declaration) certification for 3+ and 5 mm surfaces and extending this certification to 5+, 12+ and 20+ thicknesses was concluded in 2021 so that all products are certified. In parallel, Laminam completed a life-cycle analysis (LCA), which allows the Company to calculate the carbon footprint of each product, providing a comprehensive, complete overview of its impact.

P CAM



Laminam slabs meet CAM (minimum environmental criteria) necessary to participate in public calls for bids for new construction, renovation and building maintenance projects.

NSF










Laminam is the first producer of ceramic surfaces to obtain the certification NSF (American National Standard for Food Equipment) “Solid surfacing for food zone”. The result attests to the suitability of Laminam's slabs for use in kitchens as surfaces intended for direct contact with foods and derived fluids. Laminam is therefore not appropriate only for the splash zone, i.e. the vertical surface, but also for the food zone, i.e. the horizontal kitchen countertop. Laminam's slabs were tested by an independent third party and meet all North American regulatory requirements in terms of absence of heavy metals, ease of cleaning and resistance to acidic corrosion.

LEED AND BREEAM



Laminam is a member of Green Building Council Italy, an association that promotes the reduction of the environmental impacts of buildings and constructions on the environment. It is in this context that LEED and BREEAM certifications – international schemes with a focus on assessing the sustainability of buildings throughout their life cycle – become important. Both schemes are based on awarding credits for complying with specific environmental characteristics, such as construction materials with a high level of environmental sustainability. The Laminam slabs used in construction are certified according to ISO 14021 to contain at least 20% to 40% pre-consumption recycled material (i.e., reused industrial waste) and to have a high solar reflection index (SRI), thus contributing to obtaining credits in the LEED and BREEAM certifications.

2.4 A FOCUS ON PRODUCT SAFETY AND QUALITY

KOSHER		<p>Laminam slabs are Kosher Parve certified, meaning they are compliant with kasherut requirements, ensuring food consumption suitable for those who observe the food rules of the Jewish religion. Certification guarantees that Laminam slabs can be used as kitchen countertops since they do not cause contamination by contact.</p>
MOCA		<p>The MOCA (Materials and Objects in Contact with Food) declaration of conformity is a form of certification necessary to ensure compliance with certain mandatory requirements in relation to food hygiene. Regulation (EC) No. 1935/2004 of the European Parliament and the Council of 27 October 2004 on materials and articles intended to come into contact with food also identifies ceramics among the materials in question. The declaration of conformity and related supporting documentation thus guarantee full compliance with applicable rules by Laminam.</p>
CCC		<p>The CCC (Chinese Quality Certificate) mark certifies the safety of products sold on the Chinese market.</p>
UPEC		<p>The French functional UPEC certification guarantees that a given flooring product is suited to use in a given set of premises for a sufficient, reasonable period.</p>
ITB		<p>The Construction Research Institute (Instytut Techniki Budowlanej - ITB) has certified the quality of Laminam's slabs according to Polish specifications.</p>
SASO		<p>The SASO (Saudi Standards, Metrology and Quality Organization) mark is a mandatory quality certification in Saudi Arabia that indicates that the product conforms to the country's standards.</p>
NAVY		<p>In accordance with the fire-protection requirements of the Marine Equipment Directive (MED), 2014/90/EU, including the testing requirements and standards set out in Regulation (EU) 2018/773, Laminam slabs with thicknesses from 3.5 mm to 20.5 mm may be used as surface and flooring materials for naval applications.</p>

LAMINAM

2.4 A FOCUS ON PRODUCT SAFETY AND QUALITY

ATEX	French certification for the use of 1000x3000 mm size, Laminam 5+ slabs on façades. The Fiorano and Borgo Val Di Taro facilities have been certified.
SQM	Saudi Quality Mark: systemic certification of Laminam and Restile brand materials for exportation to Saudi Arabia.
HPD	Health Product Declaration: this is a "safety" declaration that considers the impact that products have on human safety and health.
FIRE REACTION CERTIFICATE DUBAI	Certification relating to the fire reaction of Laminam 5+ for use in ventilated façades in Dubai.
BELARUS CERTIFICATE	Quality certificate for exportation to Belarus.
DGNB	Laminam has registered with the German site DGNB, entering the information included in its EPD certificate, along with all colour SKUs. This is an extremely useful tool employed in Germany primarily by manufacturers, architects and designers to select products with an EPD.
FDES	On the French market, Laminam has begun the process of FDES (Fiche de Déclaration Environnementale et Sanitaire, Environmental and Health Declaration File) certification. The Company is completing some aspects specifically required by French legislation (health indication, pollution of the air and soil, acoustic and odour comfort) in its LCA study to render it appropriate to FDES. The work is expected to conclude in autumn 2022.



3 | OUR PEOPLE

3.1 Characteristics of personnel	page 68
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Summing up



688

Employees as
at 31.12.2021



26%

Foreign personnel



36%

Female component



99

New employees
hired



4081

Hours of training
provided



84%

Employees < 50 years of age

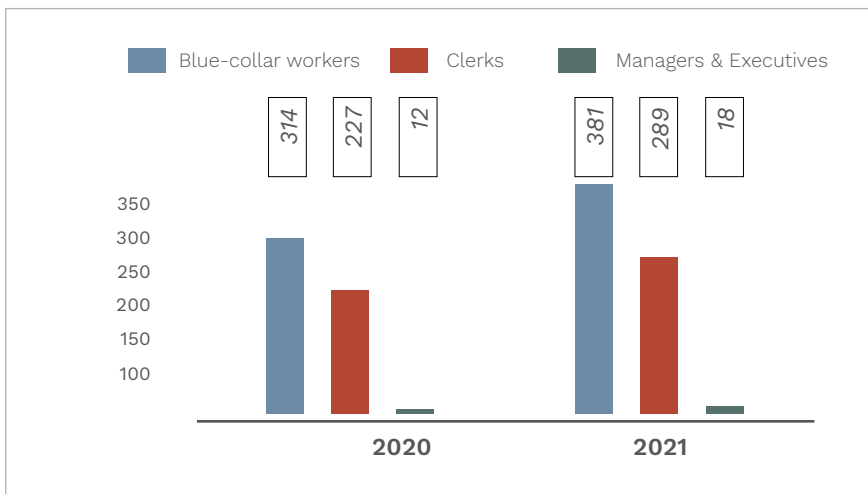
3.1. CHARACTERISTICS OF PERSONNEL

Laminam's successes are deeply tied to its employees, driving force behind the Company's innovation. It is thanks to them that Laminam is capable of maintaining its position of leadership on the market, constantly offering cutting-edge products and solutions.

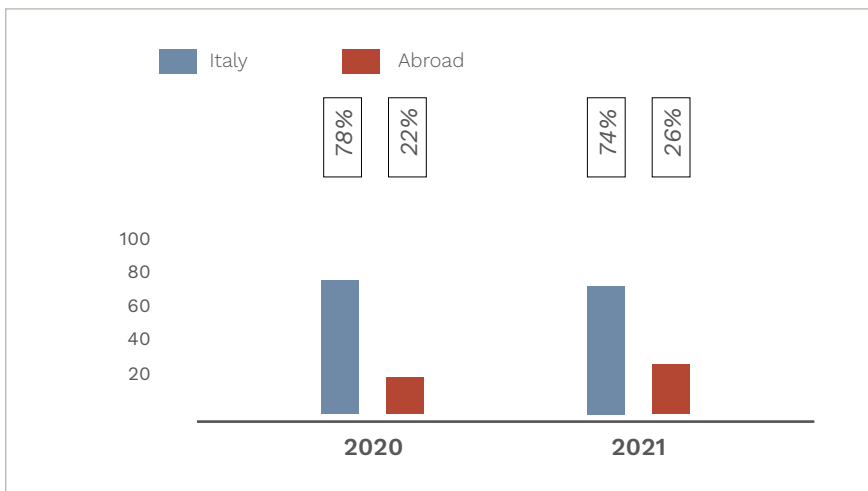
In Italy the headcount increased by 75 (+17%), due above all to the doubling in size of the Borgotaro facility. Abroad, the headcount rose by 56 (+45%), due in particular to the development of branches in Europe and abroad (and the consolidation of Laminam China).

As at 31/12/2021, the Laminam Group had 688 employees, including temporary workers, an increase of 131 (+24% on 2020). The figure includes employees of Laminam companies worldwide consolidated in the 2021 financial statements.

Foreign personnel rose from 22% of total personnel in 2020 to 26% in 2021.



Total Laminam group employees (according to the consolidated financial statements), 2020 – 2021



Total Laminam group employees (according to the consolidated financial statements), Italy / abroad by percentage, 2020 – 2021

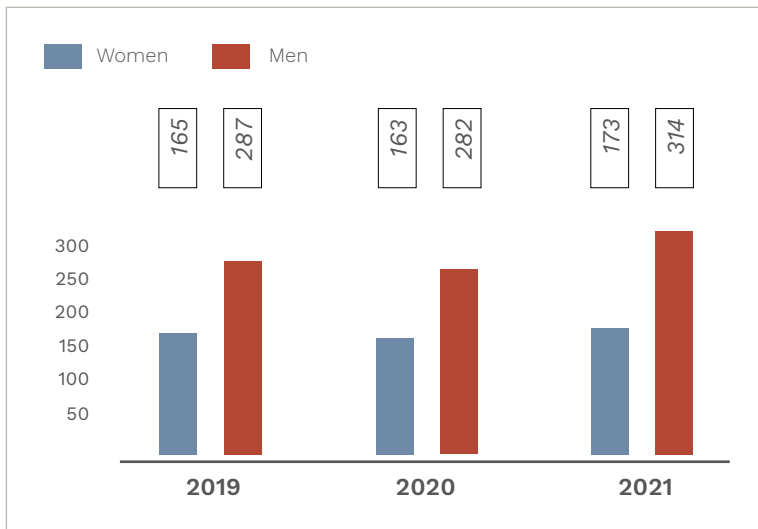
3.1. CHARACTERISTICS OF PERSONNEL

The analysis of personnel characteristics below refers solely to employees based at the headquarters and at Laminam's facilities in Italy and abroad; branches and temporary workers are also excluded.

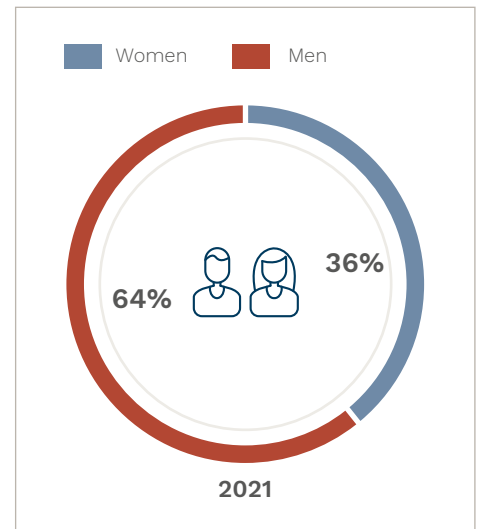
Among employees, 80% (390) are based at Italian facilities and the remaining 20% (97) at the foreign facility. The headcount of the Italian facilities rose sharply in 2021, increasing by 10% on the previous year (+17% also considering temporary workers). Growth at the foreign facility came to 9%. Overall, the number of employees at the Group's three facilities rose by 9%.

Growth was transversal to gender, although the fact that most new employees were hired to production departments privileged men to a certain extent.

Women, who make up 36% of the total headcount – a high figure for a sector that is traditionally mostly male – increased in number by 10 (+6), whereas the number of male employees rose by 32 (+11%). In truth, if the figures are considered in a more in-depth manner, most employees hired in offices were women, whereas most production personnel were men.



Total employees, number and gender, 2019 – 2021



Total employees by gender, percentages, 2021

The average employee is young: 84% of employees are under 50 years of age and 20% are under 30.

At the annual average level, permanent contracts make up 91% of total contracts, while fixed-term contracts represent just 9%. Compared to the previous year, permanent contracts declined by 4 percentage points (95% in 2020). The increase in the number of fixed-term contracts recorded in 2021 in fact conceals a

very positive aspect: in Borgotaro the Company chose immediately to hire new personnel under employment contracts as well as temporary contracts to send a strong message of commitment and privilege the stabilisation and retention of its personnel.

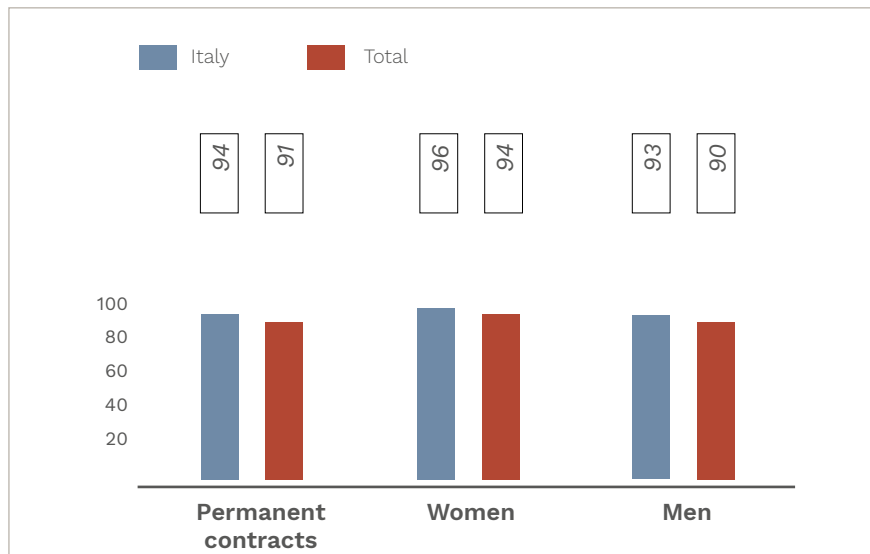
3.1. CHARACTERISTICS OF PERSONNEL

By gender, indefinite-term contracts are 94% women and 90% men.

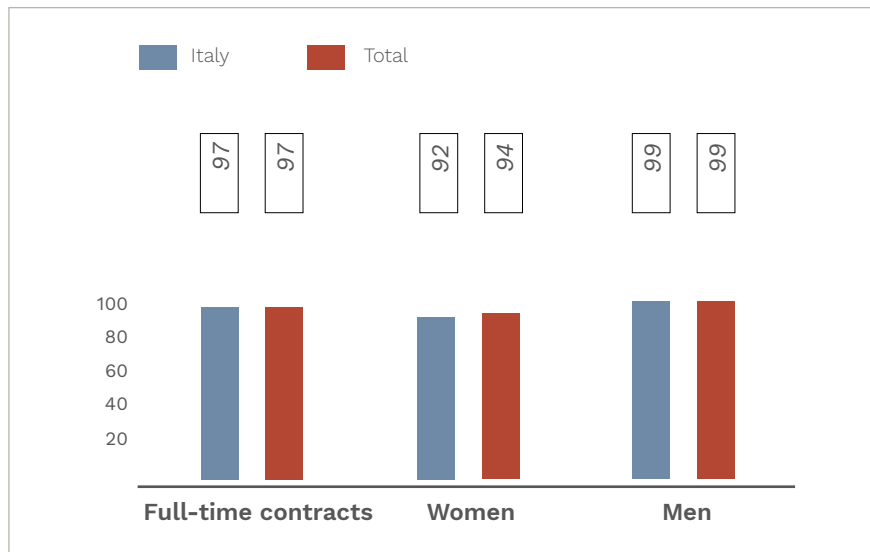
employees have a full-time contract, 6% of women perform their work part time (8% in Italy).

Workers under full-time contracts are 97% of total employees, a figure perfectly in line with that of previous years. In terms of gender, while 99% of male

In 2021, 99 new employees were hired and 57 working relationships terminated, bringing the hiring rate to 20.3% and the turnover rate to 11.7%.

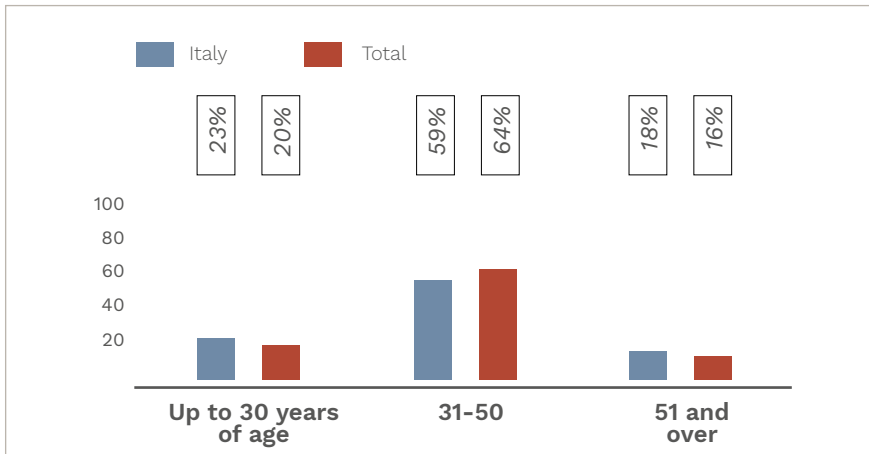


Permanent contracts, percentages, 2021

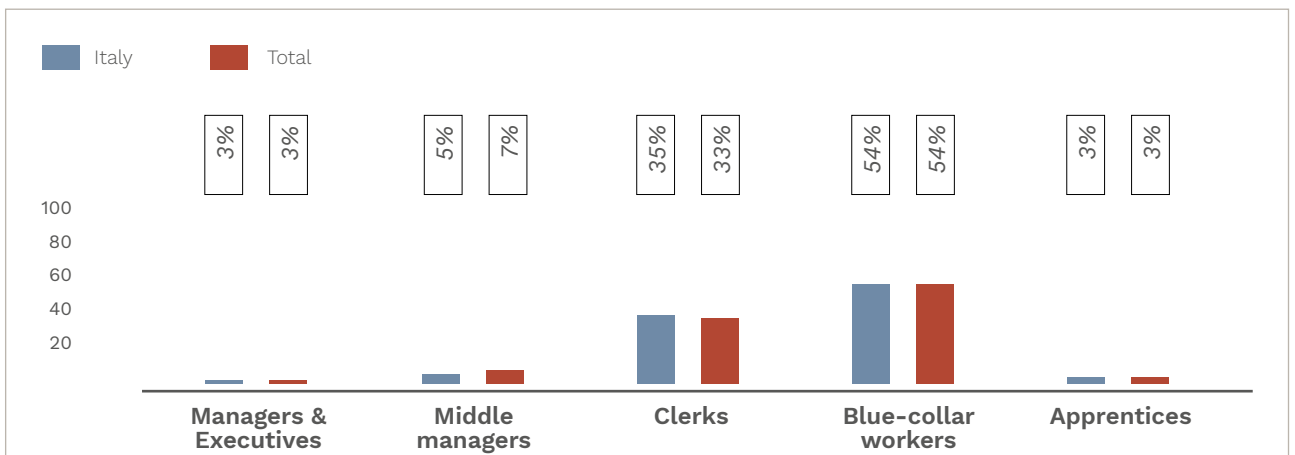


Full-time contracts, percentages, 2021

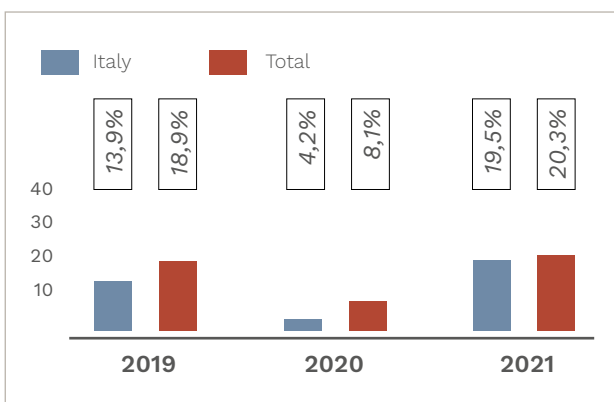
3.1. CHARACTERISTICS OF PERSONNEL



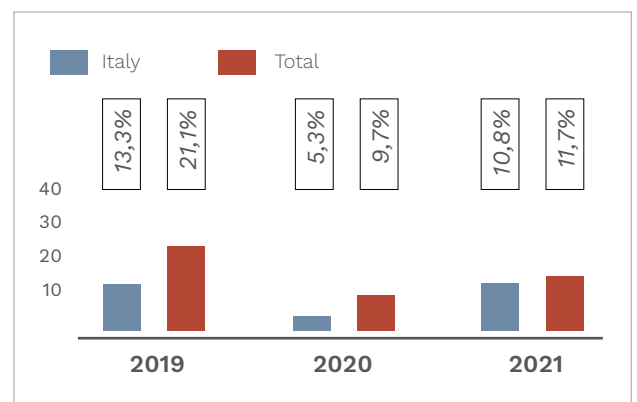
Employees by age, percentages, 2021



Employees by professional category, percentages, 2021



Hiring rate, percentages, 2019 - 2021



Turnover rate, percentages, 2019 - 2021

3.2 FOCUS ON EMPLOYEES

Laminam's main goal has always been to attract and cultivate talent, promote a culture of social well-being and improve and strengthen the health and safety of its employees and contractors. Laminam is committed daily:

- to maintaining an attractive, inclusive working environment, free of all discrimination and open to diversity, where all can realise their full potential and where merit is recognised and excellence fostered;
- to developing the technical and professional skills

of its personnel through training plans prepared on the basis of an analysis of training needs and assigned development goals;

- to promoting company welfare initiatives chosen and shared with personnel, starting with their needs and requirements;
- to ensuring the health and safety of personnel by adopting risk mitigation measures and applying new standards designed to improve the workplace safety, health and well-being conditions of individuals.

From the Great Resignation to work-life balance

How priorities are changing for employees and companies

The consequences that the pandemic and then the war have had on individuals and communities are as significant and unique as the causes. Terms like the "Great Resignation" and "work-life balance" have become part of the daily lives of companies, which must respond adequately to the new conditions and demands of their employees.

Although the phenomenon of widespread resignations in Italy has not reached the levels seen in the USA, where approximately 3% of workers left their companies in 2021, two million people did voluntarily resign in Italy (source, Ministry of Labour; +33% on 2020).

According to McKinsey, in the coming years it is estimated that more than 40% of workers worldwide intend to change jobs.

What are their reasons? A survey conducted in 2021 by a labour agency that is a leading player in employer-branding measured how the work-life balance has become a priority aspect in the choice of a company. The desire is to manage one's time optimally, to seek a balance between work, family and free time. It is also a matter of physical and mental health. In fact, the pandemic caused stress and burn-out. People are responding by expressing a clear interest in rebalancing their private and professional lives.

In addition to "traditional" motivations, such as career, family and salary, other important motivations underlying the working decisions of individuals are – also according to the survey – a "toxic" environment (a poor relationship with colleagues and superiors, excessive pressure, lack of recognition, lack of transparent communication) and the "company purpose", i.e. the company's set of values. Individuals say that they are less willing to compromise between priority values for their personal identity and those of the organisation in which they work. They are therefore willing to resign to choose a company aligned with their ideals.

Actions implemented in 2021 in favour of the work-life balance

Remote work

Remote work according to a simplified procedure (without an individual agreement between the parties) for private-sector employees was established by the Italian government with the lockdown at the beginning of the COVID emergency and was extended on various occasions, most recently until 31 August 2022.

In 2021 Laminam continued to implement remote work procedures for employees using a "bubble" office organisation: 50% rotation with the formation of "working groups" set up to prevent infection of one member of the group from involving members of the other group, so as to ensure continuity of the work to be done.

Remote work also continued in 2022, allowing employees a rotation that protected them from possible infection in the workplace.

The Department is currently considering a policy governing the possibility of continuing with remote work even after the state of emergency.

New spaces and offices to improve the quality of time spent at the company

In 2021 work began on expanding the office spaces and samples warehouse in Fiorano Modenese. An area was purchased opposite the Fiorano head office and adjacent to the Mar Mar logistics hub.

After thorough renovation work according to Laminam standards, 550 square metres of offices were built, along with a new samples warehouse of 2,160 square metres.

The Laminam Technology Hub (so called because it is home to most of corporate technical personnel, including IT, HSE, Quality and Technical Office) was completed in late October 2021, when personnel transfers began, to conclude near the end of the year.

Around 50 people now work at the Technology Hub. The samples warehouse was also situated at the same site, next to the Logistics Hub.

Renovation work then began on a second set of premises near Ubersetto. A new logistics hub with the related offices, which will also be home to other people from the marketing and commercial area, will be set up in the Ubersetto area.



Welfare

The 2020-2023 Laminam company contract provides that the result for employees of Italian companies may be transformed into company welfare.

To this end, in 2021 the Company implemented a dedicated welfare platform to which, at the worker's choice, part or all of variable salary based on productivity may be transferred. Workers with access to this welfare service area can manage the amount of their performance bonus on their own, benefiting – for themselves and their family members – from various services and solutions covering a variety of areas, such as education, sport, culture and free time.

When, as in Laminam's case, company welfare is recognised as an alternative treatment to the productivity bonus, the contents of the agreement between the Company and union representatives must be consistent with the rules laid down in the 2016 Stability Law for the application of the tax relief scheme (Italian Law 208/2015, Article 1, paragraph 182). Accordingly, the agreement must identify criteria for measuring increases in productivity, profitability, quality, efficiency and innovation that result in the accrual of the performance bonus.

The Company believes strongly in value added and

the importance of offering its employees a company welfare platform for access to a broad package of services for them and their families. It has invested, and will continue to invest, resources in providing adequate training and information, while constantly expanding the range of services offered.



Extraordinary recruiting activity in 2021

In 2021 Laminam's ambitious projects entailed a massive national and international recruiting effort to enable the Company to support its structural and size growth.

In particular, two main areas of growth were activated during the year:

- The doubling in size of the Borgotaro facility
- The opening and start-up of international branches

BORGO VAL DI TARO – The development plan for the new Borgotaro facility began in 2020, when the resources needed to double production capacity were identified.

The project was based on a plan of the details by department and profiles of the professional skills required. All company areas were involved in the doubling of resources; the change in work shifts – from work five days a week to shifts seven days a week on a constant cycle in all departments – translated into the need to hire even more personnel.

Recruitment began in October 2020 and was finalised in 2021. Such a large project in terms of human resources had probably never been seen in the Taro Valley. Expanding Laminam's Borgotaro facility from 90 to 180 people meant interviewing over 300 people, and above all young people. A truly great effort that entailed very extensive liaising and PR activity with all local entities, in particular schools and local training institutions.

"Bringing young people into the Company's production environments and training them, while supporting them in the difficult transition of 'what I want to do when I grow up' was an infinite, yet highly satisfying task."

Samanta Spallanzani, HR Business Partner

FOREIGN BRANCHES – Recruiting activity for Laminam's international branches continued in 2021. Personnel increased at all companies, in Europe, North America and Australia. In particular, the personnel of Laminam France increased from 4 to 16.

Supplementary company contract in Borgotaro

In 2021 another milestone of significant social and economic value for all employees of the Borgo Val di Taro facility was reached.

In agreement with Filctem Cgil, Femca Cisl and Uiltec Uil of Parma, the company management signed a supplementary

company contract. This contract is characterised by strong attention to remuneration issues and an improvement in the legal aspects that govern the working relationship.

This is the first supplementary company contract signed for the Borgotaro facility. In addition to

identifying the variable component of salary, an agreement of a legal nature was reached, introducing additional measures relating to training, safety, the working environment, the organisation of work and support for workers in difficult conditions due to health reasons. It is certainly an important step.

3.3 TRAINING FOR GROWTH

In 2021 Laminam continued to invest in training its employees, supporting their professional growth and managerial development.

During the year, a total of 4,081 training hours were provided, involving all employees transversally. On average, in 2021 all employees received 8.4 hours of training, compared to 7 in 2020.

HOURS OF TRAINING BY PROFESSIONAL CATEGORY

PROFESSIONAL CATEGORY	UOM	2020	2021	ITALY	ABROAD
Managers & Executives	hours per employee	8.7	5.5	6.5	3.2
Middle managers	hours per employee	16.1	9.2	7.2	11.9
Clerks	hours per employee	7.9	6.1	7.0	0.6
Blue-collar workers	hours per employee	4.2	10.0	9.7	11.0
Apprentices	hours per employee	28.8	6.5	6.5	0.6
TOTAL WORKFORCE	hours per employee	7.0	8.4	8.5	8.1



Management training for first-levels in Borgotaro

Divided into a period of six months, from the end of 2020 to the first half of 2021, a management training course was held (in physical presence and online), dedicated to Laminam's first-levels in service at the Borgotaro office. The course involved ten managers of the various departments and was designed above all with a view to enhancing the facility, the inclusion of new personnel and, more generally, an increase in the complexity resulting from size growth. The course touched on some of the most sensitive subjects typical of the company's

complexity, for a total of 100 hours. Discussion included communication and active listening, negotiation and conflict management. Also considered were design-thinking and creativity, team management and growth and "lean" methods. Feedback from participants was extremely positive and a second edition has already been planned for 2022 to continue to sustain and support the various managers in increasingly becoming "human resource managers" by forging winning leadership that extends beyond technical expertise.

Tailor digital welfare: “Post-Covid-19 organisational sustainability”

Starting last September, and for a total of 75 hours, a training course on *Tailor Digital Welfare* was launched. The planned content of the project is divided into two modules:

Module 1: A survey of company well-being from a Welfare 4.0 perspective.

The module aims to provide managers in training with the knowledge and skills needed to gather and analyse information relating to the well-being of individuals, in view of implementing company Welfare 4.0 policies. Content related mainly to individual well-being and the correlation with work quality and productivity.

In addition, applications and platforms for digitally surveying well-being were discussed.

Module 2: Digital tools for assessing skills

The training module aimed to provide managers the knowledge needed to assess the skills of their personnel, implementing a system for collecting, analysis and comparing actual and expected skills through the use of innovative digital tools. Content related to: skill-mapping; individual career development plans; methods and tools for assessing skills; digital performance analysis tools; innovative assessment and performance monitoring tools.

Laminam passport

The LAMINAM PASSPORT training project continued in 2021. This international commercial development project involved employees of both Italian offices and those of foreign sales branches.

Laminam Passport was created with two goals in mind:

- to formulate and share Laminam's culture and vision with sales personnel the world over;
- to hone sales skills and create a sales culture of excellence for each country involved.

New training and communications projects

Two interesting new communication and training projects have recently been launched for Laminam personnel. The first concerns training regarding the 231 Model, with a focus on the Code of Ethics. The second relates to online training into the cybersecurity issue with the goal of increasing employees' awareness

of digital criminality and protecting the organisation against possible cyber-attacks.

The Company also provides its employees with English and Spanish language courses: further confirmation that Laminam is truly an international company.

Laminam for Ukraine

Two young Ukrainian women join Laminam customer service

Laminam is hiring two young Ukrainian women fleeing the war. By pure chance, they're both named Viktoria.

Viktoria S. is a young niece of a Laminam employee from Ukraine who lives in Kiev. A graduate of the University of Lutsk with a degree in languages, she does not speak Italian but is fluent in English.

Laminam's HR department has contacted the public offices involved and the local labour agency to set up a six-month apprenticeship for Viktoria at the Customer Service office.

Viktoria V. was an employee of Laminam's distributor in Kiev. When the distributor was forced to close its offices and warehouses due to the war, Laminam once again took action to bring Viktoria to Italy and hire her.

In keeping with the temporary 90-day permit of stay for "Ukraine emergency temporary protection", the apprenticeship and employment contract for now will extend from Monday 19 April to the end of September, with the aim of extending the employment relationship for both of them if the two young women should decide to stay in Italy. Viktoria V. is also employed in the Customer Service office.



Fund-raising for Ukraine

The Laminam company union representatives, in collaboration with Laminam's HR office, in view of the health

emergency that has emerged following the war in Ukraine, have promoted fund-raising to purchase medicines to be sent

to the affected communities.

Flyers and posters have been posted on the notice board.



3.4 EMPLOYEE HEALTH AND SAFETY

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

The efficacy of the measures implemented is borne out by the data relating to the accidents recorded in 2021, in line with the downtrend already observed in the previous two years. At the Italian facilities there were 12 accidents in total (compared to 14 in 2019 and 10 in 2020), none of which may be classified as a serious accident.

The accident frequency index, obtained by comparing the number of accidents recorded to the hours worked, went from 23.96 in 2019 to 18.71 in 2020 to the current 19.02, remaining essentially stable compared to the

previous year.

The total number of days lost due to accidents, 143, was lower than in 2019 (206) and in 2020 (260). The combined effect of the number of days lost due to accidents and the increase in total hours worked during the year compared to the previous year, characterised by a period of lockdown caused by the Covid-19 pandemic emergency, entails a significant decrease in the accident severity index, given the ratio of days of absence to hours worked. In 2021 the severity index stood at 2.27, down sharply on the previous two years.

The following table shows the main accident data, with the related indicators, recorded in the previous three years.

MAIN ACCIDENT DATA AND RELATED INDICATORS (LAMINAM SPA)

	UOM	2019	2020	2021
Total number of workplace accidents - accidents recorded	Number	14	10	12
Of which, commuting accidents	Number	0	0	0
Of which, serious accidents	Number	0	0	0
Of which, fatal accidents	Number	0	0	0
Days of absence due to accidents	Number	206	260	143
Accident frequency index	Number of accidents recorded/hours worked *1,000,000	23.96	18.71	19.02
Severity index	Days of absence/hours worked *10,000	3.53	4.86	2.27

3.4 EMPLOYEE HEALTH AND SAFETY

Many new activities were performed by the HSE department in 2021.

First of all, a plan of updates for responsible personnel, which involved specific training courses regarding safety procedures. Two new HSE specialists were also trained, effectively doubling the personnel responsible for sustainability at Laminam.

In other training initiatives for Laminam personnel (in Italy), 36 in-presence training courses were held during the year, for a total of 2,652 hours of training provided and 12 remote training initiatives for a total of 116 hours of training provided. Training reached 311 employees.

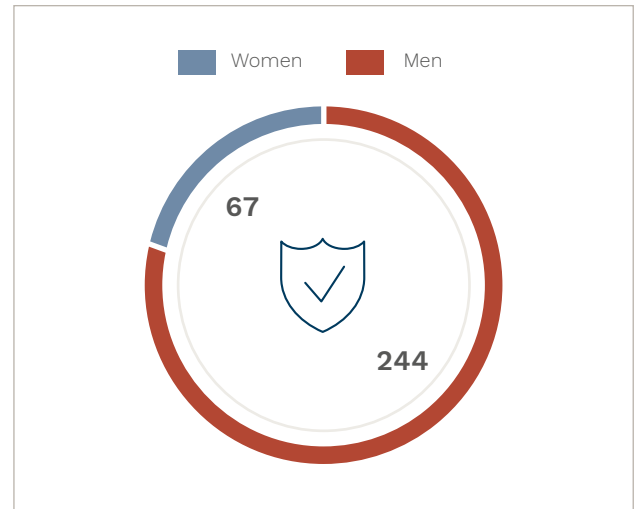
The HSE department launched new procedures, completed the onboarding module for newly hired employees and updated the didactic section for safety training courses, completely revamping them for executives. At present, 80% of executives have been trained under the new agreements: the remaining 20% have recently been appointed and the courses have already been planned.

Following the training process, mastery of environment, safety and quality notions was verified through a questionnaire designed to assess the efficacy of training, on the basis of which targeted training and preparation courses were organised. In fact in 2021 a process of overall revolution of QHSE training (continuous integrated quality, environment and safety training) began.

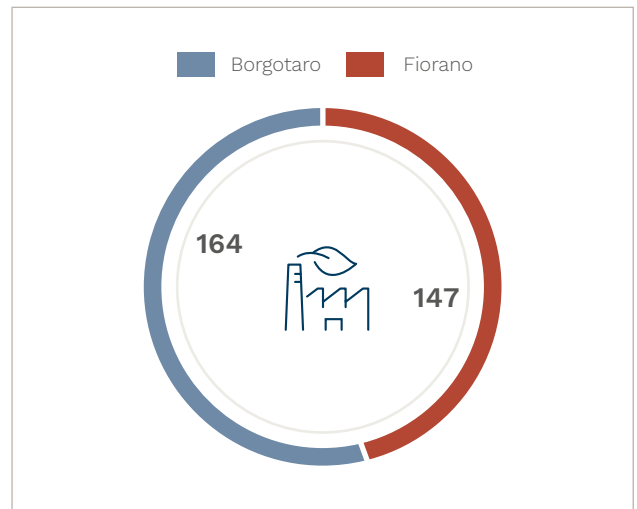
The Project Engineering Department team was provided a safety kit for visiting construction sites, raising their awareness of the risks.

The risk assessment was fully revised and updated. In view of this goal, the Company administered a questionnaire on risk perception at the company to all employees in production departments.

Considerable research was done on chemical risk and a new database of safety sheets was built to ensure faster, more timely circulation to all company functions. In addition, a new system for spreading awareness of chemical risk was implemented to ensure that all information contained in the sheets is more intelligible and direct.



Safety training at Laminam SpA by gender, 2021



Safety training at Laminam SpA by production site, 2021

Extensive work was also done on researching and replacing safety apparel (PPE).

A number of investments were made in the "Mobile Pollutant Emission Measurement Laboratory" and a competent technician was hired. This investment will allow Laminam to conduct independent research into its emission profiles and develop increasingly deep knowledge and research into the various matrices that influence the profiles in question.

4 | OUR OPERATIONS

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Summing up



46.8

Thousands of tonnes of total CO₂ emissions (scope 1 + scope 2, location-based)



1.2

MW of photovoltaic capacity installed (since 2011)



43

Thousands of m³ of waste-water recovered



695.8

Thousands of GJ of energy consumed



95%

Raw waste reused in the production process



-7%

Emission intensity for finished product (tonnes OF CO₂/M²)

Facilities

With effect from 2022, Laminam's production model has been based on four facilities located in Italy, Russia and Spain.

Fiorano Modenese

Its first facility was built in Fiorano Modenese, Italy, in the heart of the ceramics district. Inaugurated in 2001, the site manufactures all types of ceramic slabs in sizes ranging from 1000x3000 mm to 1620x3240 mm and in thicknesses of 3 to 12 mm. In May 2021 it was certified according to ISO 14001.

Borgo Val di Taro

A second facility was added in 2016. Located in Borgo Val di Taro, in the province of Parma, it is dedicated to the production of slabs in 1620x3240 mm size and 5, 12 and 20 mm thicknesses. It has been ISO 14001 certified since February 2021.

Dobrinov Village

Inaugurated in 2017, it is located in Vorsino Industrial Park, an important industrial area located in the Kaluga Oblast region, approximately 100 km from Moscow. The facility is dedicated to the production of ceramic slabs in 1000x3000 mm size with thicknesses of 3 and 5 mm, for the Russian market.

Castellón

In late 2021 Laminam signed an agreement to acquire Best Surface in Castellón de la Plana, in the heart of the Spanish ceramics district, a company operating in the large ceramic surfaces market.

Acquisition of Best Surface and new facility in Spain

Laminam's acquisition of Best Surface, formalised on 1 February 2022, consolidates Laminam's international growth process, adding the first facility in Spain to the production sites in Fiorano Modenese, Borgo Val di Taro and Dobrinov.

The new plant can count on state-of-the-art technology for producing large slabs that will enable the creation of high-quality products with the same,

unique Laminam quality.

Thanks to the additional production capacity, the investment will also permit a reduction of delivery times and will bring the company even closer to its customers, allowing it to create environmentally sustainable products and improve quality and performance.

The facility has been ISO 14001

certified.

"We are pleased to welcome Best Surface and its people, who will certainly contribute significantly to the Laminam Group's future growth, in a context of strong market momentum and with the goal of winning additional market share".

Alberto Selmi, Laminam CEO

The doubling in size of the Borgotaro facility

On 5 November 2021 Laminam celebrated an important event: the doubling in size of the Borgotaro production facility.

Laminam's Borgo Val di Taro facility was inaugurated in September 2016. Since the beginning, the facility was designed to host multiple production lines. The first was activated in 2016. The second was inaugurated on 5 November 2021.

The total investment is on the order of 50 million euros and is dedicated to expanding and renewing the facility through the use of innovative technologies developed, along with Laminam, by its main suppliers and partner consultants.

The latest-generation technologies installed at Borgo Val di Taro (and the Group's other facilities) enable a significant improvement in both the Company's product quality and sustainability performance.

Plant technical sheet

The plant occupies a surface area of 92,000 square metres, of which 44,600 of indoor space.

The new plant consists of: a new continuous mill, spray drier, spray dried material storage, two presses, new glazing line, new bi-channel kiln, new sorting line and environmental purification systems.



Main characteristics:

- State-of-the-art technologies that enable maximal energy efficiency of the mills, spray drier and latest-generation, very high-efficiency kiln;
- Digital decoration, which reduces water and material use;
- Fumes collection with purification through sleeve filters and air emission abatement systems with activated carbon for some specific emissions – an upgrade of the previously installed "Kyoto-friendly" system;
- Complete reuse of process water and production scraps during the body preparation phase.

As at 31 December 2021 there were 180 employees at Borgo Val di Taro, an increase of 51 compared to 31 December 2020.

The production process: "Industry 4.0" innovation and technology



Laminam's origins are tied to technical innovation in the production of large sized, ultra-thin ceramic slabs launched in the early 2000s and based on an exclusive system for compacting extremely selected, refined clay and feldspar.

In fact, it was Laminam in 2001 that inaugurated the all-Italian history of the development of plants for producing large slabs: the first shaping technology, alternative to traditional pressing, developed to manufacture 1x3-metre slabs with a thickness of 3 mm.

It was the possibility of decorating slabs digitally, the installation of cutting and grinding lines at facilities and simplifications in handling ensured by the computerisation of facilities – in other words, Industry 4.0 investments – that made this production more manageable, allowing it to enjoy exponential development in the following years.

The creation of a Laminam slab is thus characterised by innovative, highly automated and digitalised technologies and methods that increase its energy efficiency and safety, while also reducing its environmental impact.

From the standpoint of sustainability, 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 mode), made it possible to improve working conditions at production facilities,

while drastically reducing water consumption and the production of difficult-to-dispose-of waste, along with the need to store raw materials, reaching high levels of efficiency in consumption of such resources.

In addition, internal logistics – entrusted to fully automated, electric machinery and vehicles – enable the creation of an ergonomic, safe working environment, while reducing the risks resulting from human error and eliminating the use of fuels.

Digitalisation is thus a central issue for Laminam, which in 2021 and 2022 was committed to developing the LIA_MES project, involving the Fiorano Modenese and Borgo Val di Taro production units, with the goal of combining the MESs (Manufacturing Execution Systems) of both facilities into a single platform.

Specifically, in Borgotaro the goal is to prepare the MES (L.I.A.) system for the inclusion and management of the new production lines recently installed. At Fiorano the goal is to modify the MES system already installed during subsequent steps by analysing, writing and/or modifying the current software with internal and external resources.

4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT

The environmental performances of the Italian sites are managed by the HSE (Health, Safety and Environment) department.

Both Italian sites have an Integrated Environmental Authorisation (AIA) that governs their atmospheric emissions, acoustic impact, raw materials balance, waste management, water balance and energy balance.

In addition, greenhouse gas emissions are governed by the European Union Emissions Trading Scheme (ETS EU). Starting in 2019, the Italian sites' particulate and nitrogen oxide emissions are governed by the

Agreement on Emissions to Protect Air Quality in the Ceramics District, created within the ceramics district with the cooperation of Confindustria Ceramica. Like the EU ETS scheme, it also introduces an emissions certificate system.

With regard to emissions and the EU ETS Directive (Art. 27), Laminam operates under the opt-out regime as both Laminam facilities record emissions of less than 25 thousand tonnes of CO₂ equivalent / year.



A sustainable, circular approach

Many aspects of Laminam's production process and of the ceramic slabs themselves may be associated with a circular economy model aimed at minimising raw materials, energy consumption and waste production, while creating reuse and recovery flows and maximising product life.

In fact, Laminam's production process involves the reuse of scrap materials in its individual phases. In 2021, 95% of unsintered (raw) material was reused in the production cycle, thus avoiding the extraction, transport and use of new raw material and the related environmental impacts and considerably reducing the creation of waste by facilities.

Water consumption is another important aspect of the production phase. Thanks to wastewater treatment systems, Laminam recycles and reuses 100% of process water in the production cycle. All water is recycled into the system after being treated by an internal purifier and a sedimentation system. In addition to a closed-cycle production process designed to reduce the use of water from other sources, a rainwater recovery and storage system has been implemented at both Italian facilities. Laminam's excellence in this field may be seen from its reduced consumption of water from the aquifer: at the Fiorano facility no aquifer water is used, whereas at the Borgotaro facility use is always less than 20% of authorised extraction capacity.

ISO 14064-1:2018 – Certification of data for calculating the company carbon footprint

Last autumn Laminam commissioned the Spinlife team (a spin-off of the University of Padua) – specialised in company consulting plans in the area of strategic environmental management and sustainability management techniques – to calculate its **organisational carbon footprint** in accordance with the reference standard, UNI EN ISO 14064-1:2018.

Main phases of the project:

1. Preparing and applying a model to quantify the carbon Footprint of Laminam's activities from a lifecycle perspective.
2. Creating an integrated model consistent at product level (studies already conducted) and organisation;
3. Obtaining third-party ISO 14064-1 certification;
4. Producing Scope 3 emissions measurements for assessments and actions relating to their containment.

The study was extended to the scope of consolidation of the Laminam Group and concerned the year 2020.

The study made it possible to

identify the main sources of emissions associated with the Company's activities and thus to determine potential areas of improvement, while permitting monitoring of the Company's performances with regard to the issue of climate change. On the basis of the study's findings, Laminam is preparing a 2030 Road Map to mitigate its environmental impact.

On 30 May 2022 Laminam obtained certification of its claims regarding greenhouse gases and carbon footprint in accordance with the ISO 14064-1 standard.

This certification means increased credibility and transparency thanks to independent verification of its voluntary declarations regarding greenhouse gas emissions.

The carbon footprint represents total emissions calculated according to an inventory-style approach. According to the ISO 14064-1 standard, and in keeping with the GHG Protocol, the greenhouse gas inventory must take account of the following areas of emissions:

- Scope 1 -

direct emissions;

- Scope 2 - indirect emissions due to energy consumption;
- Scope 3 - other indirect emissions.

The processes and activities that give rise to GHG emissions have been classified in accordance with the contents of Annex B to the standard ISO 14064-1:2018:

- Category 1: direct emissions and removals;
- Category 2: indirect emissions from imported energy;
- Category 3: indirect emissions from transport operations;
- Category 4: indirect emissions from products used by the organisation;
- Category 5: indirect emissions associated with the use of the organisation's products;
- Category 6: indirect emissions from other sources.



4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT

Emissions estimation method

In the study, the inventory of activity data was prepared by creating a model using the SimaPro v. 9.1.1.1 software in accordance with the requirements of the ISO 14064-1:2018 standard.

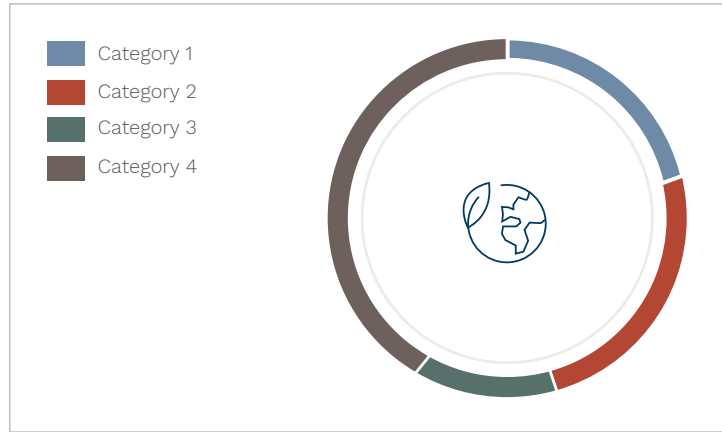
The model provides a detailed description of all processes involved in the life cycle and includes the entire flow of materials and energy into and out of all the various processes subject to the analysis. For the emissions estimate, all activity data was thus associated with an appropriate emissions factor derived from Ecoinvent v3.6 (Wernet, et al., 2016).

Results of the quantification of GHGs

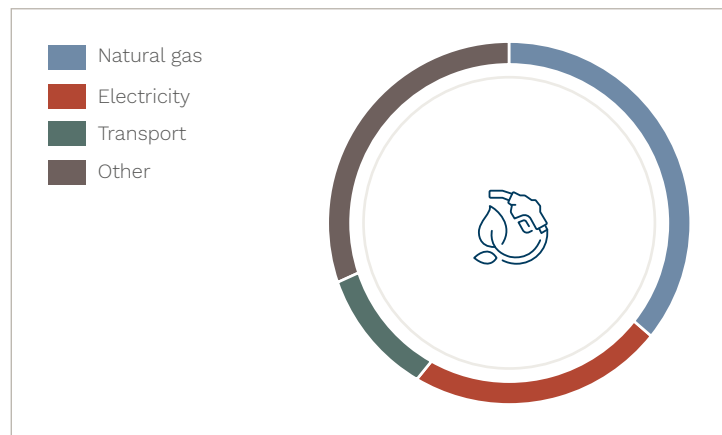
In 2020 the Laminam Group's GHG emissions were 80,693 tonnes of CO₂ equivalent, classified to categories 1 to 4.

Ninety percent of emissions (divided into the main greenhouse gases) consist of CO₂ emissions (carbon dioxide, fossil).

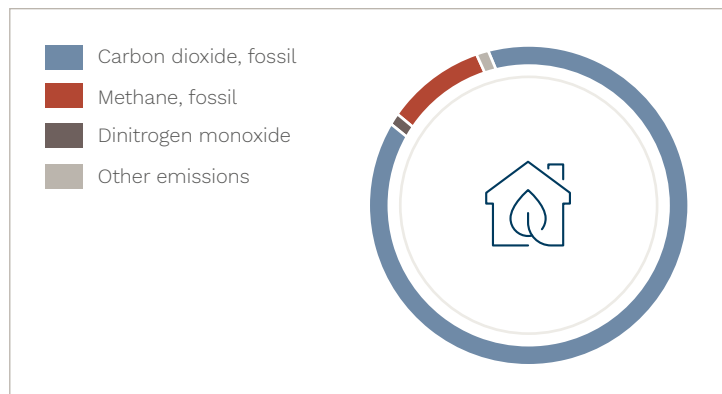
Natural gas, electricity and transport (raw materials, finished product, semi-finished goods and ancillary materials) are the main sources of GHG emissions.



2020 GHG emissions [tonnes of CO₂ -eq.]



2020 GHG emissions [tonnes of CO₂ -eq.]



2020 GHG emissions [tonnes of CO₂ -eq.]

Laminam's commitment and research into emissions

Laminam continues its research and commitment to containing emissions according to several main guidelines.

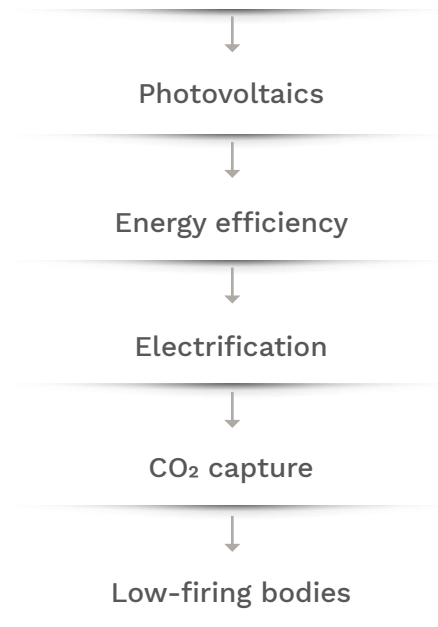
ABATEMENT OF ATMOSPHERIC EMISSIONS

The sophisticated active carbon abatement systems installed at the Laminam facilities in Borgo Val di Taro (which recently underwent extensive technological revamping) and Fiorano Modenese, in 2017 and 2019, respectively, enable decisive abatement of emissions related to the entire emissions spectrum, including both inorganic and organic components, therefore also yielding a significant reduction in odours.

The plants adopted by Laminam are "Kyoto-friendly", making them unique in the ceramics sector: they use thermal abatement, harnessing the action of special filtering masses. Laminam can therefore claim abatement systems that do not yield additional CO₂ or pollutants.

Laminam has also invested in research into filtering masses for odour abatement. It chose the best active carbon available on the market. In further plant sustainability efforts, most carbon is regenerable: once used, only a small fraction of carbon is recovered as waste. The rest, once processed by a specialised petrochemical company, can resume its role as filtering mass.

Abatement of atmospheric emissions



4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT

PHOTOVOLTAIC: internal generation of clean energy

Another central aspect of Laminam's environmental strategy has to do with its decreasing dependence on external conventional energy sources. Laminam's first photovoltaic system has been operational in Fiorano Modenese since 2011. There are actually three photovoltaic systems, all of which became operational in 2011, with a total capacity of 1 MW (967 kW), in addition to another system with a capacity of 224.1 kW, for a total of 1.2 MW. These are among the largest photovoltaic systems installed in the ceramics industry (in Italy).

The revamping of system no. 1 was completed in late October 2021. The revamping work on system no. 2 was concluded in April 2022 and the revamping of

system no. 3 is scheduled to be completed in January 2023.

A new system with a capacity of 471.5 kW (indicative output) is expected to become operational in January 2023. Accordingly, once it is operational, the total photovoltaic capacity installed at the Fiorano Modenese system will be 1,662 kW.

At the Borgotaro facility, the installation of a photovoltaic system with a capacity of 100 kW (according to the environmental authorisation) is already planned, with expansion up to approximately 600 kW being considered.



ENERGY EFFICIENCY

In recent years, particular attention has been paid to thoroughly monitoring the energy performance of the highest-consuming facilities. This made it possible to focus on aspects relating to energy consumption when making strategic decisions relating to increases in our production capacity, as well as to experiment with technologies designed to abate consumption in an increasingly informed manner.

In addition, the analyses conducted will enable, in the near future, the implementation of plant engineering solutions that will ensure that Laminam reduces its energy needs, while thus increasing its competitiveness from an economic standpoint and also decreasing its environmental impact.

4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT

ELECTRIFICATION

Laminam has always electrified everything it could in its production process and internal logistics. It was the first company to use electric and hybrid kilns at its Fiorano Modenese facility, 20 years ago, even before the issue became central to the environmental debate. It was among the first to use AGVs for internal handling of materials and products, eliminating the use of fossil fuels and further implementing process automation and computerisation.

On 18 May 2022 Laminam and Enel (the Italian electric utility company) signed a memorandum of understanding to carry out joint initiatives in distributed generation and the optimisation of energy costs and, above all, a pilot project for full electrification of a new facility through plant-engineering and energy innovations in the production process.

Specifically, the partnership calls for a wide range of joint initiatives and projects.

The design of the innovative pilot case of full electrification of the production process of a new greenfield facility in the ceramic sector is accompanied by a plan to revamp the existing facilities currently

operating on fossil fuels through electrification, energy efficiency and renewable energy development (with a particular focus on photovoltaic and storage systems). Finally, the agreement also extends to the advisability of additional initiatives in the area of renewable distributed generation (in reference to the possible creation of energy communities), including solutions focused on optimising energy costs, such as the reduction of voltage peaks and the reduction of costs through load changes.

"As we evolve, we are inspired by guidelines focusing on excellence that regard sustainable innovation as confirmation of acceptance of our responsibility to protect future generations. Within this framework, our partnership with Enel (the Italian electric utility company) will allow us to increase our use of renewable sources and achieve progressive electrification of production sites, underscoring the pioneering vision that sets Laminam apart as an ambassador of Italian design to the world, with the aim of becoming a carbon-neutral company."

Alberto Selmi, Laminam CEO

CO₂ CAPTURE

In 2021 Laminam continued to go "beyond" its industry. Drawing on the unique experience and know-how gained in recent years with active carbon emissions abatement technology, the Company also tested its use in abating CO₂ emissions, achieving important results.

Laminam is working on a chemical and physical plant capable of reducing the flow of CO₂ of the firing process by approximately 30%, with subsequent capture and inertisation.

LOW-FIRING BODIES

Finally, the Technology Laboratory is working on a project to create a new body that enables the reduction of firing temperature, with a consequent,

significant reduction in the energy used, benefiting the ceramics product sustainability profile.

4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT



Energy consumption

Laminam's energy consumption is tied to the use of natural gas and electricity, mainly employed to heat kilns.

In 2021 the total energy consumption of its Italian facilities was 611,040 GJ, up by +39%. The increase in consumption should be compared with the rise in production of +50% (by quantity). Energy consumption thus increased less than production, yielding a significant energy savings/efficiency gain.

Energy from renewable sources declined by -34% due to the process of revamping and expansion of the Fiorano photovoltaic system, which thus remained inactive for several months.

The ratio of natural gas to electricity was stable at 76% natural gas and 24% electricity.

Energy consumption per square metre declined by 7%.



ENERGY CONSUMPTION BY LAMINAM SpA (ITALY)

	UOM	2019	2020	2021
DIRECT ENERGY CONSUMPTION				
Natural gas	Sm ³ /year	10,324,219	9,263,002	13,138,025
	GJ	364,476	327,012	463,812
INDIRECT ENERGY CONSUMPTION				
Electricity	kWh/year	31,170,884	30,922,160	40,896,659
	GJ	112,215	111,320	147,228
Of which, internally generated*	kWh/year	808,595	726,301	480,560
	GJ	2,911	2,615	1,730
TOTAL ENERGY CONSUMPTION	GJ	476,691	438,332	611,040

(*) internally generated energy refers to the energy generated by the Fiorano photovoltaic system

4.3 MAIN ENVIRONMENTAL INDICATORS



Total energy consumption for the three facilities amounted to 695,802 GJ, +37% on the previous year, compared to an overall increase in production of +46%.

Energy consumption per square metre declined by -6%. The ratio of natural gas to electricity was 74% natural gas and 26% electricity.

ENERGY CONSUMPTION AT ALL GROUP FACILITIES

	UOM	2019	2020	2021
DIRECT ENERGY CONSUMPTION				
Natural gas	Sm ³ /year	11,815,055	10,403,393	14,681,567
	GJ	417,107	367,271	518,303
INDIRECT ENERGY CONSUMPTION				
Electricity	kWh/year	39,170,724	38,651,360	49,305,279
	GJ	141,015	139,145	177,499
Of which, internally generated*	kWh/year	808,595	726,301	480,560
	GJ	2,911	2,615	1,730
TOTAL ENERGY CONSUMPTION	GJ	558,121	506,416	695,802

(*) internally generated electricity comes from the photovoltaic systems at the Fiorano facility.

GHG emissions

In 2021, at the Italian facilities, total CO₂ emissions (Scope 1 + Scope 2 – location based) amounted to 40,674 tonnes of CO₂, with +39% growth compared to 2020 (29,286 tonnes of CO₂).

The growth was lower than the increase in annual production.

Emission intensity per square metre produced declined by -8% on 2020.

In keeping with the energy consumption trend, it may be seen that CO₂ emissions are mainly due to natural gas consumption (Scope 1), which accounts for 64% of the Company's total CO₂ emissions.

GHG EMISSIONS OF LAMINAM SpA (ITALY)

GHG EMISSIONS	UOM	2019	2020	2021
Scope 1	tonnes of CO ₂ -eq/ year	21,416	18,446	26,165
Scope 2 emissions - location-based	tonnes of CO ₂ -eq/ year	10,900	10,840	14,509
Scope 2 emissions - market-based	tonnes of CO ₂ -eq/ year	14,674	14,593	19,533
TOTAL SCOPE 1 + SCOPE 2, LOCATION-BASED	tonnes of CO₂ -eq/ year	32,316	29,286	40,674

Overall, total CO₂ emissions at the Group's facilities amounted to 46,772 tonnes of CO₂. Emission intensity per square metre produced declined by -7% on 2020.

GHG EMISSIONS AT ALL GROUP FACILITIES

GHG EMISSIONS	UOM	2019	2020	2021
Scope 1	tonnes of CO ₂ -eq/ year	24,479	20,718	29,244
Scope 2 emissions - location-based	tonnes of CO ₂ -eq/ year	13,806	13,595	17,528
Scope 2 emissions - market-based	tonnes of CO ₂ -eq/ year	18,585	18,301	23,597
TOTAL SCOPE 1 + SCOPE 2, LOCATION-BASED	tonnes of CO₂ -eq/ year	38,285	34,313	46,772

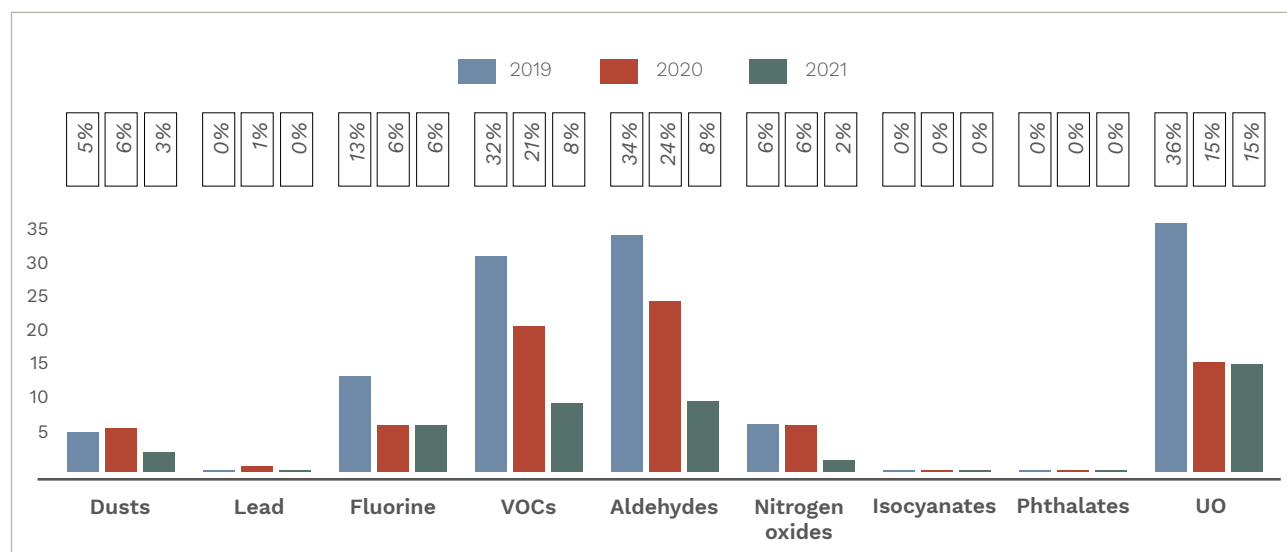
Other atmospheric emissions

Each month, Laminam also monitors emissions of other substances associated with production at its plants, from dusts to NO_x, SO_x, odour emissions, etc.

Such atmospheric emissions present different trends during the years of reference, but always remain far below authorised levels. The innovative active-carbon systems play a central role in the high emission abatement performance.

ATMOSPHERIC EMISSIONS OF LAMINAM SpA (ITALY)

POLLUTANT	SOURCE	UOM	2019	2020	2021
			SELF-MONITORING	SELF-MONITORING	SELF-MONITORING
Particulate Matter	AIA	kg/year	1,836.62	1,912.79	1,382.07
Lead	AIA	kg/year	1.52	4.30	1.22
Fluorine	AIA	kg/year	294.64	145.24	198.83
VOCs	AIA	kg/year	17984.13	11,886.57	6,128.16
Aldehydes	AIA	kg/year	3239.19	3,903.21	1,739.62
Nitrogen oxides	AIA	kg/year	24142.04	18,417.58	9,454.24
Isocyanates	AIA	kg/year	0.46	0.39	0.31
Phthalates	AIA	kg/year	0.50	2.56	0.05
UO	AIA	kg/year	932971.18	386,466.04	384,609.00



Laminam SpA: ratio of authorised levels / emissions self-monitoring (2019-2021)

Water resources

Water drawn by Italian facilities in 2021 amounted to 88,184 m³, up on 2020. This increase is mainly due to three factors: the sharp increase in production, the saturation of purification systems, which prevented a proportional increase in the use of waste water, and the market's orientation towards very high quality products, with generally light colours, requiring greater use of mains water. In any case, consumption and indicators remain far better than indicated in the relevant BATs.

At the Fiorano Modenese site, water is drawn from the public industrial water system, thus avoiding all impact on the deep aquifer. At the Borgotaro site, most water is also drawn from the public system, whereas

limited quantities are extracted from surface wells. In addition, the quality of the water extracted is assured by upstream and downstream monitoring using a piezometer and half-yearly analyses.

At the two Italian facilities, in 2021 the waste water processed and reused reached 43,003 m³, an increase of 1% compared to the previous year. The water reuse system thus made it possible to avoid consuming large quantities of water from natural water resources.



WATER CONSUMPTION OF LAMINAM SpA (ITALY)

	UOM	2019	2020	2021
Water withdrawals	m ³ /year	54,724	43,916	88,184
of which, drawn from wells	m ³ /year	9,908	8,174	18,624
of which, drawn from mains	m ³ /year	44,816	35,742	69,560
Waste water treated and reused	m ³ /year	44,471	42,527	43,003
RECYCLED WATER OF TOTAL WATER USED (%)		81.26%	96.84%	48.77%

Waste and reuse of materials

At the Italian facilities, the waste generated in 2021 amounted to 27,487 tonnes, 99% of which (27,128 tonnes) consisted of non-hazardous waste.

Just 1% of total waste is considered hazardous: of this, 27% was recovered in 2021. The recovery percentage is higher than in previous years.

The main hazardous waste includes spent oils, spent lime, packaging with residue of hazardous substances and insulating/filtering material.

Non-hazardous waste consists mainly of wood and cardboard packaging materials sent for recycling, sludge from the process water treatment and waste deriving from the production process.

Approximately 94% (25,625 tonnes) of total non-hazardous waste produced in 2021 was sent for recovery via reuse, recycling, composting and energy recovery. The remaining 6% is sent for incineration or dumping.

WASTE OF LAMINAM SpA (ITALY)

	UOM	2019	2020	2021
Hazardous waste	t/year	326	252	359
of which, recovered	t/year	68	42	96
Non-hazardous waste	t/year	26,863	20,729	27,128
of which, recovered	t/year	24,847	19,436	25,625
TOTAL WASTE PRODUCED	t/year	27189	20,981	27,487

The percentage of waste out of total production continues to decline (from over 50% in 2019 to 41% in 2021), in line with Laminam's commitment to optimise processes and reduce waste. All industrial plant waste is delivered to external firms authorised to process it.

At the Italian facilities, in 2021 95% of raw scrap was reused directly in the production process. The significant increase in recycled material in body composition over the years is due to the installation of systems consisting of a battery of dissolvers dedicated to all types of raw waste, which enables its subsequent recovery.

Creation of value for the community

To Laminam, being a responsible Company means supporting the territory and communities in which it operates, engaging in dialogue with all actors and financing local projects and initiatives. From this

perspective, over the years Laminam has supported a number of projects involving local organisations, public institutions and administrations and university and athletic associations.

Sponsorships in 2021

In initiatives in support of local sporting activities and events, Laminam renewed its sponsorship of the women's football team A.S.D. San Paolo of Modena, continuing the relationship that had already been in place for several years.

Another sponsorship is that relating to the Basket Club Sports Association of Borgotaro, whose jerseys feature the Laminam logo.

The Company also concluded an additional sponsorship contract with the PGS Smile Amateur Sports Association of Formigine, a Salesian organisation with 900 members (75% of whom are children) that hosts a free volleyball team for the disabled and seeks to develop educational and integrative activities through sport. Laminam has thus decided to collaborate in the project undertaken by PGS Smile, in appreciation of its great value and social impact.

Laminam signed a three-year agreement with the Asolo Golf Club of Cavaso del Tomba in the province of Treviso, which is to involve sponsorship of programming relating to the club's youth activity.

This includes the course dedicated to young golf players (ages six and up) and competitive youth play, an initiative that took concrete form in 2021 when an indoor practice centre was set up with a full range of innovative swing analysis systems, also enabling young golf players to train in adverse atmospheric conditions.

The Asolo Golf Club has a multi-functional structure extending over 140 hectares, with a 27-hole golf club, used to organise special events relating to national and international golf rules.



Laminam and architecture

Laminam partnering with Oikos Venezia, a leading Veneto-based planner and designer of high-end front doors, as well as of Fondazione Querini Stampalia of Venice, in holding the first edition of DoorScape, an international competition designed to support and spread the architectural culture of entrance spaces.

The DoorScape competition is based on a reflection on architectural entrance space in its many meanings, functions and connections. In this area, the threshold often plays a key role, both in creating a passage and protecting the environment to which this zone leads. This line of thinking examines a space that entails various areas, plays different roles, draws on the functional sphere and includes stories of symbols. In this first edition, organised by Oikos Venice along with Fondazione Querini Stampalia of Venice, the

participants focused on these issues.

The requested project must reflect on an entrance space that succeeds in encapsulating the interplay between the functions of access to a place in its various cultural, functional and formal senses. The winning project will be entitled to a cash prize of 10,000 euros and will be displayed, along with the other finalists, in the area designed by Carlo Scarpa on the premises of Fondazione Querini Stampalia in 2023 during the 18th La Biennale di Venezia Architecture Exposition.

The competition is open to architects, engineers, designers, planners, creatives and architecture students.



Collaboration with entities, schools and universities

Laminam enjoys fruitful collaborative relationships with educational organisations, academic institutions, associations and universities, participating or soliciting their involvement in implementing numerous projects. However, the continuation of the Covid-19 pandemic into 2021 negatively influenced these activities, partially preventing and postponing them.

WORK-STUDY ALTERNATION

For years Laminam has supported the Work-Study Alternation, offering many young people the opportunity to work at our company. The programme regards technical institutions in particular.

In its work-study alternation programmes, Laminam partners with secondary schools in Sassuolo, Modena and Scandiano and in the Borgo Val di Taro area.

Laminam offers a variety of educational and professional opportunities in Italy and abroad. Accordingly, many university students choose Laminam as a place in which to grow professionally.

In cooperation with local educational institutions and universities (UniMoRe, UniPr and UniBo), the Company welcomes motivated, talented people, helping them develop their passions in the professional world. Today, Laminam's offices host a number of young people enrolled in bachelor or master degrees, who

are employed and who started their career with an in-company internship, which enabled them to obtain the necessary credits for graduation and to acquire technical and practical skills, experiencing the work at Laminam in a comprehensive manner.



ITS MAKER

In 2021 a partnership agreement was signed with the ITS (Higher Technical Institute) Maker Foundation to create the higher technical education programme for "advanced ceramics process and plant management technicians".

This is post-diploma training through two-year ITS

MAKER courses for acquiring the technical skills most in demand at top companies promoting technological transformation in Emilia-Romagna.

A young man in the first year of the course is currently completing an internship for a total of 320 hours.

4.4 INITIATIVES AND COMMITMENT TO LOCAL COMMUNITIES

MASTER'S DEGREE IN CERAMICS

Before the pandemic, a second-level inter-university master's degree programme in Ceramics Business and Technology began at the Enzo Ferrari Department of Engineering at UniMoRe.

Laminam participated in the master's degree programme through meetings held at the Fiorano facility on the issue of production phases for large sizes, with various Laminam employees acting as teachers.

The goal of the course is to prepare multidisciplinary professional personnel with expertise in the business and technology of ceramics, with specific skills relating to competitive dynamics in the sector and the management of production systems in the production process and advanced process, product, economic and commercial skills relating to ceramics products.

At the end of the master's degree programme, the female student who had completed her thesis on Laminam's quality management system joined the Company. She began an internship and then an employment contract in 2021.

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

Laminam is a member of the Training Commission of Confindustria Ceramica and collaborates actively with Centro Ceramico Bologna regarding technical issues concerning products. Laminam is a leader in its sector in terms of pro-activeness, transparency and focus on sustainability. The large amount of environmental data collected by the Company thus fosters a constant, fruitful relationship with Centro Ceramico.



METHODOLOGICAL NOTE

The method adopted in drafting the Laminam Group's third Sustainability Report follows internationally recognised reporting guidelines: the GRI Sustainability Reporting Standards. The qualitative data, performance indicators and calculations are the result of market analysis, calculations, use of databases, sector scenarios and questionnaires. In development of the reporting process, account was taken of the materiality principle in identifying and analysing the areas of social, economic and environmental sustainability deemed a priority. To provide a comprehensive, comparable overview of current dynamics, the figures from previous years have also been provided, along with an indication of the initiatives that the Group as a whole intends to undertake in the near future.

The reporting scope for financial

performance (2021 consolidated financial statements, including Laminam SpA and the other companies with interests of more than 50%) and for environmental and social performance (Laminam SpA and Laminam RUS) refers to the tax period 1 January 2021 – 31 December 2021. The information refers in particular to the activities carried out at the Italian facilities in Fiorano Modenese and Borgotaro and that in Dobrino, Russia.

To create this third edition of the Sustainability Report, an internal process of engaging the various company functions that contributed to the drafting of this Report was undertaken.

The materiality analysis – carried out in the first edition of the Report – was recently updated with the technical and methodological support of Nomisma S.p.A., and made it possible to identify the themes perceived as being most strategic. It is on these themes that the Laminam Group will focus its efforts during the current and coming years, developing initiatives and projects the results of which will be made explicit in the various sections of the Sustainability Report.

In the description of the activities and results achieved, particular attention has been devoted to the accessibility and comprehensibility of information to ensure the widest possible circulation to and usability by all stakeholders.

ORGANISATION'S PROFILE

GRI STANDARDS		PARAGRAPH
102-1	Name of organisation	1.1 THIS IS LAMINAM RECENT PROJECTS
102-2	Main brands, products and/or services	1.1 THIS IS LAMINAM 2.1 LAMINAM'S SURFACES
102-3	Location of the organisation's headquarters	Headquarters of the Parent Company, Laminam S.p.A.: Via Ghiarola Nuova 258 - 41042 Fiorano Modenese (MO) - Italy
102-4	Number of countries in which the organisation operates	1.1 THIS IS LAMINAM
102-5	Company structure and legal form	1.2 COMPANY STRUCTURE
102-6	Markets served	1.1 THIS IS LAMINAM
102-7	Scale of the organisation	1.1 THIS IS LAMINAM 1.2 COMPANY STRUCTURE 1.4 ECONOMIC VALUE DISTRIBUTED
102-8	Number of employees by contract type, region and gender	3.1 CHARACTERISTICS OF PERSONNEL
102-9	Description of the supply chain	2.2 MATERIALS AND SUPPLY CHAIN
102-10	Significant changes during the reporting period	METHODOLOGICAL NOTE
102-12	Adoption of externally developed sustainability principles or initiatives	MAIN INITIATIVES IN 2021 AND RECENT PROJECTS 2.1 LAMINAM'S SURFACES 2.4 A FOCUS ON PRODUCT SAFETY AND QUALITY 4.4 INITIATIVES AND COMMITMENT TO LOCAL COMMUNITIES

STRATEGY

GRI STANDARDS		PARAGRAPH
102-14	Declaration of the chief executive officer and chairman regarding the information of sustainability to the organisation and its strategy	LETTER TO STAKEHOLDERS

ETHICS AND INTEGRITY

GRI STANDARDS		PARAGRAPH
102-16	Mission, values, codes of conduct and principles	1.1 THIS IS LAMINAM 1.3 GOVERNANCE SYSTEM

GOVERNANCE

GRI STANDARDS		PARAGRAPH
102-18	Organisation's governance structure	1.3 GOVERNANCE SYSTEM
102-20	Responsibility towards economic, environmental and social aspects	1.3 GOVERNANCE SYSTEM
		4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT
		4.3 MAIN ENVIRONMENTAL INDICATORS
		4.4 INITIATIVES AND COMMITMENT TO LOCAL COMMUNITIES
102-21	Description of the process of consultation between stakeholders and the highest governance body	1.5 COMMITMENT TO SUSTAINABILITY
102-22	Composition of the highest governance body	1.3 - GOVERNANCE SYSTEM
102-23	Indication whether the Chairman is the highest governance body and is also the Chief Executive Officer	1.3 - GOVERNANCE SYSTEM
102-32	Body that approves the report	1.3 - GOVERNANCE SYSTEM

STAKEHOLDER INVOLVEMENT

GRI STANDARDS		PARAGRAPH
102-40	List of groups of stakeholders with which the organisation engages	1.5 COMMITMENT TO SUSTAINABILITY
102-42	Principles for identifying and selecting the main stakeholders with which to undertake engagement activity	1.5 COMMITMENT TO SUSTAINABILITY
102-43	Approach to stakeholder engagement activity, specifying the frequency by type of activity developed and by group of stakeholder	1.5 COMMITMENT TO SUSTAINABILITY
102-44	Key subjects and critical issues emerging from stakeholder engagement activity and how the organisation reacted to the critical issues identified, including in regard to the contents of the report	1.5 COMMITMENT TO SUSTAINABILITY

REPORT PROFILE

GRI STANDARDS		PARAGRAPH
102-45	List of companies included in the consolidated report and indication of companies not included in the report	1.2 COMPANY STRUCTURE METHODOLOGICAL NOTE
102-46	Process of determining report contents	1.5 COMMITMENT TO SUSTAINABILITY
102-47	List of aspects identified as material	1.5 COMMITMENT TO SUSTAINABILITY
102-48	Explanation of the effects of changes in calculations	METHODOLOGICAL NOTE
102-49	Significant changes compared to the previous report	METHODOLOGICAL NOTE
102-50	Reporting period	METHODOLOGICAL NOTE: from 01-01-2021 to 31-12-2021
102-51	Date of publication of the most recent report	JULY 2021
102-52	Reporting frequency	ONCE A YEAR
102-53	Contacts and addresses useful to requesting information regarding the report and its content	PAOLA MIGNANI (p.mignani@laminam.com)
102-54	Indication of the “In accordance” option selected; table with GRI content; references to external auditing	METHODOLOGICAL NOTE: In Accordance-core option
102-55	GRI table	GRI CONTENT INDEX
102-56	External assurance of the report	NO EXTERNAL ASSURANCE IS ENVISAGED

GRI 103: MANAGEMENT APPROACH 2016

103-1	103-1 Explanation of material aspects	1.5 COMMITMENT TO SUSTAINABILITY MAIN INITIATIVES IN 2021 AND RECENT PROJECTS 1.1 THIS IS LAMINAM
103-2	Management approach	1.5 COMMITMENT TO SUSTAINABILITY 4.1 LAMINAM'S FACILITIES AND PRODUCTION MODEL 4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT 4.3 MAIN ENVIRONMENTAL INDICATORS

ECONOMIC PERFORMANCE

GRI STANDARDS		PARAGRAPH
GRI 201: 2016 economic performance – Management approach [103-1; 103-2; 103-3]		
201-1	Direct economic value generated and distributed	1.4 ECONOMIC VALUE DISTRIBUTED
201-4	Financing received from the government and subsidies received	1.4 ECONOMIC VALUE DISTRIBUTED
GRI 203: 2016 indirect economic impacts – Management approach [103-1; 103-2; 103-3]		
203-1	Development and impact of investments in infrastructure and services provided primarily for "public utility"	4.1 LAMINAM'S FACILITIES AND PRODUCTION MODEL
		4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT
203-2	Main indirect economic impacts, including the size of impacts	1.4 ECONOMIC VALUE DISTRIBUTED
GRI 204: 2016 approach to procurement – Management approach [103-1; 103-2; 103-3]		
204-1	Percentage of expenditure concentrated on local suppliers with regard to the main operating locations	3.2 MATERIALS AND SUPPLY CHAIN

ENVIRONMENTAL PERFORMANCE

GRI STANDARDS		PARAGRAPH
GRI 302: 2016 energy – Management approach [103-1; 103-2; 103-3]		
302-1	Energy consumption within the organisation	4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT
		4.3 MAIN ENVIRONMENTAL INDICATORS
302-4	Energy saving	4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT
		4.3 MAIN ENVIRONMENTAL INDICATORS
GRI 303: 2016 water – Management approach [103-1; 103-2; 103-3]		
303-1	Total water drawn by source	4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT
		4.3 MAIN ENVIRONMENTAL INDICATORS
GRI 305: 2016 emissions – Management approach [103-1; 103-2; 103-3]		
305-1	Direct greenhouse gas emissions (Scope 1)	4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT
		4.3 MAIN ENVIRONMENTAL INDICATORS
305-2	Greenhouse gas emissions generated by energy consumption (Scope 2)	4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT
		4.3 MAIN ENVIRONMENTAL INDICATORS
GRI 306: 2016 waste – Management approach [103-1; 103-2; 103-3]		
306-2	Waste by type and method of disposal. Percent separation.	4.2 LAMINAM'S APPROACH TO CONTAINING ITS IMPACT
		4.3 MAIN ENVIRONMENTAL INDICATORS

SOCIAL PERFORMANCE

GRI STANDARDS

PARAGRAPH

GRI 401: Employment – Management approach [103-1; 103-2; 103-3]

401-1	New employees hired and employees turnover	3.1 CHARACTERISTICS OF PERSONNEL
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GRI 403: 2016 workplace health and safety – Management approach [103-1; 103-2; 103-3]

403-1	Percentage of total workers represented within formal company-worker health and safety committees that make it possible to monitor and provide information regarding workplace health and safety programmes	3.4 EMPLOYEE HEALTH AND SAFETY
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403-2	Workplace accidents, occupational illnesses, absenteeism and work-related deaths	3.4 EMPLOYEE HEALTH AND SAFETY
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GRI 404: 2016 professional training – Management approach [103-1; 103-2; 103-3]

404-1	Average hours of training per employee per year, by gender and category of employee	3.3 TRAINING FOR GROWTH
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GRI 405: 2016 diversity and equal opportunity – Management approach [103-1; 103-2; 103-3]

405-1	Composition of governance bodies and breakdown of employees by category in terms of gender, age groups, membership in minority groups and other diversity indicators	1.3 GOVERNANCE SYSTEM 3.1 CHARACTERISTICS OF PERSONNEL
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GRI 413: 2016 local communities – Management approach [103-1; 103-2; 103-3]

413-1	Activities that involve local communities	4.4 INITIATIVES AND COMMITMENT TO LOCAL COMMUNITIES
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GRI 416: 2016 consumer health and safety – Management approach [103-1; 103-2; 103-3]

416-1	Percentage of product and service categories for which impacts on health and safety are assessed	2.4 FOCUS ON PRODUCT SAFETY AND QUALITY
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416-2	Total number of cases of non-compliance with voluntary rules and codes relating to impacts on health and safety of products and services during their life cycle	2.4 FOCUS ON PRODUCT SAFETY AND QUALITY
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HEADQUARTERS OF THE PARENT COMPANY, LAMINAM S.P.A.

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