CASA OPTIMA

Making life sweeter together

SUSTAINABILITY REPORT 2024

A world of sustainable choices to make life sweeter, together.

Our Sustainability Report is a key tool to illustrate the path that the **Casa Optima Group** has taken towards a better present and future. It details our achievements to date and outlines the path we intend to follow in the coming years, in line with the 2030 Agenda and the UN Sustainable Development Goals.
This document has been prepared based on the reporting guidelines of the Global Reporting Initiative (GRI-Standards) and the information in this document refers to the three-year period 2022 to 2024.

Contents

LETTER TO STAKEHOLDERS 4

1. ABOUT US 6
   - 1.1 Group Profile 7
   - 1.2 Our Brands 8
   - 1.3 Values 10
   - 1.4 History 11

2. OUR MANIFESTO 12

3. PRODUCTS 16
   - 3.1 Food Quality and Certification 17
   - 3.2 Our Quality Policy 19
   - 3.3 Raw Materials 22

4. PEOPLE AND COMMUNITIES 24
   - 4.1 Training and Talent Development 25
   - 4.2 Health and Safety 30
   - 4.3 Diversity and Inclusion 33
   - 4.4 Commitment to the Community 36

5. ENVIRONMENT 40
   - 5.1 Sustainable Packaging 41
   - 5.2 Finished Product 42
   - 5.3 Plants 43

6. GOVERNANCE 52
   - 6.1 Group Governance 53
   - 6.2 Corporate Ethics and Responsible Business 54
   - 6.3 ESG Board 57

Letter to Stakeholders

Making Life Sweeter Together

"Also in 2024, we have transformed the commitment of so many people into real and important results: together we make sustainability a daily, concrete and shared choice"

Francesco Fattori
Group CEO

As a leading global group in the world of Sweet Arts, **we are committed every day to a responsible and conscious way of doing business**. The presentation of our Sustainability Report 2024 is an authentic account of this commitment, in the name of transparency, professionalism and respect for quality, people and the environment.

I am pleased to be able to say that **also in 2024 we have achieved important goals for which to be proud**. Among many, we confirm the trend of reducing energy, gas and water consumption. **CO_2 emissions are down and all the energy we use in our production facilities**, both Italian and foreign, **comes from 100% renewable sources**, thanks in part to the new photovoltaic system installed at our Bistagno site. **Waste produced is down**, we recycle almost 100 per cent, giving new life to our food waste, which, from 2024, will be used for biogas production. **We continue to plant many trees in our Casa Optima Forest** in various parts of the world, in partnership with Treedom.

We are aware that **our people are the soul of our success** and we believe that goodness is not only in the products we create, but also in the values that make it possible. For this, **we continue to invest in our human** capital through an even greater focus on diversity and inclusion through new "D&I" policies and timely tracking of the results these bring.

In an increasingly complex and uncertain economic and social context, **we believe that sustainability is an unavoidable certainty, to be pursued with coherence, courage and long-term breath**.

Francesco Fattori

1.
ABOUT US

Group Profile
Our Brands
Values
History

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

1.1 Group Profile

Casa Optima - Making Life Sweeter Together **is an Italian Group owner of eight of the most popular and appreciated brands in the artisan ice cream, high quality confectionery and mixed drinks market.** A single reality created by the synergy of **8 different brands:** MEC3, GIUSO, MODECOR, PERNIGOTTI MAESTRI GELATIERI ITALIANI, BLEND, FLORENSUC, AMBRA'S and DOuMIX?

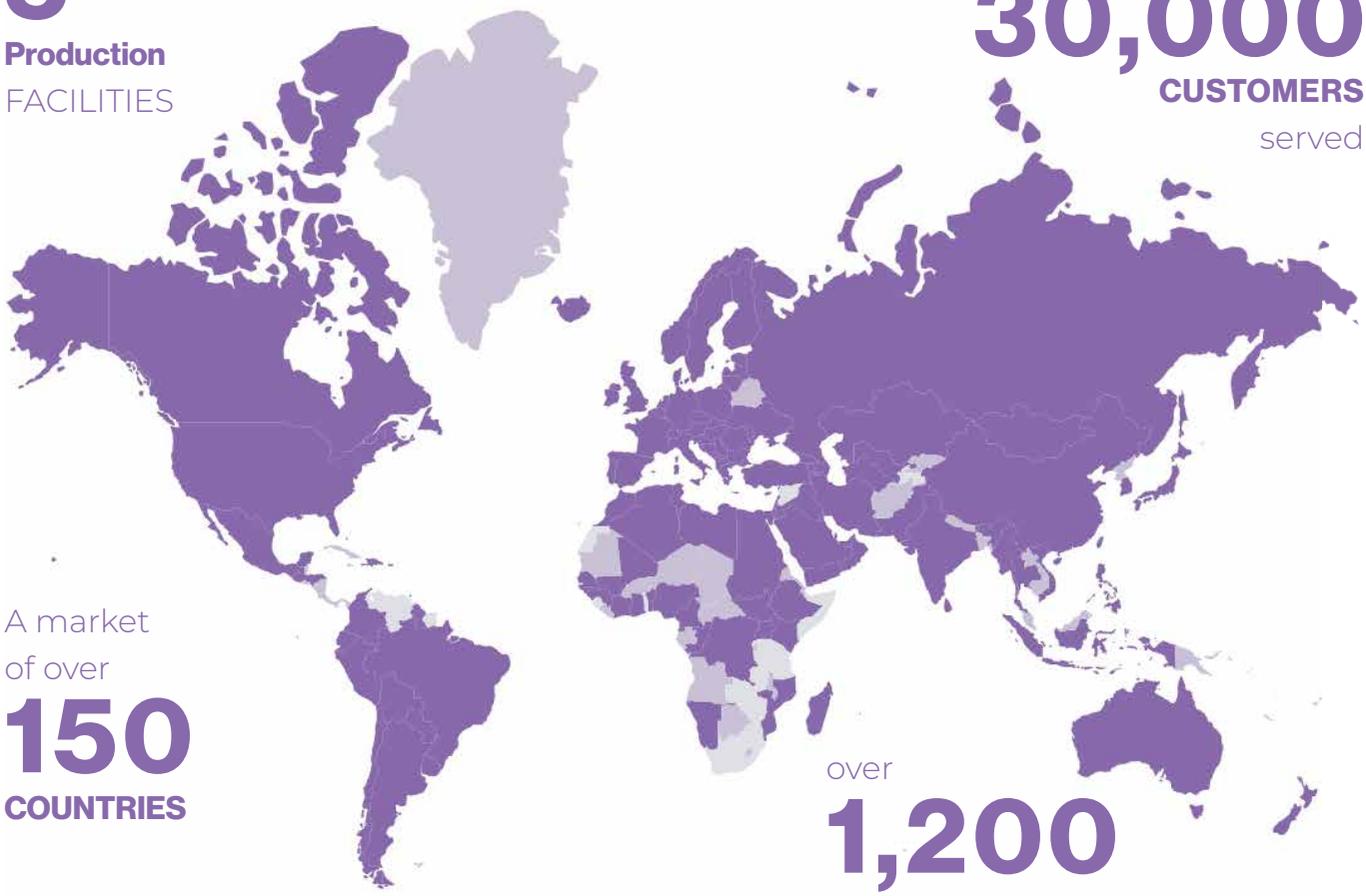
Present in more than 150 countries on five continents, with dedicated sales forces and a virtuous network of distribution partnerships, it stands out as a 'Customer Centric' Group because it has always trained itself to listen to customers, responding promptly to their requests, supporting them at all times, to help them grow their business.

More than 25 years of experience in training characterises Casa Optima World School of Sweet Arts & Innovation, a high-performance training and research centre with twelve locations from Rimini to Dubai and from Miami to Shanghai where it is possible to attend courses in ice cream making, pastry making and beverages.

A reality capable of training over 700 professionals every year through a high quality service, a team of **40 lecturers with international experience** and theoretical and practical courses structured on several levels and subject areas, aimed at both beginners and professionals.

5
Production
FACILITIES

over
30,000
CUSTOMERS
served



A market
of over
150
COUNTRIES

over
1,200
COLLABORATORS

1.2 Our Brands

"Casa Optima - Making Life Sweeter Together" **is an Italian Group that owns eight of the most popular and appreciated brands in the artisan ice cream, high quality confectionery and mixed drinks market.** A single reality created by the synergy of 8 different brands: MEC3, Giuso, Modecor, Pernigotti Maestri Gelatieri Italiani, Blend, Florensuc, Ambra's and DOuMIX?

For forty years, it has been an example of excellence, boldness, creativity and continuous research in the world of ingredients and semi-finished products for artisan ice cream and confectionery. Years of study and experimentation, to offer products that are always innovative and original, but always in the sign of artisanship, have made MEC3 the world market leader.

An innovative and non-conformist brand designed to make the beverage offer impressive, thanks to distinctive product lines that go beyond what the market already offers, intended for those who wish to amaze their customers and give a twist to their creative flair with extraordinary drinks.

With an extensive product portfolio, 50 countries served worldwide and more than a hundred years of experience, Giuso Guido specialises in the production of compound and semi-finished ingredients for the artisan pastry and ice-cream industry.
Extensive experience in fruit processing for more than a century.

In the panorama of Made in Italy confectionery production, Pernigotti Maestri Gelatieri Italiani has played a leading role since 1936, with a portfolio of products of recognised ingredient nobility: selected varieties of chocolates as well as premium hazelnut and pistachio pastes certified PDO and PGI.

Offering everything from chocolate, sugar paste or jelly decorations to digital and screen printing, Modecor Italiana has been a leading European confectionery decoration manufacturer for over 60 years. First-rate raw materials, innovation, quality of service, richness of range and creativity are the keys to its success.

More than 60 years of experience and creativity characterise Florensuc, a French company with a leading position in decorations for pastry, bakery and catering. A company with a great deal of experience in edible, standard and customised decorations, characterised by a remarkable focus on new food requirements.

With over 30 years of experience in the field of decoration for the artisan market, Ambra's is one of the largest companies in the sector with a widespread sales network in Italy and in over 13 countries worldwide. The company specialises in the production of decorations for pastry, bakery, ice cream and catering sectors.

With more than 20 years of expertise in the ice cream and confectionery sector, the Brazilian company Blend Coberturas is at the forefront of industrial products without added sugar, a segment with high growth potential and in line with the latest market trends.

1.3 Values

Autenticity, Italianity in a global context, Dynamism, Enthusiasm and Respect are the core values that distinguish the Group and constitute **a shared manifesto** which is expressed in five fundamental and unavoidable points: love for authenticity of ingredients and traditions; a glocal vocation that exalts Italian character; dynamism in technological research; enthusiasm in work; respect for the environment and surrounding authenticity.

AUTHENTICITY

Transparency and honesty.
Responsibility.

GLOCAL

We think big, without forgetting
our identity.

DYNAMISM

We are proactive.
We provide solutions,
not problems.

ENTHUSIASM

Together we face challenges
with passion, never with fear.

RESPECT

We identify with those around us,
especially with colleagues, customers
and consumers.

1.4 History

Casa Optima is the Italian Group world leader in the production of ingredients for artisan ice cream, confectionery excellence, decoration and beverages, **founded in 2019 to bring together into one big family all the brands that make it up** and to be the spokesperson for a message: "Making Life Sweeter Together" because, together, we want to make people's lives sweeter. Passion, artisanship and tradition are the basis of its success.

2016

MEC3 WITH CHARTERHOUSE
On 13 November, MEC3 joined Charterhouse Capital Partners LLP, one of the leading private equity firms in Europe.

2017

ACQUISITION OF MODECOR ITALIANA
In November 2017, MEC3 announced the acquisition of Modecor Italiana, a European reference company in the production of pastry decorations.

2018

ACQUISITION OF GIUSO GUIDO
This was followed in May 2018 by the acquisition of Giuso Guido S.p.A., a historic company specialising in the production of compounds for artisan ice cream parlours and pastry shops.

2019

CASA OPTIMA GROUP IS BORN
The world's number one multibrand group for Italian artisan ice cream, premium confectionery and mixed drinks.

ACQUISITION OF PERNIGOTTI MAESTRI GELATIERI ITALIANI
The company, which is known for its role in Made in Italy, joins the Casa Optima Group.

ACQUISITION OF BLEND
Brazilian company Blend Coberturas joins the Casa Optima Group.

2022

DOuMIX?® IS FOUNDED
Innovative and non-conformist brand designed to make the beverage offering impressive, thanks to distinctive product lines that go beyond what the market already offers.

2. OUR MANIFESTO

[GRI 2-22][GRI 2-23][GRI 2-24]

Our ESG 2030 Roadmap

On 25 September 2015, the 193 member states of the United Nations signed the **2030 Agenda for Sustainable Development**, a plan of 17 global goals, including many related to current food patterns, such as fighting hunger and poverty, access to education and combating climate change.

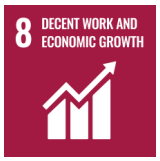
Casa Optima has decided to join the 2030 Agenda, actively promoting the sustainable development guidelines of **11 of the 17 goals.**

Therefore, the Casa Optima Group is committed to ensuring its active contribution to the achievement of the Sustainable Development Goals (SDGs): our aim is to represent, predict and assess the ESG risks of the business, both immediate and longer-term risks.

Through an in-depth internal and external analysis aimed at mapping all major risks, transformative megatrends and scenarios, **our Sustainability Plan revolves around thematic areas important for corporate sustainability**, through qualitative-quantitative goals that the company has chosen to set for the near future.

With this document we have decided to officially outline our ESG 2030 roadmap.

SDG goal	2024	2030
3 GOOD HEALTH AND WELL-BEING	In the last three years we have revised severalreformulations and are launching products with good-health and well-being positioning. The acceptance of all raw materials follows a series of operating procedures and processing sheets: in this way, we ensure that the product always falls within the set parameters.	We will continue to innovate and develop our portfolio to provide nutritionally balanced products in line with the health, wellness and pleasure needs of consumers in full compliance with all food regulations and laws.
4 QUALITY EDUCATION	The "World School of Sweet Arts" is our training project for the ice cream and confectionery world aimed at strengthening the business of already qualified professionals and training those approaching these sectors for the first time. The "Campus Optimi" and "Sales Academy" were created to promote the growth of talent in the company.	We will continue to promote education as a professional growth tool to support development. The training and development of the skills of employees will continue to be an integral part of our business.
5 GENDER EQUALITY	We set up a dedicated inter-functional task force and shared integrated DEI policies with the entire organisation. We monitor our KPIs in a structured manner through bi-annual assessments in relation to UNI PdR 125:2022, to measure progress and identify areas for development. We have defined the project areas for the next three years, laying the foundations for a structured pathway. We have partnered with Valore D to compare and share experiences and develop training initiatives to make DEI an increasingly integral and shared part of our Group culture.	
6 CLEAN WATER AND SANITATION	We have installed drinking water dispensers for all employees, thus eliminating the use of plastic bottles. We survey water consumption on a monthly basis and compare it to historical data to assess monthly volume indices.	We will actively work on purification treatments to try to optimise processes and avoid waste. The 2030 goal will be the possibility of partial reuse of purified water, suitably treated, to run the cooling lines of our plants that are not in contact with products.
7 AFFORDABLE AND CLEAN ENERGY	All the electricity we purchase in our plants has 100% green certification, which proves that it comes from 100% renewable sources. Over the past three years we have invested in energy self-generation and energy efficiency plants.	We are constantly evaluating investments in energy, with the aim of reducing our consumption in relation to the volumes produced by 5% per year. We plan to become carbon neutral by 2030.

SDG goal	2024	2030
	We have decided to share all ESG/HSE KPI's with our employees monthly. Our commitment to communities translates into concrete projects developed with Laba, Treedom, Valore D, UNICEF. We have analysed and detailed our emissions in Scope 1 and Scope 2, we are working on quantifying Scope 3 as well.	We will continue to promote the remote working especially to reduce travel. We will increase policies and services dedicated to the protection and enhancement of parenting and work-life balance. We will continue to promote training and professionalism with our Schools around the world.
 	From 2022 to 2024, within the company car fleet, almost 50 per cent of the new allocations were electric and hybrid vehicles. We have installed gas economisers, photovoltaic systems and worked on temperature and humidity conditions in our production departments and warehouses, improving energy efficiency. With Treedom, we created our "Casa Optima Forest", a project that is the result of a commitment to help absorb CO_2 emissions. We planted 5,500 trees worldwide with the aim of absorbing almost 1,508 tonnes of CO_2 in 10 years.	By the end of 2030, we expect 75 per cent of our car fleet to be electric or hybrid. All our production plants will be equipped with energy self-generation plants, with an overall goal of 30% self-generation on total electricity consumption. By 2030, all our plants will be equipped with automation and control systems linked to the company's SCADA system, which will allow us to constantly monitor consumption and work activities, tracking any anomalies so that we can intervene promptly.
   	For our Group, avoiding waste is a concrete goal shared with all employees: we promptly report air leaks in the compressed air circuits, measure energy and water consumption on a monthly basis and compare it to historical data to assess monthly production volume indices. As of 2021, we reduced the CO_2 emitted by the Group's production plants by almost 50%. Some of our finished product packs (buckets, canisters, protective films) are 100% recyclable. We only choose 100% recyclable filler for our shipments. Disposable accessories for internal use (scoops, cups, bowls and trays) are 100% compostable. We are constantly working to reduce our impact: less than 1% of our waste is destined for destruction and disposal.	Through an in-depth analysis, we are focusing on the possibility of reusing our food waste from production. We work to eliminate all materials that, once used, generate a hazardous special waste: the Group's goal is to direct 100 per cent of our waste to recovery. We trust that 99% of our suppliers of raw materials will be within the European Union. For non-EU suppliers, their qualification will also take ESG rating into account through certifications and by promoting on-site audits. The 2030 goal will be to address 100% recyclable finished product packaging. We will continue to promote automation and IoT-related investments.

3. PRODUCTS

Food Quality and Certification
Our Quality Policy
Raw Materials

[GRI 204][GRI 416-1]

3.1 Food Quality and Certification

The philosophy of Casa Optima is based on Group values, which reveal our commitment and passions: a love of authenticity, of ingredients, traditions and creative processes, which we constantly test and update while respecting their value; **a glocal vocation,** able to transform the Italian spirit that characterises us into a value of excellence even abroad; **a constant dynamism** in search of increasingly high-performance technologies, so as to offer the best support to the professionals who choose us; **the enthusiasm** of always working at our best, with a positive and always constructive attitude; **the respect**, finally, for the space and authenticities that surround us, starting with the environment, with a view to fully sustainable development.

We are one Group but we breathe the stories and experiences of four different companies: we have different voices but we speak the same language, made up of love for people, traditions and quality and above all food safety.

Consumer health and safety is a cornerstone for all companies in the Casa Optima Group. For us at Casa Optima, innovation does not only mean creating new products: we always intend to respond to the needs and desires of our consumers. For us, all our products are united by compliance with ethical-ecological guidelines and efficient production and realisation with a focus on costs and sustainability.

To give the right guarantees to our consumers, we start:

1. **from compliance with the requirements of food safety standards**, such as those established by the Hazard Analysis and Critical Control Points (HACCP) System and compliance with local and international regulations;

2. **by obtaining and maintaining annually**, in the area of food safety, the **Initiative's voluntary certification (GFSI) and system quality certifications:**
   - **BRCGS certification (depending on production sites);**
   - **FSSC 22000 (depending on production sites);**
   - **ISO 9001** to accommodate specific customer requirements at certain sites.

Our constant commitment to the quality and food safety of our products is also realised through our raw material controls.

The verification processes involve the entire supply chain, starting with the suppliers on whom documentary verification is carried out to demonstrate compliance with regulations and quality parameters, but also through audits we perform at their plants. **The selection process, through a vendor rating system, assigns a score that determines the qualification status and monitoring actions for supplies:** this allows us to work only with quality raw materials and in full compliance with current standards.

We put in place acceptance control procedures that include, in addition to the usual organoleptic checks, instrumental checks (e.g. colour, viscosity or analytical checks for microbiological and chemical parameters). **Particular attention is paid to all raw materials of natural origin** (e.g. dried fruit, milk and derivatives), the acceptability of which is only defined if there are accredited external analyses and accompanying certificates.

3.2 Our Quality Policy

1. PRODUCTION PROCESS CONTROLS

Regarding the production process **, we have standardised a series of operating procedures and processing sheets for each reference according to the departments:** in this way we ensure that the product always falls within the set standard parameters.

Furthermore, **the verification of critical points, identified through the HACCP methodology, allows us to guarantee the food safety of our products.**

Some examples:

- through the use of metal detectors and filter systems, we reduce the risk of foreign bodies;
- maintaining the cold chain for perishable raw materials (where applicable) allows us to keep microbiological hazards under control;
- the control of the time/temperature curve, for some processes, guarantees the microbiological stability of the products produced.

2. SENSORY AND INSTRUMENTAL CONTROLS

We have several quality control systems in place with which we ensure that the set standards are maintained.

At each plant we have a team of experts who check the main chemical, physical and microbiological parameters downstream of production.

Some examples of instrumental controls:

- **pH;**
- **sugar content (Brix);**
- **free water activity (Aw);**
- **moisture;**
- **viscosity;**
- **colour.**

The instrumental controls are complemented by sensory controls carried out by the quality team (possibly also by means of panel tests): each batch produced is compared with a reference standard to check its correspondence in colour and flavour.

3. PRODUCT CERTIFICATIONS

Our Group controls and certifies certain product lines to make them accessible with respect to particular dietary dictates:

- for some sites we have the **gluten-free lines** (<20mg/Kg) and **registration with the ASSOCIAZIONE ITALIANA CELIACHIA (AIC), the Italian Coeliac Association;**
- other lines dedicated to **vegetarian and/or vegan diet.**

At some sites, we also carry out specific supply chain requirements:

- products conforming to **RAINFOREST certifications** in compliance with certain ethical and sustainability standards;
- products that comply with the **PDO of the Bronte Green Pistachio and PGI of the Piedmont Hazelnut.**

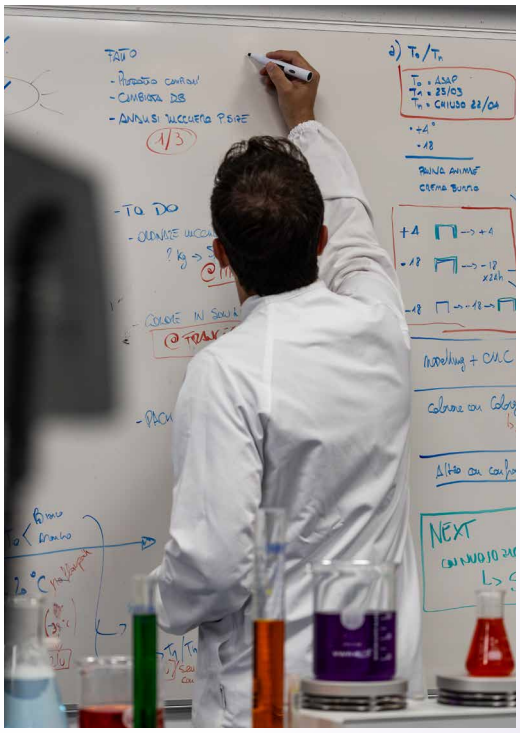
4. REGULATORY VALIDATION

To support the innovation and/or standard review process, the Regulatory team ensures that each product always adheres to legislative updates in the field of labelling.

As a guarantee of the quality of our products, the data sheets and labels produced contain additional information compared to the legislative standard of the professional channel (analogous to the large-scale retail channel), all this to ensure maximum transparency in communication to our consumers.

5. CONTINUED IMPROVEMENT

Through constant monitoring of the service level (delivery times, complete orders, no missing orders) and through the evaluation of KPI trends in quality and food safety (quality control performance, hygiene index, non-conformities, complaints), **we are constantly striving to improve and redefine the standards necessary to respond dynamically to market needs.**



The Group respects the different needs and requirements of religious practices and offers **300 Kosher references** and more than **900 Halal references.**

3.3 Raw Materials

The Casa Optima Group guarantees the quality of its products through the choice of fresh, high-quality raw materials, carefully grown and processed, distributed by trusted and certified suppliers and experts in the field.

All the Group's suppliers are required to provide:

- **Certificates or declarations of conformity of the purchased raw materials;**
- **Technical data sheets of the products supplied.**

The Group has implemented specific internal procedures to precisely document the history of each product, allowing the location and origin to be traced at any time.

New raw materials that enter into the definition of product ingredients are assessed from the outset by the Research and Development Manager, in collaboration with the Quality Assurance Manager and the Safety Manager through analysis of the technical and safety data sheets to ensure that they comply with the ingredients declared on the label, with the requirements laid down for allergens, and with the customer's requirements.

Suppliers of raw materials and products for primary packaging are also required to complete a specific questionnaire containing information on the characteristics and nature of the materials, legislative compliance and internal food safety requirements.

Regarding our raw material suppliers, **98%** are located within the**European Union.** More than **2/3** are based in **Italy.**

The raw materials that we do not purchase in Europe, on the other hand, mainly come from India and South America. We carefully select our non-EU suppliers for these cases as well, also assessing in the selection process any ESG-related certifications or promoting on-site audits.

The main raw materials from our suppliers are:

- Sugar;
- Hazelnut;
- Pistachio;
- Chocolate;
- Milk and Milk Derivatives;
- Emulsifiers and thickeners;
- Glucose;
- Fruit;
- Maltodextrins

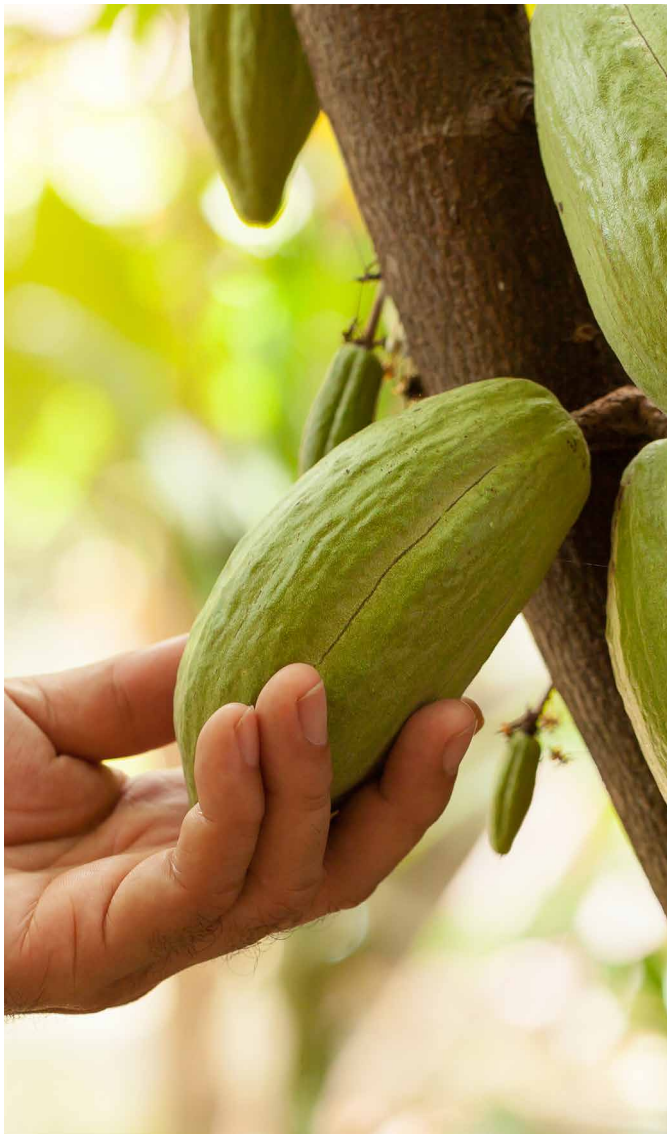
The valorisation of typical Italian products is another key issue for us.

The excellences of our territory integrated in some of the Group's products are:

- **Hazelnuts from Piedmont;**
- **Pistachios from Bronte;**
- **Apricots from Costigliole;**
- **Oranges from Calabria.**

With regard to sustainable procurement and to meet the needs of our rapidly growing customers, we decided to purchase credits to support the **RSPO** (Roundtable on Sustainable Palm Oil) project.

About **20,000 tonnes** of **raw materials** were purchased in 2024.



4. PEOPLE AND COMMUNITIES

Training and Talent Development
Health and Safety
Diversity and Inclusion
Commitment to the Community

[GRI 401-1][GRI 401-2][GRI 401-3]
[GRI 403-1][GRI 403-2][GRI 403-3]
[GRI 403-4][GRI 403-5][GRI 403-9]
[GRI 403-10][GRI 404-1][GRI 404-2]
[GRI 404-3] [GRI 413-1]

4.1 Training and Talent Development

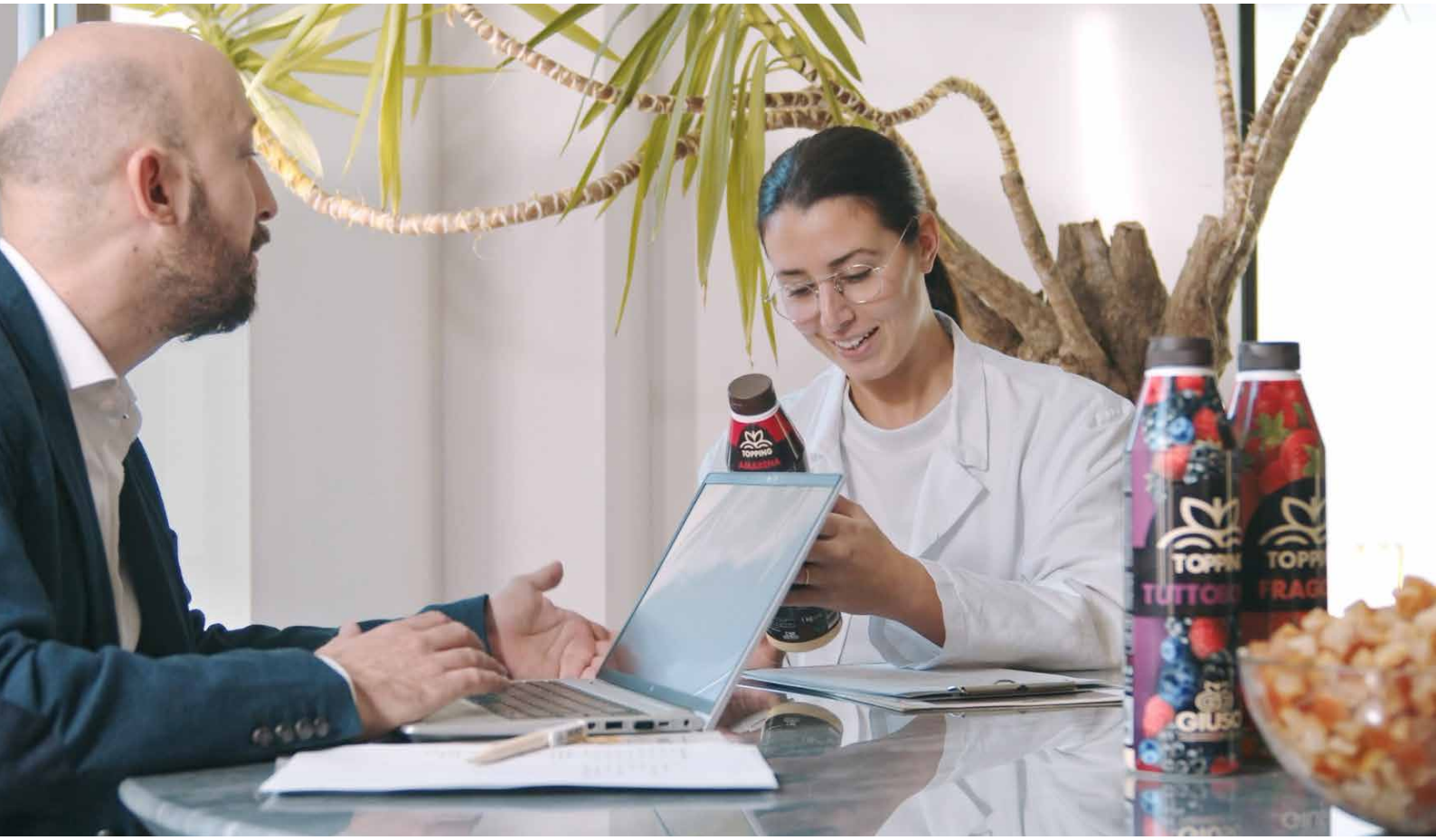
In the Casa Optima Group, continuous training is a fundamental pillar for the sustainable development of the organisation; in fact, it embodies the commitment to the professional growth of employees, to raising productivity and to adapting to the changing needs of the market. **Training is a strategic investment that reflects the company's long-term vision and commitment to human capital.**

Furthermore, **in-company training is a sustainability indicator that reflects the organisation's focus on the well-being and development of its employees,** as well as its ability to innovate and compete in an ever-changing market. It is not only a business strategy that contributes to the long-term success and resilience of the company, but also an ethical and social commitment.

Various retention, personal, professional and organisational development initiatives are underway within the Group:

- **Personal Development Programme:** an individual performance appraisal project to identify strengths and areas for improvement on which to build a personalised personal and professional development path;
- **Talent Assessment Mapping:** skills assessment project by role, with the creation of a company map to monitor the consistency of skills, any gaps to be filled. As part of this project, the key skills of the company and of each function were identified. The results, with areas of strength, areas for improvement, growth targets and management recommendations, were shared with participants and managers;
- **Coaching and Talent Management:** on the basis of the assessment, training paths were set up for the career development of people in the various functions;
- **Succession plan:** creation, compilation and constant updating of the succession plan, in relation to professionalism and seniority within the Group;

- **Valore D:** starting in 2024, Casa Optima will collaborate with the Valore D association in order to promote gender balance and an increasingly inclusive culture within the organisation. This important target is pursued, among other initiatives, through the sharing of training content dedicated to D&I topics;
- **Campus Optimi:** continuous management training project dedicated to key people in our organisation. Spreading a managerial culture adapted to the challenges of the company, enhancing, recognising and ensuring the growth of the skills possessed by the Group's people are the main goals of the initiative;
- **Sales Academy:** a training project aimed at sales teams, which not only addresses issues specific to this area, but also reinforces and raises awareness in the company's identity;
- **MBO:** short-term incentive tool linked to quantitative KPIs, both individual and collective, defined from year to year. Dedicated to people in leadership roles and those on a growth path, with the aim of creating value for the entire organisation.



TALENT MANAGEMENT

Talent management is a key element for corporate sustainability, because **investing in talent means investing in the future of the company.**

For Casa Optima, it is a strategic driver that promotes organisational growth, market competitiveness and employee well-being.

Effective talent management not only brings tangible benefits to the company, but also helps to build a solid and lasting reputation in the corporate landscape.

We have established profitable **relations with several Italian universities for research and development projects, as well as for initiatives to recruit new graduates and to strengthen our employer branding.**

With the **University of Tuscia and the University of Bologna,** we conducted projects on the refining of white anhydrous creams and on fat lumps over time within anhydrous creams in order to optimise their stability and durability.

In the field of placement and employer branding projects, we maintain close ties with **leading Italian universities and business schools, including the University of Bologna, the University of Urbino, the Politecnica delle Marche, LIUC and many other academic excellences.**

Through these partnerships, we offer concrete opportunities for young graduates to enter the world of work and contribute their enthusiasm and skills to the growth of our company.

Our collaboration with universities and our participation in Career Days represent a fundamental pillar of our corporate strategy, as they enable us to remain at the forefront of innovation, to attract the best talent on the job market and to maintain a solid and attractive image.

Case Studies

THE GENUINE NEWS the House Organ of the Casa Optima Group

An important corporate communication medium within the Casa Optima Group is **the magazine The Genuine News.** In this magazine, **the main initiatives carried out in the company are highlighted and achievements are celebrated.** Important space is also dedicated to interviews with employees, representing **a communication tool between all members of the organisation.**

LinkedIn

Found on LinkedIn with company profiles, through which various topics are promoted:

- **Interviews with key figures** in the organisation;
- **Welcome post** for the placement of new people in leadership roles;
- **Publication of listings for open positions within the Group;**
- **Celebration of achievements** and initiatives promoted by the company;
- **Promotion of collaborations and partnerships** with local entities, schools, universities and institutions in the sector and beyond;
- **Corporate participation in trade fairs and industry events.**

4.2 Health and Safety

The Casa Optima Group considers the health and safety of workers in the workplace of paramount importance.
In order to prevent injuries and accidents in the workplace, the Group disseminates and promotes a culture of safety based on knowledge of work-related risks and communication of potential hazardous situations, **sharing the main HSE indicators with all employees on a monthly basis.**

The protection of workers, contractors and visitors is ensured through constant monitoring of the working environment, with **the implementation of the best safety standards on machines and installations and with the implementation of training programmes** and information and training activities in the field.

During 2024, a total of more than 2,000 hours of education and training were delivered on occupational health and safety in our plants.

Different types of audits are carried out in Casa Optima (certification audits, customer audits and internal audits) in order to verify full compliance with laws, local regulations and international standards on Health and Safety, Fire Prevention, Environment, Sustainability.

Annually, our HSE team directs audit activities at all production sites, these activities generally include document inspections, site visits and interviews with employees.

The Group monitors the company's health situation on a monthly basis thanks to the support of the Competent Doctors: all our employees, once hired, are subjected to a medical examination by the Labour Doctor of the plant of reference with a frequency later defined by the same doctor, based on the assessment of the risks to which each employee is exposed with respect to his or her job.

Casa Optima is committed to developing a participative system of constant and fruitful discussion, through shared reporting platforms and reporting boxes installed in the plants, as well as through the figures of the Workers' Safety Representatives (RLS): the considerable increase in the last few years of detections of risky behaviour and near misses has allowed us to considerably improve the flow of communication of accident reports up to their resolution, with a view to increasing participation and involvement by all workers.

Below are the main health and safety indicators measured in our Italian and foreign plants over the three-year period 2022-2024:

RECORDED ACCIDENTS	2022	2023	2024
CASA OPTIMA ITA	6	4	5
CASA OPTIMA WORLD [1]	4	7	5
ACCIDENTS WITH SERIOUS CONSEQUENCES [2]	**2022**	**2023**	**2024**
CASA OPTIMA ITA	0	0	0
CASA OPTIMA WORLD [1]	0	0	0
NEAR MISS RATIO ON ACCIDENTS[3]	**2022**	**2023**	**2024**
CASA OPTIMA ITA	0.049	0.039	0.059
CASA OPTIMA WORLD [1]	n.a.	1.16	0.45

Below, instead, are the indexes of accident trends (expressed as severity and frequency) and the number of occupational diseases recognised by INAIL (Italian National Institute for Insurance against Accidents at Work) in our Italian plants over the three-year period 2022-2024:

SEVERITY INDEX [4]	2022	2023	2024
CASA OPTIMA ITA	< 0.20	< 0.20	< 0.20
FREQUENCY INDEX [5]	**2022**	**2023**	**2024**
CASA OPTIMA ITA	< 10	< 10	< 10
OCCUPATIONAL DISEASES	**2022**	**2023**	**2024**
CASA OPTIMA ITA	0	0	0

[1] *WORLD KPIs are measured in depth from 2023, following the harmonisation of Italian HSE procedures and standards with our foreign plants*
[2] *Accidents with a first prognosis of more than 30 days*
[3] *Ratio of number of near misses detected to number of accidents recorded*
[4] *Total number of days of absence due to accidents x 1,000 / total number of hours worked. Annual goal: < 0.2*
[5] *Total number of accidents x 1,000,000 / total number of hours worked. Annual goal: < 10*

4.3 Diversity and Inclusion

The Casa Optima Group believes in the value of people and their differences, and is committed to **ensuring equal opportunities for professional development for all employees**.
The entire company is committed to driving diversity and inclusion, promoting **inclusive management styles and sensitivity to diversity.**

Our "Diversity & Inclusion Policy" promotes an inclusive corporate culture and values diversity in the workplace. To achieve this, we implement people care and diversity management initiatives. The Casa Optima Group is implementing **specific actions to promote inclusion**:

- We disseminate inclusive management and leadership styles at all levels of the company, empowering teams and valuing differences;
- We establish rules for a work environment that is transparent, inclusive and with equal opportunities for all;
- We involve the different corporate functions in the adoption of inclusive policies;

- We identify and overcome cultural, organisational and interpersonal barriers that hinder inclusion, looking for internal and external opportunities;
- We create relationships based on respect and trust at all corporate levels;
- We promote awareness-raising campaigns on Diversity and Inclusion.

In 2024, our Group, specifically regarding D&I:

- confirmed the structured tracking of our progress, in order to identify areas for development, focusing on the KPIs indicated in the UNI PdR 125:2022 practice
  - ◊ Culture and strategy
  - ◊ Governance
  - ◊ HR Processes
  - ◊ Opportunities
  - ◊ Pay equity
  - ◊ Parenting
- It confirmed all the activities initiated in 2023, from the **transversal working group, dedicated to diversity and inclusion** comprising several corporate areas - HR, Legal, Operations and HSE, as well as a dedicated contact person on the corporate Board - which meets quarterly to assess the progress of D&I policies and promote initiatives to support them, to the **internal procedures that allow people to express**, even anonymously, **their opinions** and make suggestions for change in the organisation and foster dialogue:
  - ◊ **installation of boxes for D&I suggestions and reports**;
  - ◊ dedicated e-mail activation for D&I suggestions and reports.
- **2024 was a year of planning**: we defined and set up the areas of work and activities for 2025 and the next three years, building the foundation for our developments. The areas we are actively working on:
  - ◊ **Inclusive Recruitment**: standardised and inclusive methodology of the selection process and partnerships with universities for job placement projects;
  - ◊ **Training**: collaboration with Valore D to promote an inclusive culture and develop training courses for the D&I team and the entire corporate population;
  - ◊ **Corporate Welfare**: targeted initiatives for all employees and collaborators;
  - ◊ **Inclusive volunteering**: projects with local communities to involve our teams in activities that generate positive impact, creating opportunities to share and raise awareness in diversity issues;
  - ◊ **Communication**: social campaigns and storytelling projects to tell stories of inclusion and valuing diversity, with the aim of spreading the D&I culture both within the organisation and towards our external community.

The composition of the workforce of Casa Optima as at 31/12/2024 is shown below:

GEOGRAPHICAL AREA	MEN (IN NUMBERS)	MEN (%)	WOMEN (IN NUMBERS)	WOMEN (%)	TOTAL (IN NUMBERS)
CASA OPTIMA ITA	282	56%	226	44%	508
CASA OPTIMA WORLD	180	65%	96	35%	276
TOTAL GROUP	**462**	**59%**	**322**	**41%**	**784**

POSITION	MEN (IN NUMBERS)	MEN (%)	WOMEN (IN NUMBERS)	WOMEN (%)	TOTAL (IN NUMBERS)
EXECUTIVE	15	94%	1	6%	16
MANAGER	42	79%	11	21%	53
WHITE COLLAR	194	51%	190	49%	384
BLUE COLLAR	208	64%	117	36%	325
INTERNSHIP	3	50%	3	50%	6
TOTAL GROUP	**462**	**59%**	**322**	**41%**	**784**

1,200

collaborators of which 784 are employees

32%

of women in the organisation in charge of one or more organisational units compared to the total reference population

4.4 Commitment to the Community

For years, the **Casa Optima Group** has been **concretely committed to supporting our local community** and related organisations.

Our corporate identity is deeply rooted in the strong connection with the surrounding communities, which is a constant source of inspiration and innovation. We put people at the centre of our mission, **which allows us to develop valuable links with our community through projects that we pursue with strong passion.**

A COMMITMENT TO SUSTAINABILITY AND PEOPLE WITH TREEDOM

Environmental and social sustainability has always been a core value for the Casa Optima Group, a commitment that translates into concrete initiatives to protect the planet and local communities. With this in mind, **we chose to collaborate with Treedom**, an internationally recognised platform that has been developing reforestation projects around the world since 2010 with a model that generates tangible benefits for both the environment and people.

It is from this partnership that **the Casa Optima Forest was created in December 2022**, a tangible initiative to help reduce CO_2 emissions, protect biodiversity and support local farming communities.

In just two years, **we planted 5,500 trees that will absorb 1,508 tonnes of CO_2 over 10 years.**

During 2024, **our engagement with Treedom was further enriched by a new project aimed at promoting inclusion and gender equality** through support for female entrepreneurship: **Café Doña Lucero**. A coffee that comes from trees planted in Guatemala and managed by 80 café owners who, thanks to their collaboration with the non-profit organisation AMKA, receive a fair wage, with an increase in earnings of 50% compared to sales on the local market. Our contribution took the form of planting 800 coffee trees in the mountainous region of Huehuetenango, an area with a long tradition of coffee cultivation.

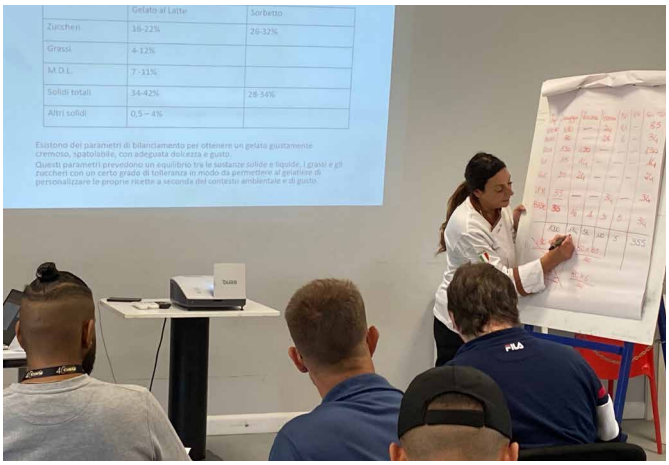
These initiatives not only help combat climate change, but also support an ethical and respectful supply chain, **demonstrating how sustainability can create long-term value**.

MAKING LIFE SWEETER TOGETHER AN EVOLVING ART PROJECT

In 2022, Casa Optima launched the "Making Life Sweeter Together" Art Competition, **in collaboration with LABA** - Libera Accademia di Belle Arti di Rimini, involving students from the Design, Graphic Design, Fashion Design, Photography and Cinema courses in a unique creative project. The aim was to create a work of art, destined for the Group's headquarters in San Clemente (RN), that would convey the joy, happiness, gluttony and all the emotions linked to the moment of eating an ice cream cone, a slice of cake or a hot or cold drink.

Given the success of the first edition, **Casa Optima has decided to make the competition biennial, confirming its support for young talent, art and the region**. The second edition, in November 2024, involved the students of classes 5C and 5F of the **Liceo Artistico "Volta - Fellini" in Riccione**, who were called upon to reinterpret the Corporate Image of Casa Optima in a modern key. The award ceremony took place in May 2025.

This is a really important opportunity to get out of the confines of the school and start preparing for future work, dealing with an external client and its needs.



ICE CREAM MAKING AND INCLUSION: CASA OPTIMA SUPPORTS VOCATIONAL TRAINING

Casa Optima continues its **commitment to vocational training and inclusion** in cooperation with the **Fondazione Nuovo Villaggio del Fanciullo in Ravenna**, for which it organises ice-cream making and ice-cream confectionery basic level courses. Thanks to the excellent results achieved, the project is renewed annually to offer the Village's guests, disadvantaged people in need of care and temporary accommodation with the sole pursuit of social solidarity goals, new technical skills and concrete job opportunities in the artisan ice-cream sector.

Under the guidance of a qualified instructor from Scuola Casa Optima, **participants receive almost complete basic training**, alternating between a theoretical part and a series of practical tests, with the realisation of classic and innovative flavours.

The collaboration between the Foundation and Casa Optima is aimed at providing the facility's guest trainees with an extra training tool to help them face their future employment. In fact, the profession of ice cream maker is increasingly in demand (not only in ice cream parlours, but also in restaurants and hotels), and it can really become an important opportunity for those who learn how to make good ice cream.

Read all the news directly on **www.casaoptima.com**

5. ENVIRONMENT

Sustainable packaging
Finished product
Plants

[GRI 302-1][GRI 302-4][GRI 303-1]
[GRI 303-3][GRI 303-4][GRI 303-5]
[GRI 305-1][GRI 305-2][GRI 306-2]
[GRI 306-3][GRI 306-4][GRI 306-5]
[GRI 417-1]

5.1 Sustainable Packaging

In Italy, the growing focus on sustainable packaging is shaping consumer choices. The latest update of Nomisma's FMCG Packaging Observatory, presented on 17 January 2024 at the Marca exhibition at BolognaFiere, describes the change in this key sector of the food market, focusing on how the growing importance of sustainability in packaging has implications both upstream, at the production level, and downstream, influencing consumer preferences. The aim of the analysis: to identify prevailing sustainable lifestyles and habits in Italy, with a specific focus on the role of sustainable packaging in citizens' food purchasing choices.

Observatory data show a growing environmental awareness: **40% of Italians plan to increase their purchases of food and drink products with sustainable packaging in the next 12 months, a percentage that increases among families with young children and among Generation Z**, the target group most attentive to environmental sustainability issues.

And it is precisely the public's growing awareness of environmental issues that leads companies to rethink the packaging of their products. The movement, slow but unavoidable, is touching several product areas. The packaging thus becomes the banner of the environmentally sensitive company that is rewarded on sales for this reason.

But what characteristics must packaging have to be considered "sustainable"?

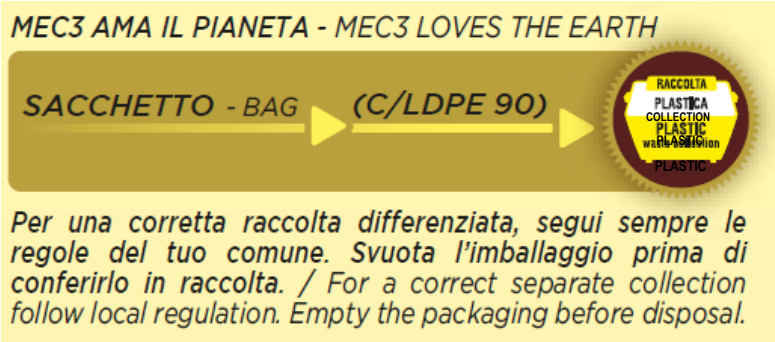
Sustainable packaging must be designed considering the quality of its raw materials and their environmental impact. Renewable and biodegradable raw materials are increasingly used by industry, from paper and cardboard to bioplastics. **The challenge is to arrive at a product that is recyclable, or compostable, so that from waste, it becomes a resource.**

5.2 Finished Product

Over the past three years, our BU R&D Managers and their respective teams have contributed greatly to the decision to move in a sustainable direction on our end pack as well.

All activities carried out or to be carried out are aimed at fostering the circular economy and contextualising the concept of sustainability within the Group.

Let's start with **labelling**: all the products we sell have environmental labelling integrated into the automatic label generation system. **Material classification information is in the article master data.**



Every weight of every single component is monitored: this allows us to extract KPIs relating to the consumption of each individual type of packaging material. **Buckets and jerrycans are made of 100% recyclable PP,** just as the aluminium barrier on MEC3 buckets has been eliminated, making them totally recyclable.

Furthermore, the colour of Giuso-branded buckets was changed, making them more easily recyclable, the previous buckets had "black" colours that required more complex recycling systems. The protective film of the buckets is also 100% recyclable.

Our cans are made of totally recyclable steel. To facilitate consumer understanding, from 2021, we added the following symbol:

METAL
recycles forever™

In the launch of the new brand DOuMIX? the bottles used in the Syrup and Cordial lines are made of 100% recyclable glass.

The bottles used for packaging the topping, Squeeze, Cream and Elixir lines are made of 100% recyclable PE (LDPE/HDPE). Since 2021, we have used a sleeve label, made of PS or PET, which must be separated from the primary packaging for proper disposal. In order to facilitate this procedure, all sleeves were punched to allow separate disposal of the different types of plastic and facilitate recycling systems.

In our pastry pack we have eliminated 99% of plastic sponges by switching from OTHER7 to PAPER, as well as all the filler we use for our product shipments which is 100% recycled plastic.

5.3 Plants

The Casa Optima Group strives every day to protect the environment by making the best possible use of available resources and reducing negative effects as much as possible. For this reason, **projects have been carried out for years with the aim of reducing energy and water consumption and reducing the impact of waste by promoting recycling**.

Underlining the focus on the environment, **the San Clemente plant has been ISO 14001 certified since 2015 and is audited every year**. Certification guarantees compliance with standards and helps to disseminate corporate behaviour to optimise the use of resources.

In recent years, a series of actions have been carried out, and are listed below, **which continue to demonstrate the Group's commitment to the environment.**

WASTE MANAGEMENT

The Casa Optima Group has always been committed to using materials for production that are as recyclable as possible: **our waste products include plastic, paper and cardboard packaging and waste that is unusable for consumption or processing.**

A common strategy pursued throughout the Group has been to work on better sorting of mixed-material packaging across all our plants, so as to maximise the amount of plastic or cardboard waste actually sent for recovery.

Our goal is to reduce waste production and recycle most of it. In fact, in 2024 there was a 30 per cent reduction in waste production normalised on kg produced compared to 2022, and more than 99 per cent of waste was destined for recovery.

This positive trend is due to the fact that all waste is identified and sorted into specific categories, increasingly promoting the **corporate culture of proper sorting.**

In addition to this, **from the end of 2023, we have activated a project to reclassify food waste from the production process by managing it as by-products for energy production.**

Below is the value of the generated waste quantities normalised on production kg (2022-2024 data), for all Group plants:

NON-HAZARDOUS WASTE*	2022	2023	2024
CASA OPTIMA GROUP (TONS)	1902	1801	1410
CASA OPTIMA GROUP (TONS ON KG OF PRODUCTION)	0.089	0.084	0.063

**figure including wastewater managed with CER 16.10.02 for the Modecor Italiana plant*

HAZARDOUS WASTE	2022	2023	2024
CASA OPTIMA GROUP (TONS)	36	11	10

Case Studies

From food waste to clean energy: 250 tonnes of products destined for disposal were valorised

Our Sustainability Report includes a section on by-products, i.e. production waste that can be reused in other supply chains. In just one year, we valorised about **250 tonnes of material** otherwise destined for disposal, contributing to the production of electricity through biogas produced from anaerobic digestion.
This activity fits into the framework of European policies: from the **2015 Circular Economy Action Plan** to the Waste Framework Directive and the **Farm to Fork Strategy**, the EU promotes waste prevention, sustainable consumption and the reduction of harmful substances. In addition, it has adhered to **Sustainable Development Goal 12.3**, which aims to halve food waste and losses by **2030**. This is a crucial goal if one considers that millions of tonnes of food are wasted each year along the supply chain, with strong environmental, economic and social impacts.
Despite this commitment, Italy records worrying figures: **between 2010 and 2020**, waste production grew by **21%**, while GDP decreased by **8%**. It is precisely from this scenario that our project to revalue waste was created, with the aim of transforming it into by-products, preserving the value of resources and contributing to a circular economy.
To make the project operational, we thoroughly analysed the entire production process, from raw material input to packaging, identifying the stages from which potential recoverable waste is generated. Technical specifications have been defined to qualify waste as by-products, dedicated labels have been introduced, dedicated collection areas and training courses for operators and quality control officers set up. In this way, by-products from preparation, mixing, control, packaging and wrapping now find a new purpose, helping to reduce waste and generate renewable energy.

WATER CONSUMPTION

The Casa Optima Group plants have implemented **monitoring and control plans to constantly assess the quality of the water consumed** and compliance with the legal provisions contained in the authorisations: in all our plants, the water drawn comes from the municipal waterworks, as there are no owned wells.

To ensure a more responsible use of water resources in our plants, the correct use of water practices within production processes have been introduced over the years to avoid unnecessary waste.

Wastewater from the plant is sent to the Consortia for wastewater disposal, after in-house purification pre-treatment: the purification systems in our Italian plants have a significant COD and BOD5 removal efficiency, and are of the activated sludge oxidative type.

In all our Italian plants we have obtained a Single Environmental Authorisation (AUA) for the discharge of waste water from processing and water for technological use.

Water resources used for production processes, technological use and purification are constantly monitored both through analyses performed by accredited external laboratories and through internal control systems.

The following table shows details of annual water withdrawals shown in cubic metres (2022-2024 data), normalised on production kg, for all Group plants:

WATER WITHDRAWALS	2022	2023	2024
CASA OPTIMA GROUP (m^3)	63683	60430	61150
CASA OPTIMA GROUP (m^3 ON KG OF PRODUCTION)	2.99	2.83	2.71

ATMOSPHERIC EMISSIONS

Atmospheric emissions in our plants have been authorised and are controlled and monitored on a regular basis: **levels of total dust, nitrogen and sulphur oxides and carbon monoxide are well below regulatory limits.**

Regarding the use of passenger cars, **more than 96% of our company car fleet has a pollution class of at least EURO6** and all with a lease formula in view of constantly having the latest generation of cars.

In order to increasingly boost the use of full-mild hybrid vehicles, in 2022 we chose to implement a Group policy that would include a "green" choice in car allocations to drivers, in relation to mileage. In addition to this, of course, **the two plants in San Clemente and Cuvio have been equipped with electric charging stations.**

ENERGY

By the very nature of the business, the production activity of Casa Optima is considered energy intensive.

Approximately 75 per cent of the energy used in our plants follows the production process and the remaining thermal energy is consumed mainly for heating hot water and steam generation for industrial processes.

As of 2022, the Italian plants of MEC3, Modecor Italiana and Giuso Guido have decided to implement advanced technologies with a view to reducing energy consumption; in addition to this, the Group has chosen as its policy to source electricity from the grid only from certified and 100% renewable sources.

Case Studies

A new photovoltaic system for Giuso

Casa Optima continues its commitment to energy transition and reducing its environmental impact with the installation of a new **photovoltaic plant** at the **site in Bistagno**, **within the Giuso Guido company.** This operation is part of the strategy of **energy efficiency** of the Group and represents a concrete step towards self-production of energy from renewable sources.

The plant, with a **nominal power of 304 kWp** is composed of **over 700 photovoltaic panels**, positioned on the roof of the plant, and 3 inverters that enable the conversion of solar energy into alternating current. Thanks to this system, a significant reduction in the environmental footprint is expected, with **self-production of approximately 30% of the annual electricity needs** of the Bistagno site.

The investment was realised in cooperation with **Renovis**, the Group's partner for energy efficiency activities, and benefited from the contribution of the NRRP Agrisolare Call for Proposals, aimed at encouraging the use of renewable energy in the industrial sector.

This work aligns with the **Casa Optima ESG roadmap**, inspired by the principles of the UN 2030 Agenda and focused on 11 of the 17 Sustainable Development Goals, with specific attention on reducing emissions and optimising resources. In the last three years, the Group has achieved important milestones, including the use of 100% electricity from sustainable sources and **50% reduction in CO_2** emissions in its production facilities.

Energy consumption in the period 2022-2024, expressed in GJ [1], within our organisation is shown below.

NATURAL GAS PURCHASED (GJ)	2022	2023	2024
CASA OPTIMA GROUP	37346	33652	34912

PURCHASED ELECTRICITY (GJ)	2022	2023	2024
CASA OPTIMA GROUP	31114	31462	29646

OTHER FUELS (diesel/petrol) (GJ)[2]	2022	2023	2024
CASA OPTIMA GROUP	9421	9458	9456

TOTAL ENERGY CONSUMPTION (GJ)	2022	2023	2024
CASA OPTIMA GROUP	77881	74572	74014

Ratio of energy consumed (GJ)/K operating revenues

2021 - 0.42
2022 - 0.35
2023 - 0.32
2024 - 0.28

Energy consumed per tonne of finished product (GJ/TONNE)

2021 - 4.35
2022 - 3.66
2023 - 3.49
2024 - 3.28

1. 1 kilowatt-hour = 0.0036 gigajoules.
2. calculated on the total cost of fuel for the year (expense account and fuel card) compared to the average euro/litre cost for the year.

As the tables show, the Casa Optima Group went from a total consumption of 77,881 GJ (2022 figure) to a consumption of 74,014 (2024 figure), **equivalent to a 5% reduction in consumption not normalised to production kg.** Comparing the overall ratio of energy consumed to tonnes of finished product also shows a significant reduction of 25% between 2021 and 2024.

For the calculation of SCOPE 1, the emission factors published by the Italian Ministry of the Environment were used, also taking into account that company-owned vehicles are not used for product logistics but only for internal travel or commercial purposes. Due to the type of production and business, as there are no significant refrigeration plants, the emission aspects related to refrigerant gases can be considered negligible.

SCOPE 1 (Total Group)	2022	2023	2024
Fossil fuel use emissions (tCO_2eq)	4460	4020	4171
Photovoltaic system emissions (tCO_2eq)	11	11	13
Vehicles owned emissions (tCO_2eq)	765	768	760

To calculate the tonnes in CO2 per kWh electricity in SCOPE 2 according to the market-based method, we need to know whether our supplier buys guarantees of origin: for kWh produced from renewable sources, an emission factor of 0 kg CO2 per kWh electricity is considered. Considering the fact that the Casa Optima Group, for its Italian and European plants, has had a Guarantee of Origin (GO) since 2022, the emission value for the market-based methodology was considered to be 0.
For foreign plants (from 2024 the Cotia plant will purchase electricity with a Guarantee of Origin), the CO2 emission value was measured according to the manufacturer's declaration.

SCOPE 2 (Total Group)	2022	2023	2024
Indirect emissions for electricity consumption ($tCOt_2eq$)	345	327	114

TOTAL SCOPE 1+2 (Total Group)	2022	2023	2024
Total (tCO_2eq)	5581	5126	5058

6. GOVERNANCE

Group Governance

Corporate Ethics and Responsible Business

ESG Board

[GRI 2-9][GRI 2-10][GRI 2-11]
[GRI 2-12][GRI 2-13][GRI 2-14]
[GRI 2-26][GRI 205-1][GRI 205-2]

6.1 Group Governance

The Casa Optima Group strongly believes that an effective, sustainable and transparent governance model is the basis for being able to pursue and achieve long-term goals and successes, and for this reason all the companies belonging to the Group are committed to maintaining such a governance model, which ensures that all decisions regarding the various business processes - including those concerning the management of issues impacting the economy, environment and people - are taken, in a conscious, shared and responsible manner, by the respective management bodies of the various Group companies (the Boards of Directors for the Italian companies and the local Sole Directors for the foreign subsidiaries).

Without prejudice to the decision-making autonomy of each entity, and the legislative and operational specificities referring to the respective country of reference, the governance of the individual companies is in line with the principles and policies that have been shared and implemented at Group level over the years.

In this respect, mention should be made of the organisation and management models pursuant to Italian Legislative Decree 231/2001 as amended and supplemented, the **whistleblowing** procedure adopted by Italian companies located in the European Union (in accordance with the European directive of reference and the individual state transposing laws) and also, as transversal policies, adopted by companies located in non-EU countries, the Group Code of Ethics, **the anti-bribery** and corruption policy and the Delegation of Authority Manual, which we are about to discuss.

6.2 Corporate Ethics and Responsible Business

The Casa Optima Group pursues the mission of Corporate Social Responsibility in order to combine the concepts of ethics, fairness, sustainability and respect, with those of business, with a view to a strategic business vision, based on socially responsible behaviour, as an investment capable of making the company competitive and solid over time.
In particular, we strongly believe that responsible and ethical governance is one of the main building blocks for doing business sustainably. Below are the main actions that the Group has taken in the area of governance in recent years:

(I) the Casa Optima Group was one of the first in the ice-cream parlour and confectionery preparations sector, to adopt its own **Group Code of Ethics** which represents the charter of values and ethical principles that inspire the work activities of all those who operate within the Italian and foreign companies of our Group, regulating the set of rights, duties and responsibilities that the Group assumes towards the stakeholders with whom it interacts, in the performance of its activities.

(II) the parent company Optima S.p.A. and the Italian companies acquired by it (Giuso Guido S.p.A., Modecor Italiana S.r.l. and Maestri Gelatieri Italiani S.r.l.) have adopted the **Organisation, Management and Control Model pursuant to Italian Legislative Decree no. 231/2001 as amended** (hereinafter referred to as the "**231 Model**") which represents the set of operational rules and ethical standards, in order to prevent and avoid the commission of the alleged offences provided for by Italian Legislative Decree No. 231/2001 in relation to the most exposed company areas. Model 231 is addressed to directors, employees, control bodies, consultants and third parties who, directly or indirectly, permanently or temporarily, establish, for any reason, negotiating or collaborative relations or relationships with individual Italian companies. Failure to comply with the rules and conduct laid down therein gives rise, as is well known, to the application of the sanctions specified in Model 231 itself, and for this reason, each company has identified its own Supervisory Board with the task of monitoring compliance with this document.

(III) **the Anti-Bribery and Corruption Policy**, hereinafter referred to as the **"ABC Policy" has also been adopted at Group level**. It is aimed at preventing the commission of offences, such as bribery or incitement to bribery, in the public and private sectors, in order to provide the Casa Optima Group with common rules and guidelines in an area considered particularly sensitive and deserving of constant attention and monitoring; this is to ensure that all employees, customers and suppliers work and operate in compliance with the anti-corruption laws in force, also with reference, given the international nature of our business, to the US Foreign Corrupt Practices Act of 1977 (the "FCPA") and the UK Bribery Act of 2010 (the "Bribery Act").

(IV) also recently adopted, the **Group Delegation of Authority Manual** (hereinafter the **"DOA Manual"**) whose purpose is to regulate, at an internal level, the way in which the directors and attorneys of Casa Optima Group companies exercise their spending powers. In particular, the DOA Manual provides that each person who holds spending powers, to be exercised on behalf of one or more Group companies, must comply with the spending budget that has been shared in advance with the parent company, as well as providing for the need to share with the parent company any expenses outside the budgets. This mechanism does not affect the management and organisational autonomy of individual companies, but, on the contrary, serves as a further tool to protect the capital integrity of each company, and with them, of the entire Group. The purpose is to prevent possible liquidity crises or insolvency situations and also to ensure constant monitoring to prevent the risk of negative results of subsidiaries that would inevitably affect the Group's consolidated financial statements.

(V) the Italian companies of the Group (Optima S.p.a., Giuso Guido S.p.a., Maestri Gelatieri Italiani S.r.l. and Modecor Italiana S.r.l.) have recently updated and implemented their respective **whistleblowing procedures** (with which they had already been equipped, on a voluntary basis, for a few years), in compliance with the European legislation on the subject (EU Directive 2019/1937) and the relevant Italian implementing decree (Legislative Decree no. 24/2023), by making available to their employees, directors, shareholders, collaborators, volunteers, customers, suppliers and consultants, a web platform and a toll-free number dedicated to receiving whistleblowing reports (the so-called "Safecall" service), as well as a special let-

terbox posted outside each company premises**.** The primary purpose of whistleblowing procedures is that of ensuring and promoting an ethical and responsible working environment, where workers must be informed of their right-duty to report any misconduct or wrongdoing encountered during work processes. The employer has, itself, the right to be informed of any improper or unlawful situations, with the consequent duty to take prompt action, with appropriate checks, following any reports.

(VI) the **whistleblowing procedure** has also been, most recently, implemented and applied to the French company FLORENSUC SAS (a wholly-owned subsidiary of Modecor Italiana S.r.l.) which, in accordance with the requirements of the relevant European Directive (EU Directive no. 2019/1937), in conjunction with local transposing laws, falls within the scope of the compulsory application of the procedure (as it has more than 50 employees), and has also been extended, on a voluntary basis, to the German subsidiary MEC3 GMBH (wholly owned subsidiary of Optima S.p.A.) which, although not falling under the compulsory application of the procedure, has been monitored as it is a historical company of strategic importance to the Group.

In order to ensure the functioning of the governance system described above, it is essential to have proper and adequate **training of its staff**, (including collaborators and consultants), as well as **adequate information and communication systems towards third parties** with which Group companies have relations. In this regard, we report on the activities implemented:

(I) inward: specific training sessions have been implemented for employees and collaborators, carried out by specialised consultants, on the contents and functioning of existing procedures, as well as keeping the existing procedures and policies and their updates available on the company network, accessible to all employees;

(II) outward: the Group is committed to informing third parties with whom it works (customers, suppliers, consultants, etc.) about its governance system, reminding them to comply with existing policies and procedures, by publishing the Group's Code of Ethics and ABC Policy on the Group's website, as well as by including specific clauses (such as the so-called 231 clauses) in contracts with third parties (such as consultancy contracts, collaboration agreements, supply of goods and services, etc.).

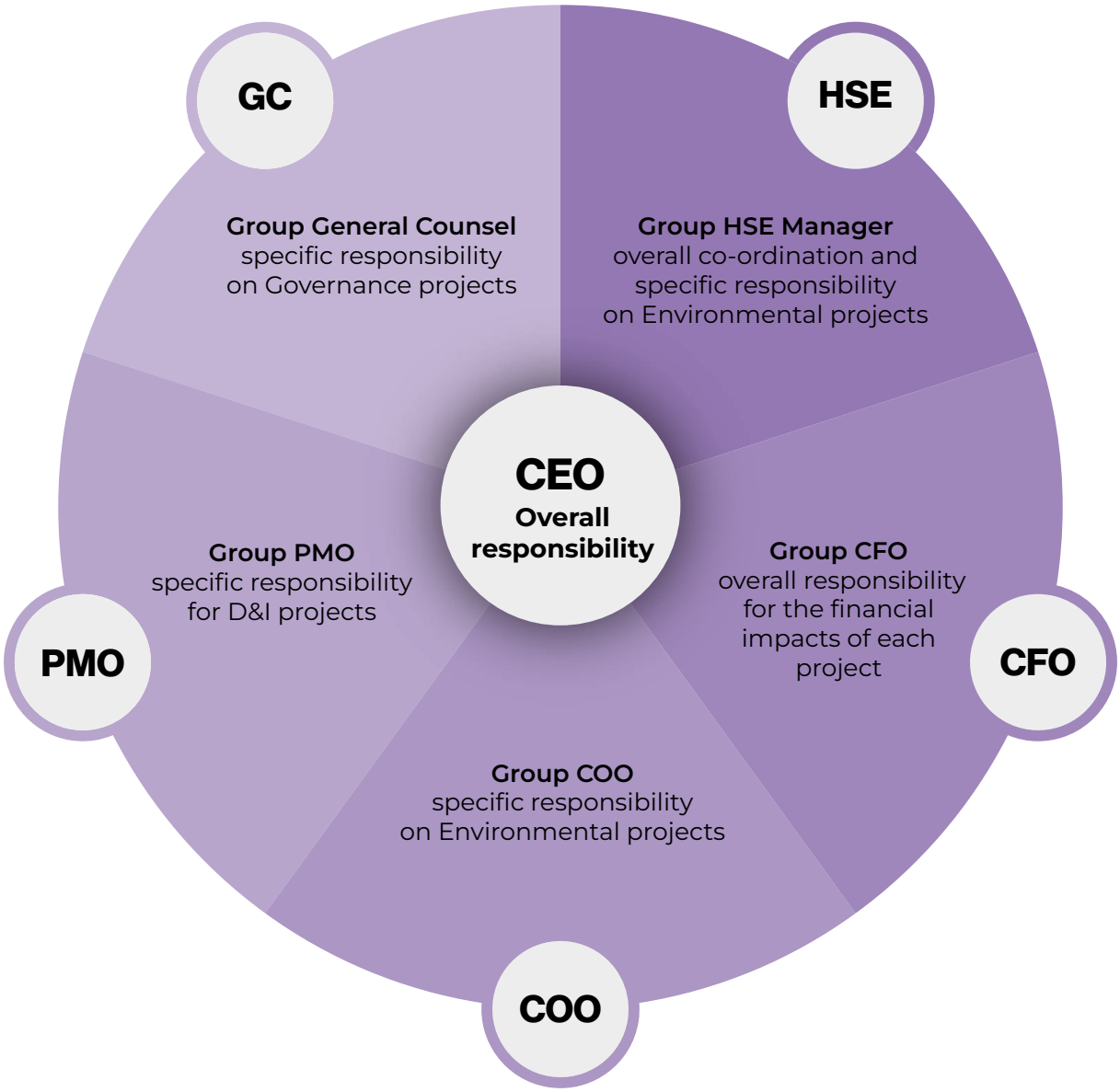
6.3 ESG Board

For the Casa Optima Group, corporate sustainability is an opportunity that must guide the management of business activities, taking into account the economic, social and environmental impacts generated during a company's life cycle. Thinking in a long-term perspective means adopting sustainable solutions, both with regard to the governance models adopted and the production methods. In this sense, the role of companies in the field of sustainability is twofold: on the one hand, they are responsible for the impact their production activity has on the environment and society around them; on the other hand, they have the potential to become the main promoters of a sustainable culture that looks to the future.

In order to develop and extend the sustainability of the Casa Optima Group, not only towards the environment but also towards social and managerial responsibility, in 2022, the ESG Board ("Environmental Social Governance") was established and appointed. It defines and approves:

- sustainability goals, also determining its strategy;
- the adoption of policies on sustainability, investment, diversity & inclusion, employee engagement, etc;
- the communication and information strategy of the ESG targets achieved towards third parties and stakeholders;
- targets;
- governance and environment projects;
- research and development projects in the field of sustainable innovation;
- progress monitoring of implementation and results;
- the economic and financial sustainability of initiatives and investments.

The **ESG Board** is made up of 6 (4 men and 2 women) of the Group's key corporate figures, within which each board member is responsible for each decision-making process in the area of their respective authority, with the following functional specificities:



The ESG Board at the beginning of each year schedules the ESG projects, activities and policies to be implemented in the short and long term, as well as the bi-monthly/quarterly ESG Board meetings.

The Casa Optima Group aims to become an advocate for a new approach to doing business, inspired by the principle that **"investing in sustainability means investing in the future"**.

INFO@CASAOPTIMA.COM
OPTIMA S.P.A.
WITH SOLE SHAREHOLDER.
COMPANY SUBJECT TO THE MANAGEMENT
AND COORDINATION ACTIVITY
OF VERCELLI MIDCO SPA
VIA GAGGIO NO. 72
47832 SAN CLEMENTE
RIMINI, ITALY
VAT NO: 01622060406

CASA OPTIMA
Making life sweeter together
www.casaoptima.com