

———— we care for care ————



**We care for care** - we care for science - **we care for planet** - we care for health & beauty - **we care for knowledge** - we care for care - **we care for science** - we care for planet - **we care for health & beauty** - we care for knowledge - **we care for care** - we care for science - **we care for planet** - we care for health & beauty - **we care for knowledge** - we care for care - **we care for science** - we care for planet - **we care for health & beauty** - we care for knowledge - **we care for care** - we care for science - **we care for planet** - we care for health & beauty - **we care for knowledge** - we care for care - **we care for science** - we care for planet - **we care for health & beauty** - we care for knowledge - **we care for care** - we care for science - **we care for planet** - we care for health & beauty - **we care for knowledge**



CONSOLIDATED  
SUSTAINABILITY  
REPORT  
**2024**  
OF THE  
UNIFARCO GROUP

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# LETTER TO STAKEHOLDERS



[GRI 2-22]

*Dear stakeholders,*

once again this year, we are proud to present you with the **Unifarco Group Sustainability Report**, which demonstrates our ongoing commitment to responsible and sustainable growth.

In 2024, Group revenues continued to grow (**182.9 mln, +10.5% turnover**) and this allowed us to consolidate our position in the sector. While the Parent Company continues to represent the core of our activities, the role of the subsidiaries is becoming increasingly important. Their contribution to environmental and social impacts is also increasingly significant, prompting us to implement integrated strategies to ensure that the entire business ecosystem operates in accordance with sustainability values.

Thanks to targeted policies and a sustainable development model, we have achieved a significant **reduction in the environmental impact** while continuing to expand. In particular, we reduced greenhouse gas emission intensity by 8.4% and energy consumption intensity by 3.6% compared to the previous year, demonstrating that **development and sustainability can go hand in hand**. The sustainability of our products is driven by investments in **Research & Development (5 mln** in 2024, equivalent to about 3% of revenues); in 2024, more than 90% of the raw materials used in Unifarco's production cycle were monitored in terms of their environmental impact in accordance with the Life Cycle Assessment logics.

In view of the **circular economy** we have increased the use of **recycled plastic** for the packaging of our products (+85%) and we have achieved a 16% incidence of recycled plastic in the packaging of cosmetics. Even the packaging used for the Group's product shipments now uses 25% more recycled paper than in 2023. In conclusion, we highlight that while production volumes have grown, we have kept both the **water withdrawal** and **waste generation** more or less constant.

Our commitment to people is consolidated with **continuous growth of our team**: the Group's personnel, 791 employees as at 31 December 2024, has increased by 8% since 2023, and 41% of new hires in 2024 are under 30 years of age, as a testament to our **investment in the future**. We continue to invest in **skills development** by providing incentive for the **professional growth** of our people with a 25% increase in average training hours per employee (15.6 hours/year) compared to the previous year. It is also essential for us to ensure a positive working environment that promotes work-life balance. With this in mind, we offer **high-quality welfare** services (including: forms of supplementary welfare, health insurance, family support for employees, scholarships, flexible working hours). Finally, in recognition of merit and the contribution to the growth of company performance, the Group companies as a whole paid out to employees **bonuses and incentives** amounting to approximately **EUR 3.6 million**.



In an ever-changing European regulatory environment, the **governance of sustainability** is taking on an increasingly central role. For this reason, in 2024 we established the **Sustainability Committee**, a body that supports the Board of Directors of Unifarco Spa with the aim of guiding the Group in adopting effective strategies, anticipating regulatory changes and consolidating its role as a **leader** among companies committed to sustainability.

The European sustainability framework (**Green Deal**) is undergoing significant change and is constantly evolving, with the introduction of new measures and directives, including the **CSRD Directive** (Corporate Sustainability Reporting Directive), which will also have a direct impact on our ESG performance reporting. We face this challenge with particular attention to the European Commission's most recent initiatives aimed at simplification, also trying to **seize the opportunities** triggered by these developments.

In conclusion, our strategic vision would not be complete without a constant **stakeholder** engagement which include first and foremost our **pharmacists** but also the **communities** in which we operate, our **value chain** and all our other **partners**. Their input is crucial in guiding choices and ensuring that our decisions are always in line with the needs and expectations of those around us. Continuous dialogue with these stakeholders is essential to build a more sustainable, equitable and shared future in which all can benefit from our progress. Only by working together can we tackle global challenges and achieve sustainable development goals that go far beyond corporate boundaries.

Thank you for taking the time to learn about our daily efforts to leave a more sustainable world for future generations.

Enjoy reading.



# PRELIMINARY REMARKS ON METHOD



## Reporting scope:

[GRI 2-2, 3-2]

This document represents the third **Sustainability Report** (hereafter also "Report") of the companies belonging to the **Unifarco Group** (hereafter also "**Group**" or "**Group companies**") consisting of **Unifarco S.p.a.** (hereafter also "**Unifarco**", "**Company**" or "**Parent Company**") and its fully consolidated subsidiaries: Unifarco GmbH, Unifarco S.L., Unifarco S.A.S., PM Pack S.r.l., Perlapelle S.r.l., Unired S.r.l., Duepipharma S.r.l., Keylife S.r.l., Metodo Ongaro Switzerland SA, Farmacia Internazionale S.r.l., Farmacia di Laterina S.r.l., Farmacia Merelli S.r.l., Farmacia Santa Lucia della Croce S.r.l., Farmacia degli Estensi S.r.l., Unilab Immobiliare S.r.l., Unifarmacie S.p.a. (hereinafter, cumulatively, also "**subsidiaries**").

According to current legislation, 2024 is expected to be the last year in which the Sustainability Report will be prepared according to the GRI standards. In September 2024, in fact, Italy implemented the (EU) 2022/2464 «Corporate Sustainability Reporting Directive» (CSRD), which introduces significant innovations in corporate sustainability reporting. The main objectives of the Directive are:

- broaden the scope of the reporting obligations by extending them to more companies, including unlisted large undertakings such as Unifarco;
- enhance the comparability and transparency of ESG information by means of the adoption of a single European reporting standard, the European Sustainability Reporting Standards (ESRS).

However, the European Commission has recently submitted to the European Parliament and the Council a package of proposals to reduce the pressure generated on companies by sustainability reporting and compliance requirements (Omnibus Simplification Package), which could result in a postponement of the CSRD reporting obligations.

Pending further developments, current legislation envisages that, starting in FY 2025, the Group's sustainability reporting will have to be included in the Management Report (to be approved in 2026).

The reporting scope of this Report includes all the economic, environmental and social data of the Group companies considered in the Unifarco Group's 2024 Consolidated Financial Statements. However, due to the differences in the nature of the activity carried out (corporate purpose), organisation and structure, as well as the size of the company, which characterise each of the companies, the disclosures made in this document in relation to the reporting of the **material topics** considered (for their identification, see the following Section "Process to determine material topics"), include, from time to time, data relating to all or only some of them. A detailed representation of this structuring is shown in the table below.



Material Topics perimeter - Group matrix

MATERIAL TOPICS	Unifarco Spa	Unifarco GmbH	Unifarco SL	Unifarco SAS	PM Pack Srl	Perlapelle Srl	Unired Srl	Duepipharma Srl	Keylife Srl	Metodo Ongaro SA	Subsidiary pharmacies	Unifarmacie Spa	Unilab Imm.re Srl
Transparency and integrity in managing the business													
Sustainable use of raw materials													
Sustainable packaging management													
Energy consumption and emissions													
Natural Gas / F-Gas													
Automotive fuels - Diesel													
Automotive fuels - Petrol													
Electricity													
of which: renewable													
Water resource management and discharges													
Waste generation and management													
Biodiversity													
Personnel management and development													
Human rights and equal opportunities													
Corporate welfare													
Workers' health and safety													
Impact on local communities: listening and engagement													
Research and development													
Product quality and safety													
Customers and consumers satisfaction and listening to them													
Sustainable supplier management													
Economic value generated and distributed													

compiled  not compiled

Any changes to the information provided in this document in relation to the above scope are expressly stated herein.



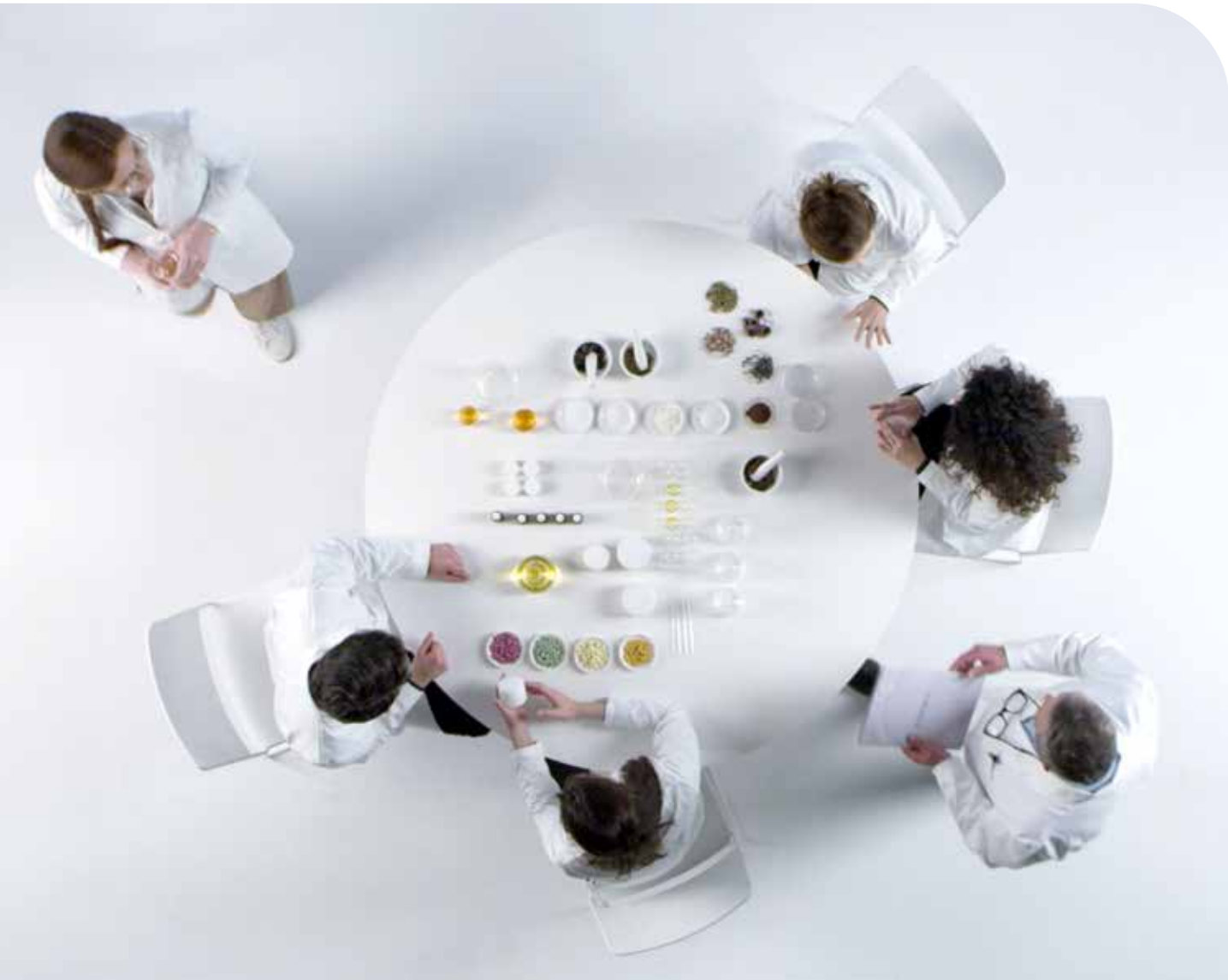
Context analysis: stakeholders, risks and opportunities management

[GRI 2-25, 2-28, 2-29, 3-1, 3-3]

Unifarco, in line with the Organisation, Management and Control Model (Italian Legislative Decree No. 231/01) and its integrated Quality, Environment and Safety management system, has created a **Context Analysis** (updated in 2024) to identify the internal and external aspects that may influence the company's strategic objectives, assessing **risks and opportunities**. To prepare this Analysis, Unifarco identified the **key stakeholders** throughout the supply chain. They consulted with these stakeholders to gather information on their needs and what they expected from Unifarco.

Stakeholders are involved on an ongoing basis, depending on the nature and intensity of the relationship, through meetings, events, contact forms on websites, and sometimes surveys to detect the degree of interest and attention regarding ESG aspects through the initiatives furthered by Unifarco's ESG Committee. The involvement of pharmacists, the main stakeholders as well as shareholders of Unifarco, also takes place by means of the "Advisory Boards", elected groups that foster a constant and structured relationship with the company.

Stakeholder input is used to guide business decisions, to update the Context Analysis, to prepare the Management Review, to handle grievances and reports, and to determine the material topics of the Sustainability Report. The main stakeholder interests are summarised in the table below.



Schools, Universities, Research Institutes	Partnership and direct participation in research and development projects on new products and processes with a focus on environmental sustainability Professional skills development reports
Shareholders and Lenders	Constant dialogue and communication on the updating of corporate performance indicators Integrity and transparency in business management
Suppliers	Definition of clear protocols and criteria for the evaluation of the quality and effectiveness characteristics of the goods/services provided Active involvement in improvement projects, particularly in the packaging and third-party product chains
Employees	Developing appropriate training programmes and ensuring equal opportunities in professional and career development Correct application of employment contracts and attention to internal welfare policies
(Customers) Pharmacies	Attention to products' quality characteristics and economic and environmental sustainability Involvement, training and assistance for the best relationship with end customers Effective information and brand communication tools
(Customers) End consumers	Respond effectively to wellness and health needs, emphasising the use of natural ingredients from controlled supply chains that respect the environment and biodiversity Product safety and quality in compliance with regulations, trademarks and certifications
Institutions	Information on activities subject to authorisation (environmental authorisations) Integrity and transparency in the management of business activities and employment relations
Local communities	Direct and indirect support for social and solidarity initiatives of local communities and cooperation projects for the protection and enhancement of cultural and environmental heritage
Media	Effectiveness of communication tools (web, social, specialised press, company visits, etc.) and clarity of messages
Trade associations <sup>1</sup> /trade unions	Participation in sector representation activities and sharing of best practices Availability for discussions on issues of workers' rights, hygiene and safety at work, training and equal opportunities

Unifarco, in close coordination with Group companies, continuously monitors risks, both strictly business-related and of an environmental, social and governance nature. Risk analysis is essential to proactively identify and manage potential threats and, at the same time, to provide insights into new opportunities.

Within the sphere of the **market and general contextual risks**, the Group continuously monitors potential risks, both strictly business-related and of an environmental, social and governance nature. Risk analysis plays a key role in detecting and reacting to potential threats in a timely manner, as well as in identifying valuable insights into new opportunities. Below is an analysis of the main risks to which the Group is exposed.

<sup>1</sup> Unifarco is a member of the Confindustria system through the "Confindustria Veneto Est" area association and the Confindustria Dispositivi Medici association, the Unione Italiana Food (national association of food companies) and the "Cosmetica Italia" association (national association of cosmetics companies). Within the latter, the Deputy-Chair of Unifarco, Luigi Corvi, holds the position of Chair of the "Gruppo Cosmetici in Farmacia (Cosmetics in Pharmacy Group)".



During 2024, there was a significant **reduction in inflation** throughout the European area which, however, did not translate into a recovery in consumption and economic growth. Moreover, the unfortunate persistence of **international conflicts**, as well as announcements of new protectionist policies, have contributed to maintaining a climate of general uncertainty. With regard to international conflicts, it should be noted that Unifarco has no business relations with customers and suppliers based in the countries concerned; therefore, no significant direct effects are expected in economic and financial terms.

In a context of continuous evolution in the **digital environment**, Unifarco considers it essential to strengthen existing monitoring and prevention systems and to introduce new state-of-the-art tools to guarantee business continuity and **data protection**. In this regard, it should be noted that each year Unifarco devotes significant resources, also in terms of organisational structure, to all aspects of Information and Communication Technology (ICT) that have an impact on the various business processes which could give rise to significant risks for the Group's operations.

In the area of environmental risks, the so-called **climate change** risk represents a current and significant challenge, albeit of a general nature, for Unifarco, which will have to interact with the new scenarios that will be created. In this regard, it should be noted that Unifarco's commercial activities, investments, human resources and, more generally, its main assets, do not present any particular exposure to the risk of climate change at the moment, except indirectly, in ways and with effects that are currently difficult to assess and that are in any case periodically monitored. Nevertheless, the possible consequences of the changing climate context are taken into account. For example, the Group is closely observing the impacts that climate change may have on the **flu season** in order to promptly define possible initiatives to support the sale of supplements for respiratory wellness and immune system strengthening. Unifarco also monitors the **availability of raw materials** including with reference to climate change, which could in the future influence supply conditions, reducing the availability of natural resources and altering production dynamics due to long-term effects such as **droughts** or **extreme weather events**. A further aspect to consider is the rise in ambient temperatures, which could affect the **transport conditions of goods** particularly with regard to maintaining the temperature inside the vehicles and consequently the healthiness of the products transported. Should additional cooling systems be required to ensure proper product storage during distribution, this would potentially increase both logistics costs and associated energy consumption

Process to determine material topics [GRI 3-1, 3-2]

The methodological approach used for the **Context analysis**, in particular the process for **assessment of the extent of impacts**, (actual and potential, negative and positive, short and long term) adopted to define the intensity of the "risks" and "opportunities", was used by Unifarco to determine the **material (key) topics** reported in this Sustainability Report. All this within the framework of the criteria set out by the **Global Reporting Initiative (GRI 3: Material Topics 2021)**. To summarise, the process that led to identifying the material topics for the **Unifarco Group** consisted of five steps:

- 1. an **understanding of the context in which Unifarco** operates through the related **Analysis** that considered: the business relationships with the partners in its value chain; the definition of the materiality perimeter (see the "Reporting scope" Section); the aspects related to the "sustainability" of the company's actions from an environmental, social, economic and compliance with laws and regulations standpoint; the contribution of key stakeholders;
- 2. the **identification of actual and potential impacts** resulting from the company's activities, based on: information obtained from relationships with stakeholders, independent financial, legal, technical and environmental experts, audit firms and inspection and certification bodies; the content of publications issued by industry organisations or by publishers and the specialised press; the monitoring of legislation; the results of benchmarking of sustainability reports of companies in the industry;

- 3. the **assessment of the extent of actual and potential impacts** (linked to the need to determine the intensity of the "risks" and "opportunities" identified in the **Context Analysis**), carried out on the basis of a qualitative/quantitative analysis taking into account the severity and likelihood of recurrence of negative impacts; the nature and extent of the number of beneficiaries for positive impacts. Following this, specific **"evaluation indices"** (expressed on a scale of 1 to 5) were assigned;
- 4. the **identification of the most important impacts for the determination of the material topics**, considering as such those whose evaluation indices were equal to or greater than "4";
- 5. the **comparison with the Group companies to share the above methodology** and the integration/delimitation of the aspects considered.

The final result of the process outlined above enabled the selection of the **17 material topics**, summarised in the table below. The Sustainability Report will focus on the **reporting** of the aforementioned **material topics** on which Unifarco also focuses its **actions** and **objectives** for improvement.

CONTEXT FACTORS	MATERIAL TOPICS
PRODUCT AND BUSINESS LIABILITY	Customers and consumers satisfaction and listening to them
	Product quality and safety
	Sustainable packaging management
	Research & Development
ECONOMY AND MARKETS	Sustainable supplier management
	Economic value generated and distributed
	Transparency and integrity in managing the business
WORKING PRACTICES AND SAFETY	Human rights and equal opportunities
	Personnel management and development
	Corporate welfare
	Workers' health and safety
LOCAL COMMUNITIES AND SOCIETY	Impact on local communities: listening and engagement
ENVIRONMENT	Biodiversity
	Energy consumption and emissions
	Sustainable use of raw materials
	Waste generation and management
	Water resource management and discharges





1.

# THE UNIFARCO GROUP

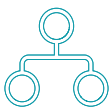


# 2024 HIGHLIGHTS

182.9 mln EUR

sales revenues

Unifarco Group (+10.5% vs 2023)<sup>2</sup>



6,540

customer pharmacies in Europe



5 mln EUR

invested in research and development,

11 laboratories in the scientific area



2,146 †

of processed products (+12.2% vs 2023)



791

people in the workforce

(employees + staff leasing)

of which 64% women



96%

of employees with a permanent

employment contract



9,300

training hours provided to personnel



-3.6%

intensity of energy consumption<sup>3</sup>



-8.4%

emission intensity of greenhouse gases<sup>4</sup>



+85%

the amount of recycled plastic used for packaging



92%

of purchases of goods and services from Italian suppliers



600,000 EUR

earmarked for the support of social, cultural, sports and territory development initiatives (for approximately 300 various beneficiaries)

<sup>2</sup> See Note 63 on page 72.

<sup>3</sup> Given by the ratio of energy consumption to turnover. See Section 2.4 "Energy consumption and emissions".

<sup>4</sup> Given by the ratio of emissions (Scope 1 + Scope 2 Market-based) to turnover. See Section 2.4 "Energy consumption and emissions".

# 1.1 OUR IDENTITY

## we care for care

**Scientific research, sustainability and competence:** these are the words that drive the Unifarco Group to make every pharmacy a safe, accessible and listening point of reference in the conviction that the pharmacist's role should not be limited to selling quality products **but to accompanying people in choosing the best solution for their care and beauty**. Because everyone has the right to be well and well-being cannot be considered a privilege.

In 2024, Unifarco once again confirmed its position as Italy's leading designer, manufacturer and distributor to pharmacies of cosmetics, medical devices, nutraceuticals, functional foods, cosmeceuticals and make-up, thanks to a **unique business model based on a supply chain integration project**. The development, production and distribution of wellness products and services aimed primarily and specifically at the pharmacy channel represents the Group's core business, structured to offer a comprehensive service to pharmacists.

**Sharing, inclusion and sustainability** have always been key points for Unifarco to seize market opportunities and grow business. The synthesis between the needs of the pharmacy world and laboratory and industrial capabilities, intrinsic in the **"dual soul" of Unifarco**, is present in all aspects of the Group: research and products, distribution and communication, investments, organisation and the ownership structure itself. Unifarco's dual soul is a distinctive element, a multiplier of the value generated that is shared in the growth process with **stakeholders** and a driving force for future developments.

The choice of Unifarco S.p.a. to acquire the legal status of a **Benefit Corporation**<sup>5</sup> through the introduction in its **Articles of Association** of the formal commitment to pursue **common benefit purposes** in favour of society, the environment and the territories with which it relates directly or indirectly<sup>6</sup> should also be read in this light.



<sup>5</sup> The regulation of "Benefit Corporations" is contained in Article 1, paragraphs 376 to 384, of Italian Law No. 208/2015.  
<sup>6</sup> The description of the common benefit purposes, the actions taken, the objectives achieved and those established for the future to achieve the aforementioned purposes are set out in the **2024 Impact Report** of Unifarco S.p.a. published at [www.unifarco.it](http://www.unifarco.it).

# 1.2 THE GROUP STRUCTURE - THE MARKETS

The Unifarco Group is structured along three main lines coordinated by the Parent Company Unifarco S.p.a.: the **core business Health & Personal Care**, the **Business Growth & Real Estate** structure supporting the real estate development needs of the Group and the **Retail of Pharmacies**.



Unifarco Group as at 31 December 2024





## Health & Personal Care

**Unifarco S.p.a. is a company founded** (over 40 years ago) **and formed by pharmacists** with whom it actively collaborates in the development, production and marketing of dermocosmetic products, supplements, medical devices, make-up as well as scientifically validated analysis services (Methods) that enable it to offer customised nutritional, lifestyle and dietary supplement advice. Constructive and continuous dialogue with frontline pharmacists enables the rapid identification of people's needs and the development of dedicated solutions with high scientific value to meet consumer requirements.



The Unifarco business model is exported to **foreign markets** also through the activities carried out by the **sales branches**, by means of organisational structures that are consistent with the local contexts and with the growth potential of the individual countries. This "conscious" export allows Unifarco to express an important competitive advantage by building a relationship of trust with local pharmacists, analysing the peculiarities of the target market in foreign countries, and studying in depth international and regulatory legislation. The continued growth of **Unifarco Deutschland GmbH** and **Unifarco SL**, in Germany and Spain respectively, confirms the success of this strategy and reinforces the desire to expand the model in other countries. This is the context of the most recent transaction carried out by Unifarco (October 2023) with the establishment of the branch **Unifarco France SAS**.



With the contribution of Mycli-branded products from the subsidiary **Perlapelle S.r.l.**, the Group extends its offering to the medium-high segment, composed of mature consumers who turn to their pharmacists in search of top-quality cosmeceutical products to meet specific needs.



KeyLife products also help to increase the offering in the Health & Personal Care segment with a wide range of functional foods. **Keylife S.r.l.**'s offer enables the Group to generate important synergies with the analysis services (Methods) supplied to pharmacies and with the food supplement products already known to Unifarco's partners.



The collaboration with **Metodo Ongaro Switzerland SA**, which was strengthened from July 2023 with the acquisition of control by the Parent Company, increases Unifarco's expertise in the fields of coaching, human resources development and online training related to wellness, health and nutritional integration topics.



## Business Growth & Real Estate

The basic research and development activities carried out by **Unired S.r.l.** for the Group and for third parties, in collaboration with the University of Padua and Unifarco's research and development laboratories, complete Unifarco's value chain by making an important contribution in terms of product development and dissemination of scientific knowledge. The subsidiary provides the Group with constant innovation for the development of effective, safe and affordable cosmetics, medical devices and supplements. In addition, Unired S.r.l. makes a fundamental contribution to packaging research and product training, which is transferred to its customer pharmacies so that they can respond to people's needs with qualified, precise advice.



The Unifarco Group's value chain is complemented by **Duepipharma S.r.l.**'s expertise in the manufacturing of food supplements. Significant investments recently made at the production site in Villorba with state-of-the-art machinery and extremely flexible, high-performance production lines enable the subsidiary to produce ever larger volumes of food supplements for the Group and third parties, while maintaining high quality standards.



**Unilab Immobiliare S.r.l.** is the company dedicated to managing the real estate structure to support the Group's growth, consistent with the investment prospects set forth in the relevant strategic plan.



The commercial and manufacturing experience of **Pm Pack S.r.l.** in the field of excellent packaging, also at the service of third parties, allows the Group to apply to packaging the same quality and environmental sustainability criteria that are adopted for the development and manufacturing of Unifarco products.

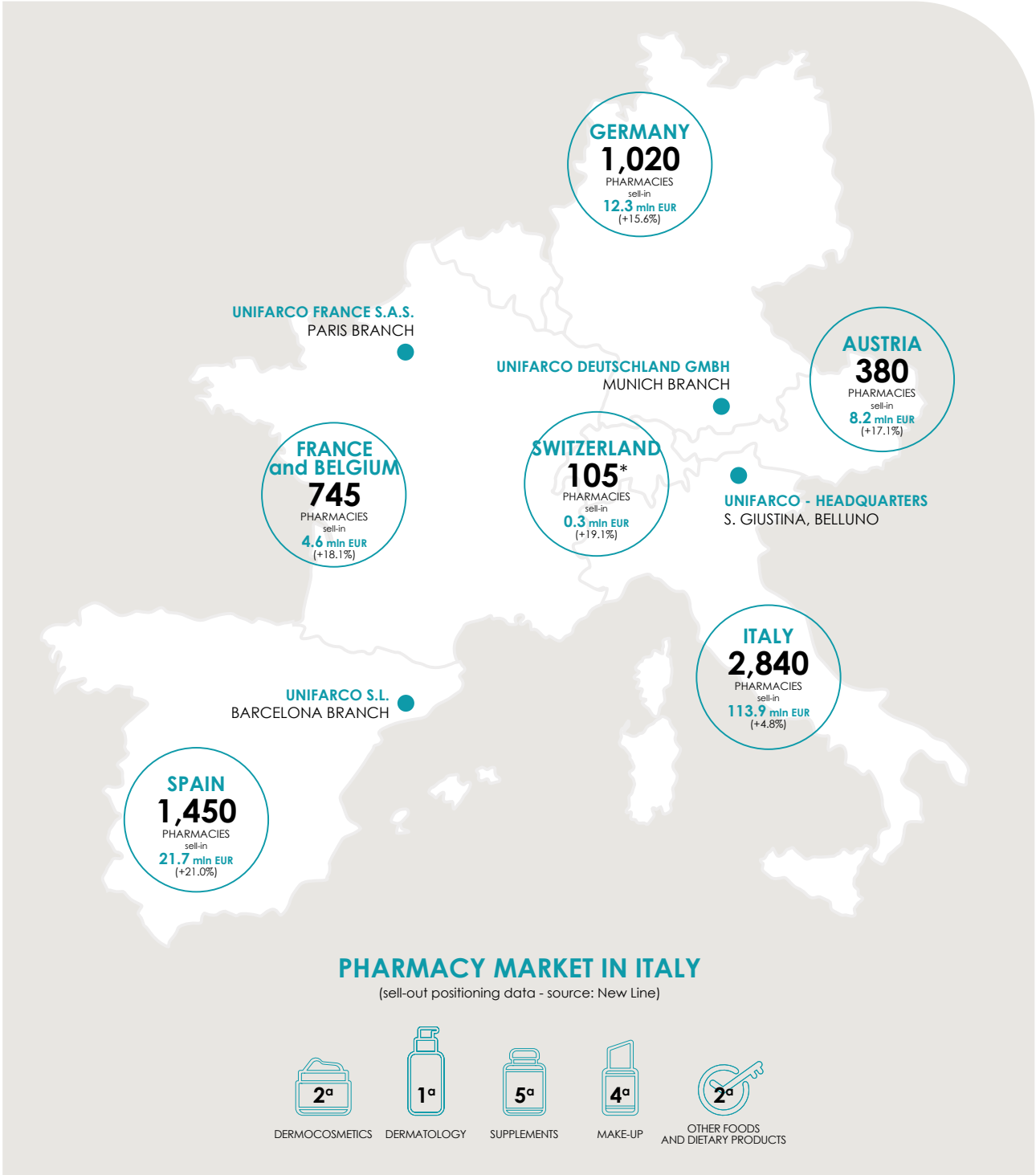


## Retail pharmacies

The **Retail Pharmacies** industry represents a pillar of the Group, closely linked to Unifarco's DNA, which allows it to consolidate its direct link with the pharmacy world. The development project of the "Unifarco pharmacy" model continues successfully thanks to the activities of **Farmacia Internazionale S.r.l.** and the other **pharmacies of the Group**, which continue the growth path already started in previous years in terms of turnover and results, also thanks to the coordination and support services that **Unifarmacie S.p.A.** offers to the pharmacies owned and partnered by Unifarco.



The Unifarco Group operates in the **Italian market** and in **European markets** (mainly in Spain, Germany, France and Belgium, Austria and Switzerland) through a network of more than **6,500 customer pharmacies** which it supplies with customised and own-brand products and services:



In Italy, the Group's products are also offered directly to consumers through dedicated e-commerce platforms. The e-commerce platform of the **Dolomia**<sup>7</sup> brand was awarded the **2022 Netcomm AWARD**<sup>8</sup>, in the start-up section, with the following motivation: For creating an innovative make-up (and skin-care) site with a clear, simple, customised, interactive user experience, and with a strong focus on sustainability".

<sup>7</sup> [www.dolomia.it](http://www.dolomia.it).  
<sup>8</sup> For more information on the Netcomm AWARD: [www.award.consorzionetcomm.it](http://www.award.consorzionetcomm.it).

DISTINCTIVE PRODUCTS AND SERVICES

The Unifarco Group supports pharmacist-partners by offering customised, and own-brand, solutions so that they can take care of people with safe, state-of-the-art products and services. The Group also devotes significant resources to communication activities to promote its relationship with pharmacists and to foster consumer involvement.

The Unifarco brands



Farmacisti Preparatori

The line's effective, safe and accessible cosmetics and supplements, customised with the name and label of the individual pharmacies, are guaranteed by each pharmacist and by their scientific community. Community pharmacists share professional ethics and the objective of ensuring people's health and beauty.



Unifarco Biomedical – Ceramol

products dedicated to the treatment of certain specific skin conditions and offers state-of-the-art medical devices and dermocosmetics to also guarantee maximum efficacy to problematic skin in total safety. They are based on patented formulas, also developed in collaboration with top Italian and international universities.

DOLOMIA

Dolomia

the Dolomia brand uses the powerful extracts of Dolomite nature to combat stress, pollution and skin ageing through make-up and skin care treatments with gratifying textures and fragrances that evoke the scents and tones of the Dolomites. Sustainability is a fundamental value that guides all Dolomia's choices and its ongoing commitment to protecting biodiversity.

BIOMALIFE

Biomalife

is the first line of food supplements specifically for restoring and maintaining the wellbeing of the gastro-intestinal system. Biomalife supplements have high technological content and high tolerability and are researched, formulated and validated in collaboration with medical specialists, biochemists and industry experts.

MyCli

MyCli

offers a complete range of cosmetics and nutritional supplements developed through strong expertise in the field of aesthetic medicine to stimulate and defend the skin's self-correction processes by combining the best cosmetic technologies with an anti-ageing action with the most effective nutritional supplements.





### Keylife

with its Keylife-branded functional foods, the Group offers low-carb, anti-inflammatory and metabolic parameter control nutrition protocols, developed in cooperation with nutritionists and industry specialists.



### Genage

the collaboration with Metodo Ongaro Switzerland SA and with international doctors, geneticists and researchers resulted in the Genage brand products. Through a genetic test and an epigenetic questionnaire analysing ageing predispositions, Genage customises the intervention with precision nutraceuticals and support in lifestyle improvement.

## Services for pharmacies

### Methods

specific analysis and measurement services that support pharmacists in offering their customers qualified advice based on a scientific approach. The range includes:

- a body composition analysis (**Bodyplan**), active in more than 200 pharmacies with about **10,000 examinations** performed in 2024;
- genetic analysis of the gut microbiota (**Biomaplan**), active in over 700 pharmacies with about **3,000 examinations** performed in 2024;
- the analysis of food-induced inflammation (**Foodplan**), active in more than 600 pharmacies with about **4,700 examinations** performed in 2024;
- analysis of skin health and beauty (**Skinplan**), active in more than 260 pharmacies with about **4,000 examinations** performed in 2024;
- the pro-longevity genetic analysis test for ageing predispositions (**Geneticplan**), active in more than 120 pharmacies with **140 examinations** performed in 2024.

### Specialised Pharmacies

The Specialised Pharmacies network (approximately 680 in Italy) is at the forefront in recommending, selecting and proposing distinctive products and services dedicated to personal care in the field of prevention, screening and the promotion of healthy lifestyles. Unifarco supports Specialised Pharmacies by providing high-level scientific training courses, as well as courses on marketing and management techniques for pharmacy management.



## 1.3 OUR HISTORY

Sustainability has always played a fundamental role and guides all Group's choices

Establishment of <b>Dolomiti Cosmesi Snc</b> , a manufacturer of natural cosmetics for pharmacies, distributed under the name of the individual pharmacy	1982	
Dolomiti Cosmesi becomes <b>Unifarco Srl</b>	1994	
To complete the product offering, Unifarco <b>launches a supplements line</b> and the <b>Dolomia</b> make-up	1998	
	1999	ISO 9001 certification (quality management)
Unifarco is transformed into an Italian <b>Joint Stock Company</b> with investment open to customer pharmacists	2005	
	2006	ISO 14001 certification (environmental management)
	2010	Adoption of the <b>Code of Ethics</b> and the <b>Organisation, management and control model</b> (Italian Law No. 231/2001)
Incorporation of <b>Unifarco Deutschland GmbH</b> commercial branch in Germany	2011	OHSAS 18001 certification (from 2018 ISO 45001) (management of occupational health and safety)
• Incorporation of <b>Unired Srl</b> spin-off of the University of Padua	2012	
• Creation of the <b>Specialised Pharmacies</b> Network to provide pharmacists with knowledge sharing and customised services	2013	UNI EN ISO 22716 certification (Good Manufacturing Practices - GMP)
• Nuropharm SL (later <b>Unifarco SL</b> ) acquired commercial branch in Spain • Control of <b>PM Pack Srl</b> acquired	2014	
• Establishment of the <b>Unifarco Biomedical</b> division which includes the Ceramol brand and the new Ceramage line (now I-Age)	2015	• Inauguration of the Unifarco <b>Experimental Garden</b> • Establishment of the <b>Unifarco Foundation</b>
	2016	First <b>International EPD® System</b> certifications (product)
Control of <b>Perlapelle Srl</b> acquired (MyCli brand) and <b>Farmacia Internazionale Srl</b> (Cortina)	2017	• <b>International EPD System</b> certification (process) • <b>ISO 13485</b> certification (Medical devices - quality management)
• Incorporation of <b>Unifarmacie Spa</b> • First <b>e-commerce</b> channel opened	2018	• Recovery of the <b>Ancient Rose Garden of Serravella</b> (BL) • Start of recovery project <b>Daffodil Meadows</b> of the Belluno Pre-Alps
• Incorporation of <b>Unilab Immobiliare Srl</b> • Unifarmacie Spa acquires control of the pharmacies: <b>F.cia degli Estensi Srl</b> - <b>F.cia S. Lucia della Croce Srl</b> - <b>F.cia Merelli Srl</b> - <b>F.cia di Laterina Srl</b>	2019	<b>100% electricity from renewable sources</b> for Unifarco Headquarters/production site at Santa Giustina
	2020	• First <b>Sustainability Report</b> of Unifarco Spa • Packaging in <b>recycled plastic</b> and with refill systems • <b>2020 Best Packaging</b> award ("Eco Piping Bag" proposal)
Control of <b>Duepipharma Srl</b> and <b>Keylife Srl</b> acquired	2021	• Unifarco Spa becomes a <b>Benefit Corporation</b> • <b>2021 Best Packaging</b> award ("EticPack" proposal) • <b>Sustainability Award Top 100™</b> award
Unifarco S.p.a. celebrates its first <b>40 years</b>	2022	• <b>WorldStar Global Pack award Aw.</b> ("Eco Piping Bag") • <b>Amico del Consumatore</b> award - CODACONS • <b>Sustainability Award Top 50 Performance™</b> award
Incorporation of <b>Unifarco France SAS</b> commercial branch in France Control of <b>Metodo Ongaro Switzerland SA</b> acquired	2023	• Nomination for the <b>Financial statements Oscar 2023</b> - category Benefit Corporation for Sustainability Report and Unifarco Impact Report • <b>Sustainability Award Top 100 Performance™</b> award
Additional stake in <b>Duepipharma Srl</b> acquired (now 82.5% owned)	2024	• <b>"2024 Sustainability Leader"</b> award • Establishment of the <b>Unifarco Sustainability Committee</b>

## 1.4 GOVERNANCE

Unifarco's main management and control bodies are:

- **Board of Directors**, consisting of Chair Ernesto Riva, Chief Executive Officer Massimo Slaviero and Managing Directors Giovanni Baratto, Luigi Corvi, as well as Directors Fabio Buttignon, Elena Lomolino and Enea Girolamo Borgioli.
- **Board of Statutory Auditors**, consisting of a Chair, two Standing Auditors and two Alternate Auditors.
- **Supervisory Body (SB)** consisting of two members.

It is also noted that the **Audit Firm Deloitte & Touche Spa** holds the role of independent auditor.

The highest governance body of the Company, appointed by the Shareholders' Meeting, is the Board of **Directors** consisting of seven members (one independent), **one woman and six men**, all seven over 50 years of age. Unifarco's customer and shareholder pharmacies are involved in the process of selecting and appointing one of their representatives to this body.

Unifarco's Code of Ethics sets out the principles and identifies ways to ensure the prevention of conflicts of interest at every level of the hierarchy, first and foremost in relation to the Directors. The assumption of offices in the governance bodies is subject to the requirements of respectability, professionalism and independence, in compliance with the applicable regulations.

The **SB** meets regularly and the observations and recommendations outputs are indicated in the Internal Review document.

The **Board of Directors** approves corporate strategies considering the Group's economic, social and environmental performance; evaluates and validates the risks and opportunities analysis; evaluates and approves the **material topics** matrix and the Group's **Sustainability Report** as well as the Company's annual **Impact Report**, prepared in accordance with the legal provisions on Benefit Corporations.

Within the framework of quality management systems, particular importance is given to the "**Management Review**" document, which contains operational and management performance indicators, broken down by the different functions, and summarised in a KPI framework according to the "balanced scorecard" approach. This is where the Company's economic, environmental and social performance is identified, monitored, reported and evaluated. The contents of the Review are regularly submitted to Unifarco's **Strategic Committee**<sup>11</sup> for evaluation.

The latter is also the reference body, both for the monthly operations of the **Management Committee** (plenary meeting of the Heads of all company's departments) and of the **Boards** (opportunities for direct contact with the management in charge of each internal department or with contact persons of Group companies). On these occasions, aspects related to ESG issues management are promptly addressed also, but not only, with reference to the powers and responsibilities assigned by the Board of Directors to the Directors, through specific powers of attorney.

In 2024, Unifarco's **Sustainability Committee** was established (replacing the ESG Management Committee), a support body for the Board of Directors composed of the directors of the Areas involved in ESG issues. The Committee's task is to support the BoD in defining the sustainability strategy and its implementation plan, monitoring its progress and expressing opinions on ESG issues and impacts; moreover, it will support the BoD in the integration of ESG objectives in the management remuneration parameters. The Committee has adopted internal rules that were approved at the first BoD meeting in 2025.

<sup>9</sup> See subsequent Section 1.5 "Our integrity and transparency".

<sup>10</sup> The Chair of the Board of Directors does not hold senior management positions within the company

<sup>11</sup> "Intermediate" body for relations between management and the Board of Directors, envisaged by the corporate organisational Model and composed of the CEO and the Managing Directors.

The evaluation of the Directors and management performance is structured on the basis of both economic and qualitative parameters in the context of different operational mechanisms. A first mechanism is linked to the control exercised by the Shareholders' Meeting over the Board of Directors, which submits the annual Financial Statements and accompanying Report illustrating numerous indicators in various activity areas. A second mechanism is related to the management of voluntary certifications on quality, environment, safety and production practices that, through a strategic approach based on risks and opportunities assessments, indicate possible areas of improvement and/or non-compliance.

The definition of remuneration for directors and management is differentiated as follows:

- directors**: the total remuneration of members of the Board of Directors is approved by the Shareholders' Meeting. This information is highly transparent, both by virtue of the large number of shareholders and of the practice, introduced in 2019, of inviting the workers' Single Trade Union Representation to the Shareholders' Meeting, in accordance with the industrial relations "participatory model" promoted by the Company. The allocation of the monthly remuneration to the directors is determined collectively by the Board of Directors.
- managers**: the remuneration for managers is individually contracted by the Chief Executive Officer, with the assistance of the Head of Human Resources, using salary benchmarking databases by role/item/territory. Information on the managers' remuneration positioning is also periodically shared within the Strategic Committee. The variable part of managers' remuneration is linked first of all to the company's profitability according to the "ability to pay" principle and then to the MBO (Management By Objectives) sheets. The remuneration of managers was recently updated on the basis of the National Collective Bargaining Agreement (CCNL) for managers of companies producing goods and services with effect from 1 January 2025 to 31 December 2027.

Finally, Unifarco complies with the European Regulation 2016/679 (GDPR) on the protection of personal data by appointing a Data Protection Officer (DPO), whose function also serves the Group companies, delegating Department Heads for its correct implementation.





## 1.5 OUR INTEGRITY AND TRANSPARENCY



In line with the values of fairness and transparency that have always guided the company's activities, Unifarco has adopted a **Code of Ethics**<sup>12</sup> and an **Organisational, Management and Control Model**, as required by Italian Legislative Decree No. 231/2001<sup>13</sup>. Both documents were adopted by the Board of Directors on 28 April 2011 and have been updated over the years on an ongoing basis (last revision in 2022).

The reference to a **corporate governance** model constitutes an important opportunity to verify and supplement the company's decision-making and implementation processes as well as the related control systems.

The **Code of Ethics** enshrines the principles inspiring the conduct of the Parent Company and, through its guidance and control role, that of its subsidiaries.

Always acting in compliance with the law, engaging in honest, fair, impartial relations, without any prejudice, with all stakeholders; respecting people's human rights; fair market competition; protecting people's health and safety, monitoring and minimising environmental impacts, are just some of the **value cornerstones** that inspire the Code of Ethics, identifying at the same time adequate measures to control and verify compliance with them and procedures for reporting (anonymously) any violations together with the sanctioning regime to pursue those that are ascertained.

In the course of 2024 and in compliance with the ethical principles that always guide the Group's activities, in relation to the Group's member companies:

- no corruption incidents have been established, nor have any corruption-related lawsuits been filed.
- no penalties were imposed for environmental violations;
- no sanctions were imposed for labour practice violations;
- no cases of discrimination or human rights violation were established or alleged;
- no significant instances of non-compliance concerning product information, labelling and safety requirements were identified<sup>14</sup>;
- with regard to personal data processing (privacy), no sanctions were imposed or breaches were identified.

<sup>14</sup> For the purposes of this Sustainability Report, "non-material" means non-compliances that have not led to the imposition of fines.

## 1.6 MANAGEMENT SYSTEMS AND CERTIFICATIONS

Unifarco is committed to achieving certifications that continuously attest to the quality of its production processes and good manufacturing practices. Those held by the Company were renewed during 2024 without any non-compliance being found. Below are the certifications:

- Quality management system (ISO 9001:2015)
- Environmental management system (ISO 14001:2015)
- Management systems for occupational health and safety (ISO 45001:2018)
- Cosmetics - Good Manufacturing Practice (GMP) - Guidelines on Good Manufacturing Practice (ISO 22716:2008)
- Medical devices - Quality management systems - Requirements for regulated purposes (ISO 13485:2016)

During 2024, Duepipharma S.r.l. also obtained the following certifications:

- Quality management system (ISO 9001:2015)
- Food supplements - Good Manufacturing Practice (GMP)
- Organic production and labelling of organic products (EU Regulation 2018/848)

In addition, Unifarco was **the first company in the cosmetics sector worldwide** to have requested and attained for some of its products the **EPD Environmental Declaration** recognition from the **International EPD® System**, aimed at certifying the level of **environmental impact** of the entire **life cycle** (LCA - Life Cycle Assessment) of the same<sup>15</sup>.



<sup>15</sup> For additional details see Section 2.3 "Assessment of the environmental impacts of products".

## 1.7 OBJECTIVES AND ACTIONS FOR THE SUSTAINABILITY OF UNIFARCO

In its 2021 Sustainability Report, Unifarco defined a set of ESG targets with a time frame up to 2025, committing to monitor progress annually. Three years later, we can say that this initiative has been an important training ground for the company, allowing us to develop a greater awareness of ESG issues and to start a process of **improvement** and **continuous maintenance** on **key sustainability indicators**.

The results obtained confirm that the efforts made have led to significant progress in all ESG areas and, in most cases, to the achievement of the goals set. This process has also allowed us to refine our sustainability performance measurement and management tools, laying the foundations for more structured strategic planning.

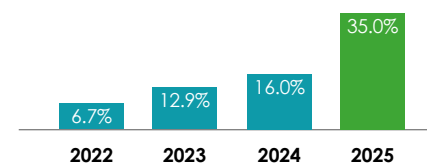
Thanks to the work initiated by the **Unifarco Sustainability Committee** established in 2024, the company is now preparing to take a further step forward: the redefinition of a medium-to-long-term ESG strategy, always aligned with European standards and industry best practices. This approach will make it possible to integrate sustainability goals even more effectively into the business model, monitoring progress through increasingly advanced KPIs and transparent reporting in future Sustainability Reports.

For easier reading of the KPIs in the charts, we've highlighted both the current goal and the goals achieved over the years in green.

### GREEN

**BY 2025: 35% of plastic packaging for cosmetics<sup>16</sup> used by the company will be made from recycled plastic<sup>17</sup>;**

**BY 2025:** in addition to confirming the exclusive use of electricity from renewable sources, all new buildings will be heated with **heat pumps** and **all fluorescent lamps will be replaced with LED systems**.



The commitment to reduce the environmental impact of cosmetic packaging through the use of recycled plastic continues. Although the target of 35% has not yet been reached, we have renewed our commitment to finding more sustainable solutions for the packaging of our cosmetics: in 2024, we carried out the **restyling of 8 products in the Farmacisti Preparatori Line** which now have packaging with more than 35% recycled plastic. We have also developed **4 new products** (involving both the Dolomia Line and the Farmacisti Preparatori Line) already using recycled materials.

However, sustainability must always go hand in hand with **product safety** and **product quality**. Each packaging choice undergoes rigorous testing to ensure its compatibility with the contents, avoiding any interaction that could compromise its integrity. In some cases, this has required foregoing the use of recycled plastic to preserve product quality. Furthermore, the use of recycled materials is strongly influenced by the availability and evolution of **production technologies** which must guarantee high quality standards and compliance with safety regulations.

Given the central nature of the issue and the need for constant improvement, the target for increasing the use of recycled plastic will be re-proposed and updated in the sustainability plan for the next five years.

<sup>16</sup> Make-up products and supplements are excluded

<sup>17</sup> The information on the percentage of recycled plastic for cosmetics does not exactly match that reported in last year's edition of the consolidated Sustainability Report. The differences are due to the streamlining of data collection and management methods.

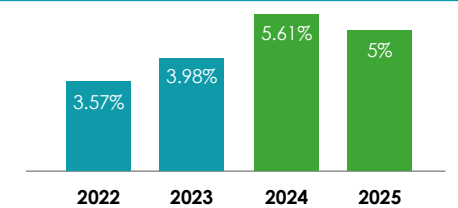
Unifarco's commitment to reducing energy consumption has led to tangible and significant results. **All fluorescent lamps in the offices have been replaced with LED systems**, ensuring greater efficiency and lower environmental impact. At the same time, **all new company buildings continue to be designed with maximum sustainability criteria** with the exclusive use of renewable energy, heat pump heating systems and low-consumption lighting solutions.

Confirming this strategy, in 2024 the **insulation measures** on production buildings were successfully completed, improving the **thermal efficiency** and improving the energy class of the facilities. In addition, the **executive project for the new plant** in Gravazze (BL) was approved, which will include a **photovoltaic plant** which will guarantee an annual self-production of about 500,000 kWh of renewable energy.

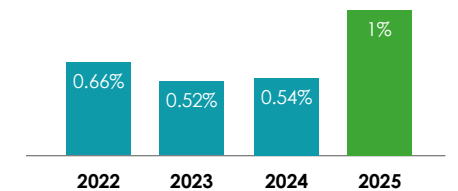
These results demonstrate how the energy-saving policies adopted by the company have reduced consumption and optimised energy management, laying solid foundations for the Group's future ESG strategies.

### SOCIAL

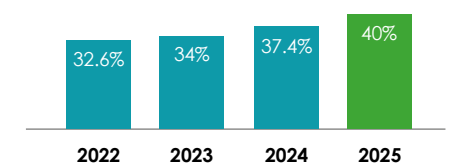
**BY 2025: 5 per thousand of sales revenue** will be allocated to projects and initiatives with high **social and cultural content, to enhance the local area and its communities**;



**BY 2025:** the economic value of **training activities** provided to **employees** will be increased to no less than **1% of personnel costs**;



**BY 2025:** the **percentage of women among all personnel with management and coordination responsibilities** (managers and department heads) **will be increased to no less than 40%**.



Unifarco has always recognised the value of the **local area** and of the **communities** that have accompanied it on its journey of growth, supporting social, cultural and sports initiatives. In 2024, the target of allocating at least 5 per thousand of sales revenue to social impact projects was reached and exceeded, with a total contribution of **5.6 per thousand of turnover** (approximately EUR 600,000 between cash and product donations).

This achievement confirms the strong bond between Unifarco and local communities, strengthening collaborations with institutions, organizations, and associations committed to supporting people in need, promoting culture, and enhancing the local area.

Aware of the importance of this commitment, Unifarco renews its dedication to **supporting the community** also for the coming years, confirming the contribution to the community as one of the central themes of the Social area of the corporate sustainability strategy.

Unifarco constantly invests in the **training of its employees** with the aim of improving their skills and offering tangible opportunities for professional growth. In 2024, this commitment resulted in more than 6,000 total training hours, with an average of 11 hours per employee.

The economic value of the training activities provided in 2024 was 0.54% of personnel costs. Although the 1% target was not fully achieved, the company still ensured **a wide range of training** in line with strategic and operational needs, concentrating resources on technical and specialist refresher courses, managerial development and sustainability training.



The distance that separates the current percentage from the target of 1% is due to the continuous growth of personnel and a consequent increase in personnel-related costs (+32% in 2024 compared to 2022).

Unifarco confirms its commitment to **strengthening the professional growth** of people (+7% expenditure on employee training in 2024 compared to 2023), continuing to **promote quality training** and investing in skills development as a fundamental lever for innovation and business competitiveness.

Unifarco strongly believes in the value of **gender equality** as demonstrated by the composition of its workforce, with 62% of employees being women. The company is committed to ensuring **equal opportunities for professional growth** by promoting support and development initiatives for its female employees.

As a result of this commitment, the percentage of women with management and coordination responsibilities has risen from 32.6% in 2022 to 37.4% in 2024, a **15% increase over the initial value**. This result testifies to significant progress towards the 40% target.

During 2024, Unifarco continued to promote tangible action to foster **inclusion** and the **professional growth of women** including a process of **female empowerment** which involved 27 employees in focus groups dedicated to looking in greater depth at the dynamics of interaction between women and the organisation.

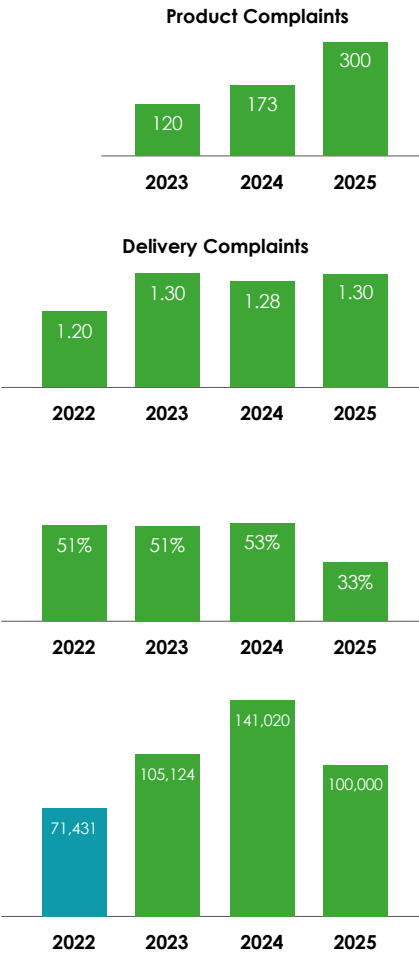
The company confirms its commitment to creating an increasingly equitable and inclusive environment, placing the enhancement of female leadership as a strategic element of its development model.

ECONOMY

**With a view to improving the quality of customer service:** Unifarco is committed to maintain until 2025 an average incidence of "Product Complaints" in relation to the number of pieces sold equal to 300 ppm<sup>18</sup>, as well as to maintain **by 2025** the percentage of "Delivery Complaints", from customers, at **1.3%** of the total number of shipments to them;

**With a view to ensuring the company's adequate capital strength:** Unifarco is committed up to 2025 to allocating a portion of the profit for the year of no less than 33% of the total retained value generated during each financial year to reserves.

**With a view to contributing to increasing the knowledge and skills of pharmacist customers, through training activities, online and offline, organised by the company for them, by 2025:** Unifarco is committed to increasing the number of participations in these activities to 100,000<sup>19</sup>.



<sup>18</sup> "parts per million", also see Section 4.3 "Responsibilities to Pharmacies and Customers", Table 4.3.1, footnote <sup>41</sup>.  
<sup>19</sup> Redefined target, compared to previous editions of the Unifarco Group Sustainability Report, as the original target (34,000 participations) has already been largely exceeded.



The Company constantly records and verifies any product or process irregularities reported by pharmacies or intercepted by internal controls, with the aim of continuously improving the **service quality** and the **relationship with suppliers**.

In recent years, to ensure an even more tangible response to customer reports, a **reclassification of non-conformities** was launched, redefining the collection and analysis criteria in line with the new business processes. Consequently, the targets initially set for the four-year period 2021-2025 have been recalibrated to reflect this evolution of the quality control system.

The main changes introduced concern a more precise categorisation of non-conformities and stricter registration, which has led to an increase in the number of product complaints. This increase is not due to a deterioration in product quality, but to a **more structured and detailed monitoring**, capable of identifying any anomalies with **greater accuracy**. This evolution allows for a more targeted focus on the key issues for **continuous improvement**. All reports continue to be analysed to identify causes, mitigate risks and implement corrective action.

Unifarco has always been committed to ensuring a high **capital strength** essential to sustain the company's growth, meet market challenges and ensure **operational continuity over the long term**. With this in mind, the company has maintained its commitment to allocate a portion of the year's profit of no less than 33% of the total retained value generated each year to reserves.

Thanks to this strategy, Unifarco further consolidated its financial structure, strengthening its capacity to invest in innovation, quality and customer service. The target was achieved with an actual percentage of 53%, demonstrating the constant focus on **economic sustainability** and the **creation of value** over time.

Unifarco firmly believes that **continuous training** is the cornerstone of qualified and valuable consulting. For this reason, we constantly invest resources and energy in a structured training offer that supports the **pharmacists** in their role as **health advisors** encouraging their **professional growth**.

This commitment is achieved by means of **refresher courses, training meetings, dissemination activities** and through the school of advanced training **Pharma Health Institute (PHI)**, which guides the pharmacist in a post-graduate course based on Functional Medicine. In addition, with distance learning (formazione a distanza, FAD), we provide certified tools that enable the acquisition of CME credits.

Precisely because we believe in the value of training, in 2023 we recalibrated our initial target - set at 34,000 participations - to adapt it to the growing demand and the continuous evolution of our offer. The result exceeded all expectations: in 2024 we recorded **over 140,000 participations** confirming the strong interest and need for continuous professional development on the part of professionals in the sector.

This achievement is an incentive for us to continue along this path, strengthening our commitment to the growth and qualification of the **pharmacist as a point of reference for the health and well-being** of people.

2.

# GREEN







## 2.1 THE SUSTAINABLE USE OF RAW MATERIALS

### TYPE AND AMOUNT

[GRI 301-1]

The main raw materials for the products manufactured by the Unifarco Group are deionised water<sup>20</sup>, process raw materials (surfactants, emollients, functional substances, rheological additives, preservatives, for cosmetics, ingredients for supplements, and polymers and dyes for packaging) and auxiliary materials used in production support activities (mainly laboratory and sanitising materials).

For the latter two macro-categories, the table below details the amount used during 2024. The increase recorded (907 tonnes, +14.6% compared to 2023) is consistent with the economic and growth results for the Group companies (+10.5% Group turnover compared to 2023) and particularly linked to the growth of Unifarco Spa, Duepipharma Srl and PM Pack, the 3 manufacturing companies for which the amount of raw materials used is shown below.

Table 2.1.1: Materials used by the Group<sup>21</sup> - tonnes/year

RAW MATERIALS	2024	2023	24/23 Change
Process raw materials (t)	1,028.5	897.6	14.6%
Production auxiliary materials (t)	11.2	9.5	17.9%
<b>TOTAL (t)</b>	<b>1,039.7</b>	<b>907.1</b>	<b>14.6%</b>

### SUSTAINABLE MANAGEMENT OF RAW MATERIALS

[GRI 3-3]

The choice of raw materials follows the dictates and guidelines of **Green Chemistry**<sup>22</sup>:

- pollution prevention
- reducing waste and maximising yield
- less hazardous chemical syntheses: processing and producing substances with the lowest possible toxicity profile for humans and the environment
- designing effective and safe molecules
- use of safe aids
- design for energy efficiency
- use of renewable sources
- reduction of derivatives requiring additional reagents
- preference for catalytic reactions, which are more selective than stoichiometric ones
- design and study of molecule degradation
- real-time analysis to prevent pollution
- selection of substances that minimise the risk of accidents

and in full compliance with its founding principles, Unifarco's R&D Department has developed a **GREEN Specification**, constantly updated according to the evolution of scientific knowledge, which includes permitted ingredients, ingredients under observation and excluded ingredients.

<sup>20</sup> See subsequent Section 2.5 "Water resource management and discharges".

<sup>21</sup> The information on the type and amount of raw materials includes that referring to Unifarco Spa, PM Pack Srl and Duepipharma Srl. Perlapelle Srl and Keylife Srl do not produce their products in-house.

<sup>22</sup> The Green Chemistry Principles of the United States Environmental Protection Agency ([www.epa.gov](http://www.epa.gov)).

This was followed by an exclusive process for the:

### formulation in Eco-design of cosmetics

In short, this process is structured as follows: prior mapping (Life Cycle Inventory) of a whole series of **impact indicators** that characterise the production and availability of each **raw material** that might be considered in the formulation of each product (e.g., greenhouse gas or harmful emissions, water acidification and eutrophication, air quality, overall resource consumption, etc.).

All the information collected is then managed by proprietary software, whose algorithm is able to release in real time two **synthetic performance indicators** (carbon footprint and a cumulative indicator for other impacts) that Unifarco researchers use to define, when formulating each product, the blend of ingredients that **guarantees the lowest overall environmental impact with the same cosmetic efficacy**.

During 2024, we updated the mapping according to these criteria for more than **600 raw materials** which correspond to approximately **90% of the raw materials used** by Unifarco for the internal production of cosmetics.

### UPCYCLING PROJECTS

**Upcycling** is a process that allows waste materials from existing supply chains to be transformed into valuable products. This approach not only reduces the environmental impact compared to conventional farming practices, but also contributes to the conservation of natural resources such as water, soil and energy, giving new life to what would otherwise be considered waste.

Over the years, Unifarco has embraced this philosophy, developing numerous upcycling projects that, in addition to reducing waste, support the biodiversity of our area and promote the development of zero-kilometre supply chains, while at the same time contributing to the containment of CO<sub>2</sub> emissions for the transport of raw materials. A significant example is our **Calendula Alpidiolo**<sup>®</sup> project, which involves the extraction of organic calendula flower heads grown locally on land adjacent to the company. Two different extractions are carried out on this biomass to exhaust all the active ingredients of the plant, re-processing the waste from the first extraction.

Another example of circular economy is the recovery of **larch bark** in cooperation with a local wood-processing company, transformed, thanks to a validated extraction process, into **Larixicina**<sup>®</sup> a patented extract used in several products of the Farmacisti Preparatori line.

Innovation also continues with the recovery of **saffron petals** which, in collaboration with local Dolomites Saffron producers, are transformed into a highly effective depigmenting extract for the Dolomia line. In total, we have developed seven extracts from these projects: in addition to those already mentioned also **silver fir**, **scots pine**, **vine** and **wild strawberries** the latter the result of collaboration with the food company Rigoni di Asiago. Each project not only helps reduce waste, but also opens up new possibilities for innovation, reinforcing our vision of a more sustainable future, where every resource is used to its full potential.



2.2

THE SUSTAINABLE USE OF PACKAGING

TYPE AND AMOUNT

[GRI 301-1]

The packaging used by the Unifarco Group is divided into primary (jars, bottles and tubes in plastic and glass/ plastic or glass/aluminium bonded materials, other metals, blisters, bags, sachets), secondary (cardboard, paper, plastic cases) used to contain individual product packages, and tertiary (mainly corrugated cardboard boxes, stretch wrapping, paper and plastic tape) used for shipping.

Table 2.2.1: Weight of packaging used by the Group by type of material<sup>23</sup>

PACKAGING	2024	2023	24/23 CHANGE
Primary and Secondary Packaging			
Plastic (t)	618.4	655.9	-5.7%
of which Recycled (PCR) (t)	73.7	61.1	20.6%
Glass (t)	173.5	172.1	0.8%
of which recycled	2.7	3.8	-27.5%
Paper and cardboard (t)	202.4	224.6	-9.9%
of which from FSC-certified chain (t)	182.8	206.3	-11.4%
Metal (t)	17.3	20.4	-15.1%
Wood (t)	0.3	0.2	69.7%
Tertiary Packaging			
Plastic (t)	57.2	28.6	99.9%
of which Recycled (PCR) (t)	39.4	0.0	
Paper and cardboard (t)	651.8	580.2	12.3%
of which Recycled (t)	474.6	380.2	24.8%
Total Primary and Secondary Packaging (t)	1,011.9	1,073.1	-5.7%
Total Tertiary Packaging (t)	709.0	608.8	16.4%
Total Packaging (t)	1,720.9	1,681.9	2.3%

<sup>23</sup> The information on the weight of primary and secondary packaging for 2023 does not exactly match that reported in last year's edition of the consolidated Sustainability Report. The differences are due to the streamlining of the methodologies used to consolidate the relevant data.

SUSTAINABLE PACKAGING MANAGEMENT

[GRI 3-3]

Withover **15 million products packaged in-house** by Unifarco in 2024, policies aimed at **reducing the environmental impact of packaging** represent one of the Group's priorities, also in view of the most recent EU guidelines on the subject<sup>24</sup>.

Efforts to reduce the environmental impact of packaging mainly involve the use of **recycled materials** and the introduction of **refill packaging** for refilling bottles.

Initiatives to reduce the unit weight of packaging have already been implemented in previous years.

With regard the use of **recycled packaging** for our cosmetics, the priority, above all else, remains **to ensure the absolute “compatibility” of the product** with its container. For this reason, each type of product/container combination undergoes rigorous tests (including long-term tests) **prior to being placed on the market**, to ensure the absence of any form of molecular exchange or reaction between the two and thus **ensure the integrity** of both the product and its container over time and under varied storage conditions (temperature, humidity, etc.).

Compared to the previous year, the initiatives put in place to increase the use of recycled materials for packaging made it possible to:

- increase the total amount of recycled plastic used by the Group for primary and tertiary packaging by 85%;
- increase the total amount of recycled paper used by the Group for tertiary packaging (shipping material) by 25%;
- confirm the exclusive use of **paper and cardboard** made from vegetable fibres from **certified and renewable supply chains** (FSC®)<sup>25</sup> for **secondary** packaging;
- restyle **8 products** of the **Farmacisti Preparatori** line with the introduction of recycled plastic in the pack in a proportion of 35% or more by weight of the packaging;
- introduce in the market **1 product** from the **Farmacisti Preparatori** line with 100% recycled plastic packaging and **3 products** from the **Dolomia** line with percentages of recycled input material in the packaging.

Regarding the **sustainable reuse of packaging** we study new solutions every year to expand our range of **refill systems** available on the market that allow one to **reuse bottles** of products with a view to the **circular economy**. Refill solutions already on the market (**3 Face Creams from the Premium Farmacisti Preparatori Line** and **2 Creams from the Dolomia Rose Therapy Line**) make it possible to replace the 50 ml plastic tub while retaining the glass jar and plastic lid of the products. In 2024, the refill packaging sold helped prevent approximately **15 tons of glass** (for jars) and **1.2 tons of plastic** (for caps) from entering the market (with the number of products purchased being equal).

The innovations implemented in 2024 concern:

- the launch on the market of the new format in **refill sachets** for **5 products of the Farmacisti Preparatori Hygiene Line** in 600 ml format. The double refill of the basic bottle allows a **plastic saving of 79%**;
- the launch on the market of the new format in **refill sachets** in 800 ml format for the **Ceramol Washing Base**. The double refill of the basic bottle allows a plastic saving of 84%.



<sup>24</sup> Regulation of the European Parliament and of the Council on packaging and packaging waste, amending Regulation (EU) 2019/1020 and Directive (EU) 2019/904 and which repeals Directive 94/62/EC.  
<sup>25</sup> FSC®: "Forest Stewardship Council®" (www.fsc.org).



## 2.3 ASSESSMENT OF THE ENVIRONMENTAL IMPACTS OF PRODUCTS

The approach adopted by Unifarco for the overall management of product impacts is inspired by the principles of Life Cycle Thinking (LCT) and, in particular, by its main implementation tool: the **Life Cycle Assessment** (LCA)<sup>26</sup>: the methodology that assesses the environmental footprint of a product throughout its entire **life cycle**.

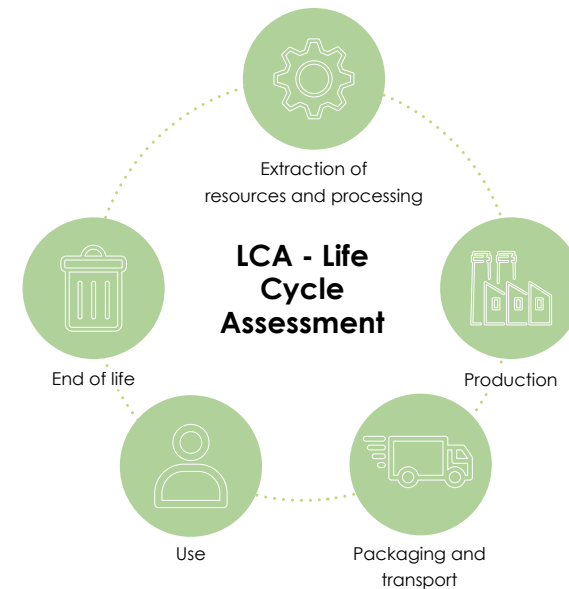
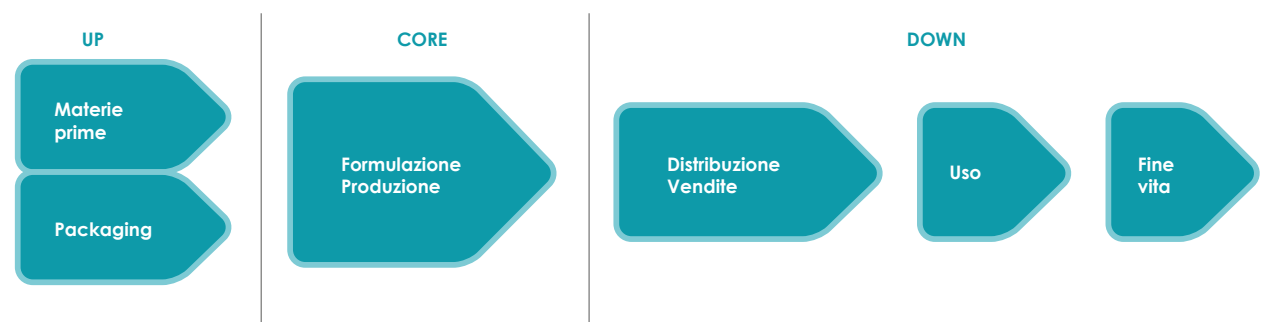


Figure 2.3.1: The cosmetic product life cycle



In order to put this approach into practice using only rigorous and authoritative criteria, in the absence of other suitable sectoral references, in 2015 Unifarco decided to contribute to the drafting of the International Rules<sup>27</sup> to be followed for the issue, in the **cosmetics sector**, of **Environmental Product Declarations (EPDs)** adopted, after international public consultation, by the **International EPD® System**<sup>28</sup> and still valid worldwide.

The Rules involve the **assessment of the environmental impacts of cosmetic products**, detailed for each stage of their life cycle (choice and sourcing of raw materials and packaging, production, distribution, use and end-of-life), which are useful, among other things, to enable manufacturers to **take action to mitigate them**. The measurement is carried out using a methodology in accordance with the international standard ISO 14025.

<sup>26</sup> The term Life Cycle Assessment was coined in 1990 during the SETAC (Society of Environmental Toxicity and Chemistry) congress held in Vermont (USA). The definition given at the time, and still widely accepted today, describes the LCA as "an objective process for assessing the environmental burdens associated with a product, process or activity, conducted through the identification and quantification of the energy and materials used and waste released into the environment, to evaluate the impact of these energy and material uses and releases into the environment, and to screen and identify opportunities for environmental improvement. The assessment includes the entire life cycle of the product, process or activity, including extraction/production and treatment of raw materials, manufacturing, transport and distribution, use, reuse, maintenance, recycling and final disposal" (SETAC, 1991).

<sup>27</sup> Product Category Rules (PCR).

<sup>28</sup> The International EPD® System is a programme (promoted by the Swedish Environmental Management Council) to develop and register EPDs for any kind of goods and services. The EPD is verified by a third party. Other information: [www.environdec.com](http://www.environdec.com).

The resulting **Environmental Product Declarations (EPDs)**, drawn up and communicated to the public, contain the **certified results of impact analyses** carried out taking into account 16 different indicators, the main ones relating to:



- Climate change (greenhouse gas CO<sub>2</sub> emissions)
- Acidification (acid rain)
- Eutrophication (water quality)
- Photochemical oxidation (air quality)
- Depletion of the ozone layer

In 2024, Unifarco certified 3 new Dolomia-branded products according to the EPD standard:

- **Concentrato Notte** 25 ml pack;
- **Maschera Notte Antietà Assoluta** 75 ml pack;
- **Nettare Aromatico** 100 ml pack;

Overall, from 2015 to date, Unifarco has obtained EPDs® for **52** of its products: **4 best sellers from the Farmacisti Preparatori line, 47 from the Dolomia skincare line and one from the Ceramol line**.

43 of these products are still on the market with valid EPD certification.

The certification (for EPD purposes) of the **carbon emissions (CO<sub>2</sub>)** associated with the above-mentioned products with the mitigation measures subsequently implemented, has also allowed Unifarco to launch, in collaboration with **Rete Clima**<sup>29</sup>, a "**carbon offset**" operation through the purchase and cancellation of 1,000 VCS (**Verified Carbon Standard**)<sup>30</sup> certified carbon credits, in two international projects:

- **VCS 1329-Maisa REDD+ Brazil**: The Maisa REDD+ project covers 28,740 hectares of rainforest in the Cairari-Moju area of the Brazilian state of Pará, characterised by a high level of biodiversity but threatened by advancing deforestation. There are 128 tree species and at least 350 animal species in the protected area, including 29 vulnerable or endangered species. The project promotes the conservation of the existing forest, with the aim of preventing 6,103 hectares of deforestation over 30 years, with the help of local people.
- **VCS 2026 Hydropower India**: this project supports the construction and operation of a hydroelectric plant in India (in the Kuli District, in the State of Pradesh), with an installed power capacity of 192 MW. Through clean electricity generation, an alternative scenario to the Business As Usual situation of fossil fuel energy generation, a renewable energy alternative is offered that contributes to securing the local energy supply.

Starting in 2022, the operation allowed for the offsetting of **residual CO<sub>2</sub>** emissions on the aforementioned Dolomia products.



<sup>29</sup> Rete Clima is an Italian **non-profit Organisation** that promotes **Corporate Social Responsibility (CSR)**, **sustainability** and **decarbonisation** actions ([www.reteclima.it](http://www.reteclima.it)).

<sup>30</sup> The VCS standard (developed by Verra, Washington DC, USA, a non-profit organisation: [www.terra.org](http://www.terra.org)) refers to the **eligibility requirements** for Carbon Credits defined by the **Clean Development Mechanism (CDM)** introduced by the Kyoto Protocol (<https://unfccc.int/process-and-meetings/the-kyoto-protocol/mechanisms-under-the-kyoto-protocol/the-clean-development-mechanism>).



2.4

ENERGY CONSUMPTION AND EMISSIONS

The sources used to meet the **energy needs** of the Unifarco Group are mainly **electricity, natural gas** and **automotive fuels** (diesel/petrol)<sup>31</sup>.

**Energy consumption** is linked to the multiple needs that characterise the various activities carried out by the Parent Company and its subsidiaries: production, administrative, logistics, commercial and services.

As a rule, the consumption trend shows a natural upward trend in line with the **progressive expansion of the Group's business** (expressed through the turnover) and its organisational structure. An expansion, of one and the other, also confirmed in 2024.

This led to increases with respect to 2023 (overall +6.6%) in the use of the various energy sources, albeit at different intensity levels.

The increase in consumption of **electricity** (+7.7% compared to 2023) is mainly related to the expansion of activities by all the Group's manufacturing companies (Unifarco Spa, Duepipharma Srl, PM Pack).

The consumption of **natural gas** (+8.8% compared to 2023) is linked to the need to power production plants and, above all else, heat workplaces. 99% of this consumption is located at the production sites of Unifarco Spa and Duepipharma Srl.

Consumption of **motor vehicle fuels** was up slightly (overall +3.4%) also due to the further increase in personnel and consequent expansion of the company car fleet.

In any case, the overall increases recorded were proportionally less than that relating to the expansion of the Group's business: the **intensity of energy consumption during the year decreased by -3.6%** compared to the previous year's values.

Table 2.4.1: Energy consumed within the Group and energy intensity<sup>32</sup>

ENERGY CONSUMPTION	Specific UoM		Gigajoule (GJ)		
	2024	2023	2024	2023	24/23 change
Natural gas (sm3)	463,388	426,101	16,430	15,108	8.8%
Electricity (kWh) <sup>33</sup>	5,331,658	4,950,910	19,194	17,823	7.7%
of which from renewable sources (kWh)	3,806,403	3,169,265	13,703	11,409	20.1%
of which from non-renewable sources (kWh)	1,525,256	1,781,645	5,491	6,414	-14.4%
Heating oil (litres)	11,328	13,879	406	497	-18.4%
Automotive diesel (litres)	256,737	261,294	9,172	9,335	-1.7%
Automotive petrol (litres)	111,946	93,920	3,621	3,038	19.2%
Total energy consumption from non-renewable sources			35,120	34,392	2.1%
Total energy consumption from renewable sources			13,703	11,409	20.1%
Total energy consumption			48,823	45,801	6.6%
Energy intensity: Total consumption (GJ)/Turnover EUR (x 1,000)			0.267	0.277	-3.6%



<sup>31</sup> See Section 2.7 "Other environmental aspects and impacts", section "Environmental impact of transport".

<sup>32</sup> The information on energy consumption referring to 2023 does not exactly match that reported in last year's edition of the consolidated Sustainability Report. The differences are due to the streamlining of the methodologies used to consolidate the relevant data.  
<sup>33</sup> The offices of Unifarco France SAS and Metodo Ongaro Srl are excluded due to non-availability of data.



**Direct and indirect greenhouse gas emissions** were calculated according to the GHG Scope 1 and 2<sup>34</sup> methodology. **Direct emissions** (Scope 1) originate from the use of natural gas (methane) in energy production processes (process and heating boilers) and in air-conditioning processes, as well as the consumption of automotive fuels. **Indirect emissions** (Scope 2) arise from the purchase of electricity used to power plants, production equipment and machinery and IT infrastructure as well as for lighting and air conditioning of workplaces.

The confirmed recourse to purchases of **electricity from certified renewable sources** to serve the company's sites makes it possible to **contain greenhouse gas emission levels**. Procurement from these sources accounts for about 71% of the total electricity purchased by the Group and, in particular, from 2023 meets **the entire needs of Unifarco Spa**. Since July 2024, the building housing the offices of Duepipharma Srl and Perlapelle Srl has also been powered by electricity 100% from certified renewable sources, which has enabled the Group to significantly increase the portion of renewable energy used (64% in 2023) and reduce Scope 2 emissions measured according to the Market Based approach<sup>35</sup>.

Also in the case of greenhouse gas emissions, just as for energy consumption, in the presence of an overall increase in absolute terms, **the intensity of the Group's total emissions** recorded a **reduction of -3.8% in total emissions calculated according to the Location Based approach and -8.4% according to the Market Based approach** thanks to the purchase of renewable energy for the offices of Duepipharma Srl and Perlapelle Srl.

The companies that mainly contribute to the Group's emissions (Market Based) are Unifarco Spa which, through its direct emissions, contributes 54% of the total, followed by PM Pack Srl (22%) and Duepipharma Srl (8%). Together, these three companies make up 85% of the Group's total emissions. The remaining emissions are divided between the car fleets of the sales agents of the foreign branches (11% of total emissions) and the laboratories and offices of the other Group companies (4% of total emissions).



Table 2.4.2: Direct Emissions (Scope 1), Indirect Emissions (Scope 2) and Group emission intensity<sup>36</sup>

EMISSIONS (t CO <sub>2</sub> eq)	2024	2023	24/23 change
Direct (Scope 1)	1,944	1,860	4.5%
Indirect emissions (Scope 2) Location-based	1,289	1,179	9.3%
Indirect emissions (Scope 2) Market-based	763	814	-6.2%
<b>Total (Scope 1 + Scope 2) Location-based</b>	<b>3,233</b>	<b>3,039</b>	<b>6.4%</b>
<b>Total (Scope 1 + Scope 2) Market-based</b>	<b>2,707</b>	<b>2,674</b>	<b>1.2%</b>
<b>Emission intensity: Total Location-based/Turnover EUR (x 10,000)</b>	<b>0.177</b>	<b>0.184</b>	<b>-3.8%</b>
<b>Emission intensity: Total Market-based/Turnover EUR (x 10,000)</b>	<b>0.148</b>	<b>0.162</b>	<b>-8.4%</b>

Other emissions from production processes (controlled through constant monitoring) are managed within the authorisations issued by the supervisory authorities and always show **concentrations below the legal limits**.

Table 2.4.3: Other Group emissions

TYPES	2024	2023
Emissions of nitrogen oxides (Kg)	63.3	159.3
Dust emissions (Kg) <sup>37</sup>	11.4	14.6
Solvent emissions (Kg)	225.1	517.3

<sup>34</sup> The sources of emission factors used for the calculation of Scope 1 are: "Min. of the Environment - Table of national standard parameters for greenhouse gas monitoring and reporting"; "ISPRA - National Inventory Report"; "FIRE: Energy Manager Appointment Guidelines 2018 - ver. 2.1"; "UK Government - GHG Conversion Factors for Company Reporting". Scope 1 emissions from fuel consumption are expressed in tonnes of CO<sub>2</sub> as the source used does not report emission factors for gases other than CO<sub>2</sub>. Scope 2 emissions are expressed in tonnes of CO<sub>2</sub>; however, the percentage of methane and nitrous oxide has a negligible effect on total greenhouse gas emissions (CO<sub>2</sub> equivalents) as can be deduced from the relevant technical literature.

<sup>35</sup> For the calculation of Scope 2 emissions, in line with the GRI Sustainability Reporting Standards, both of the following methods were used: the Location Based method is based on average emission factors related to energy generation for well-defined geographical boundaries, including local, sub-national or national boundaries (methodology used with Italy emission factor from the source "ISPRA - Atmospheric emission factors of greenhouse gases in the national electricity sector and in the main European countries"); the Market-based is based on CO<sub>2</sub> emissions emitted by energy suppliers from which the organisation purchases, through a contract, electricity and can be calculated considering: Energy Guarantee of Origin certificates and direct contracts with suppliers, supplier-specific emission factors, emission factors related to the "residual mix", i.e., energy and emissions not monitored or unclaimed (methodology used with emission factor from source "AIB - European Residual Mixes").

<sup>36</sup> The greenhouse gas emissions referring to 2023 do not exactly match that reported in last year's edition of the consolidated Sustainability Report. The differences arose due to the streamlining of data relating to the Group's energy consumption.

<sup>37</sup> The dust emissions referring to 2023 do not exactly match that reported in last year's edition of the consolidated Sustainability Report. The differences arose due to the streamlining of data relating to the Group's energy consumption.



## 2.5 WATER RESOURCE MANAGEMENT AND DISCHARGES

### WATER WITHDRAWALS AND CONSUMPTION

[GRI 3-3, 303-1, 303-3].

All Group companies exclusively draw the water they need for their activities from the public aqueduct. The total withdrawal in 2024 amounted to **15,588 cubic metres**, (+3.3% compared to the previous year), 92% of which related exclusively to the needs of the Parent Company, for which the following detailed information is provided<sup>38</sup>.

In 2024, 71% of Unifarco's total water withdrawal was used for the reverse **osmosis plant**, a process necessary for the demineralisation of water also intended to be an integral part of the cosmetic products manufactured. Part of the water fed into the osmosis plant was discharged as inevitable process waste (7,839 m3), the remainder is used in the **production cycle** as an ingredient in the internally produced cosmetics (1,115 m3) and for the **washing of machinery** and equipment (1,261 m3).

The remaining 29% of water withdrawn was used for **other purposes** (toilets, cleaning of premises, canteen service, heating systems, fire-fighting network supply, etc.). The water used in the **irrigation** system of the company's green areas was drawn from **rainwater** storage cisterns until their capacity was exhausted, after which it was taken from the aqueduct.

**Water consumption** is calculated as the **difference between the amount of water withdrawn** from the aqueduct and the **amount of water discharged** (i.e. returned to nature) after use, either through **direct** discharge into surface water bodies (the discharge water from the osmosis plant) or **indirect** discharge, i.e. after purification in the company's sewage system (water intended for other uses)<sup>39</sup>.

Therefore, **consumption (+0.9%** compared to 2023) is limited to deionised water used in manufactured cosmetic products, as well as water used in washing cycles of machinery and equipment used in production and related areas<sup>40</sup>.

Table 2.5.1: Quantity of water withdrawn, discharged and consumed by Unifarco

WATER (m3)	2024	2023	24/23 Change
<b>Water withdrawal from aqueduct</b>	<b>14,317</b>	<b>13,779</b>	<b>3.9%</b>
of which discharged from the osmosis plant	7,839	6,157	27.3%
of which used in general services	4,102	5,268	-22.1%
<b>Total Returned to the environment</b>	<b>11,941</b>	<b>11,425</b>	<b>4.5%</b>
<b>of which Consumed</b>	<b>2,376</b>	<b>2,354</b>	<b>0.9%</b>
of which included in products	1,115	1,011	10.3%
of which used for equipment washing	1,261	1,343	-6.1%

<sup>40</sup> Water withdrawals by other Group companies are almost exclusively for "domestic" consumption (primarily toilets) or, residually, for the replenishment of "closed circuit" cooling systems (PM Pack Srl) and for the washing of machinery used for the manufacture of Duepipharma supplements (see next page).

Part of the Group's water consumption (340 m3, 13% of the Group's total consumption) is due to the washing of the machinery used for the production of Duepipharma Srl's supplements. This water, like that used for washing Unifarco Spa's machinery and equipment, is scrupulously collected and disposed of as "special waste" by means of chemical and physical treatments.

During 2024, organisational measures implemented to contain withdrawals from the public water network led to the limitation of the increase in total withdrawals (+3.9% compared to the previous year) compared with an increase of 7.0% in the processed product. The less than proportional increase in water withdrawal is also attributed to the effectiveness of the **recirculation circuit of the water** used in the **reverse osmosis plant**, which allows for the recovery and reuse of water normally discharged by the plant. In 2024, this circuit made it possible to **limit by 5,600 m3** the water withdrawal necessary to guarantee the quantity of deionised water needed for production activities.

The significant **increase in rainfall** that marked 2024<sup>41</sup> (1.57 mm average rainfall in Veneto in 2024, 1.11 mm in 2023) made it possible to significantly reduce withdrawals for irrigation thanks to the use of rainwater harvesting systems. By contrast, the increase in rainfall has resulted in **a greater impurity in the water** thus causing a greater rejection by the osmosis plant (+27.3% compared to 2023).

The increase in the amount of **water included in the products** manufactured (+10.3%) is consistent with the increase in internal production volumes. By contrast, thanks to a **better rationalisation of the washing cycles** of machines and equipment, it was possible to reduce water consumption for this purpose by 6.1%.

With regard to water withdrawal and consumption, it should in any case be noted that the Unifarco industrial site, in Santa Giustina in the province of Belluno, is located in a geographical area classified by the **World Resources Institute (WRI)** as having a "water depletion" risk no higher than 25% and a "water stress" risk no higher than 40%<sup>42</sup>.

### WATER DISCHARGES

[GRI 3-3, 303-2]

In line with the withdrawal figure, the Group's water discharges (12,516 cubic metres in total) are also mainly attributable (11,941 cubic metres, or 87.5% of the total) to Unifarco alone<sup>43</sup>. The latter considers as waste water the water resulting from the rejection from the osmosis plant and the relative amount (7,839 cubic metres), after being subjected to periodic analyses, was discharged into surface water bodies. Water used for other purposes (4,102 m3), channelled into the company sewage system, was purified in Imhoff tanks and also subsequently discharged into surface water bodies.

All discharges from the Santa Giustina production plant are conveyed into the Rumarna stream (surface water body) on the basis of a Single Environmental Authorisation (AUA)<sup>44</sup>. These waters, which differ in nature, are therefore made up of process water and domestic wastewater.

<sup>41</sup> [https://www.arpa.veneto.it/arpavinforma/indicatori-ambientali/indicatori\\_ambientali/clima-e-rischi-naturali/clima/precipitazione-annua/2024](https://www.arpa.veneto.it/arpavinforma/indicatori-ambientali/indicatori_ambientali/clima-e-rischi-naturali/clima/precipitazione-annua/2024)  
<sup>42</sup> Geographical area: Italian major basin, east coast; Piave minor basin. In order to identify water-stressed areas, the Aqueduct Tool developed by the World Resources Institute (WRI) was used. The WRI tool is available online at [www.wri.org/our-work/project/aqueduct](http://www.wri.org/our-work/project/aqueduct). For the analysis, the results from the "Overall Water Risk" column were taken into account. The total drawn from the public aqueduct is freshwater (≤ 1000 mg/L total dissolved solids).  
<sup>43</sup> Subsidiaries discharge wastewater exclusively into the public sewage system (see also footnote 40 in Section "Water withdrawal and consumption" above).  
<sup>44</sup> AUA: Single Environmental Authorisation







2.6  
WASTE GENERATION AND MANAGEMENT

The overall generation of waste by Group companies<sup>45</sup> is strongly influenced by that relating to **hazardous waste** (79% of the total) mainly determined by the deionised water used by Unifarco in the **washing cycles of its production plants and equipment as well as of the related areas**<sup>46</sup> (96% of the related amount). Downstream of this use, wastewater is scrupulously collected and disposed of as "special waste" through chemical and physical treatments. The remainder of hazardous waste (4%) refers mainly to packaging with product residues and chemicals used for in-house label printing processes.

**Non-hazardous** waste (21% of the total) mainly arises from the end-of-life management of non-hazardous packaging and any stocks of finished products.

Table 2.6.1: Generation and disposal of Group waste

WASTE (t)	2024		2023		24/23 Change
	t	inc. %	t	inc. %	inc. %
Total waste generated	2,133		2,077		2.7%
of which non-hazardous	448	21.0%	457	22.0%	-2.0%
of which hazardous	1,686	79.0%	1,620	78.0%	4.1%
Disposal of non-hazardous waste					
Recovery	359	80.2%	370	81.1%	-3.0%
Landfill	89	19.8%	86	18.9%	2.5%
Disposal of hazardous waste					
Recovery	52	3.1%	44	2.7%	18.2%
Landfill	8	0.5%	8	0.5%	-1.6%
Other treatments	1,626	96.4%	1,568	96.8%	3.7%

**80%** of non-hazardous waste generated by the Group is **sent for recovery**. Only **4.5%** of the total waste generated by the Group is **sent to landfills**.

For its disposal, **all waste is managed through specialised operators** with the necessary authorisations required by law. The internal control procedures adopted by the Parent Company on compliance with the regularity of the aforementioned assignments are, in turn, subject to periodic verification by the third-party body responsible for issuing the ISO 14001 certification.

<sup>45</sup> "Waste generation" does not take into account "water discharges" or waste entrusted to public waste collection services.  
<sup>46</sup> See Section 2.5 "Water resource management and discharges".



2.7  
OTHER ENVIRONMENTAL ASPECTS AND IMPACTS

ENVIRONMENTAL IMPACT OF TRANSPORT

All raw materials used in production processes are transported to the company's warehouses in diesel-powered vehicles by **external couriers**. The distribution of the finished products is carried out by external couriers by picking up the packages directly from the warehouses with the use of small transport vehicles used for transport to the main logistics centres. From there, materials are distributed throughout Italy and Europe by large transport vehicles to **local distribution centres**, from where couriers deliver packages to customers again by small vehicles. The subsidiary Pharmacies also only use external couriers for all their procurement and delivery needs for the products they market.

The Group has a fleet of company vehicles (around 200 vehicles) consisting largely of passenger cars and three vans (capacity <7.5 tonnes). All cars were registered after 2015 and almost all fall in the "Euro 6" class. From 2023 onwards, there will be a greater emphasis on the use of full-electric or hybrid vehicles; out of the total vehicle fleet, their number is currently modest.





## 2.8 BIODIVERSITY: THE LAND AND NATURE

Unifarco has always recognised the importance of operating in harmony with our environment. Our production site, located at the foot of the Belluno Dolomites National Park, recognised as a “World Heritage Site” by UNESCO, lies in a natural setting rich in biodiversity, which we actively strive to preserve and enhance. In 2024, we have confirmed our commitment through numerous projects that aim not only to preserve, but also to stimulate the growth of biodiversity, actively involving local operators through partnerships with schools and associations in the area.

### Medicinal Garden: An Example of Responsible Cultivation

Our Medicinal Garden, located on our own land adjacent to the industrial plants, continues to grow as a space dedicated to the cultivation of medicinal plants under a certified organic regime. The species in the Garden are selected on the basis of their cosmetic and nutraceutical efficacy and their traditional therapeutic uses, with a focus on species typical of the Alpine region. The aim of the project is to further increase awareness of the origin and quality of the raw materials used to make the company's products. During 2024, Unifarco introduced a number of typical Belluno apple varieties into the garden, symbolising a strong link with the local area and further raising awareness of the value of apples in local traditions. We have also intensified school visits, involving the younger generation in the discovery of sustainable agricultural practices and the enhancement of biodiversity.



### Naturalistic beekeeping: Supporting Bees, Promoting Biodiversity

Bees are one of the key elements in the conservation of biodiversity, as they play a crucial role in pollination and maintaining ecological balances. Our Naturalistic Beekeeping project continues successfully, with the aim of protecting and enhancing these precious creatures. The Medicinal Garden hosts 500,000 bees, raised using methods that prioritise their well-being and support their reproduction, including proper winter feeding. Beekeeping courses continued in 2024 for employees, who are gifted a beehive to continue the initiative also on a personal level. Starting in 2025, our bees will take centre stage in training courses, open to the public, to raise awareness of the importance of pollinators and offer new opportunities for local involvement.

### Alpine Garden: High altitude cultivation of local species

The Alpine Garden is a widespread project developed in the Dolomite areas of the Province of Belluno (between 1,600 and 2,300 metres) that aims to experiment with Alpine medicinal crops, through collaboration with local authorities and local farms. Among the various initiatives, we support the cultivation of the Scutellaria Alpina, a rare and typically Dolomite species that grows naturally on scree. In addition, we have extended forms of collaboration for the cultivation of Arnica Montana, a local species that is very

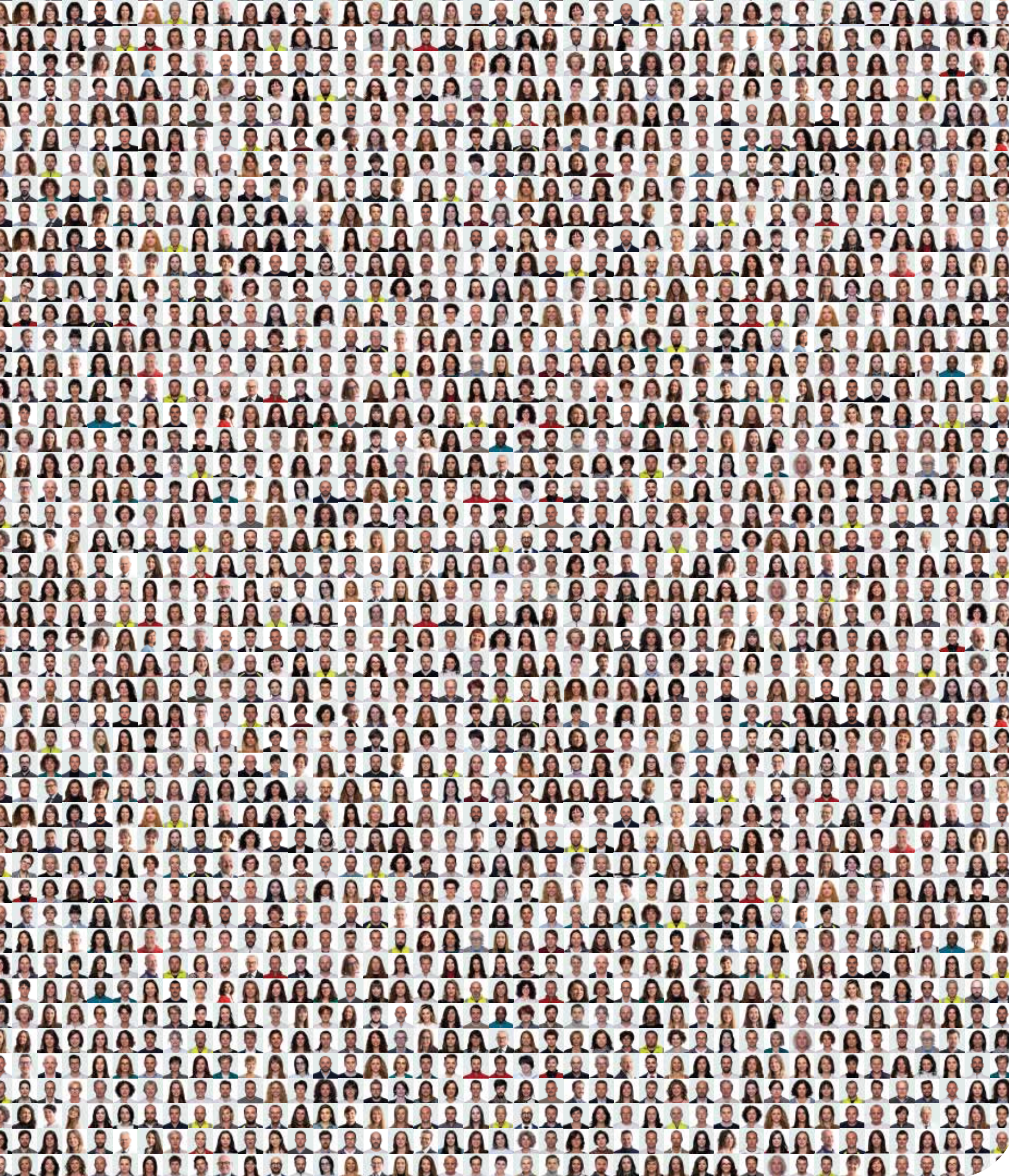
interesting due to its traditional use. By expanding the experiment, we are helping to create a local supply chain for this species, which requires specific environmental conditions and which, thanks to our efforts, we hope will become a sustainable agricultural resource for the area. These species represent an added value for our products, thanks to their high quality value supported by clinical tests that confirm their efficacy.

### Daffodil Meadows: Protecting Tradition and the Ecosystem

Unifarco has been committed for years to the preservation of the “Daffodil Meadows” in an area of great ecological value located in the municipality of Borgo Valbelluna. The pilot project, covering over 20 hectares of land, aims to conserve these unique habitats, which are threatened by the abandonment of traditional farming practices and the expansion of invasive plant species. In 2024, the initiative brought tangible results through awareness-raising activities and action in the field such as mowing, the protection against the invasion of White Hellebore and the installation of selective fences to limit fauna access. Our commitment also extends to the promotion of strong collaboration between local farmers, voluntary associations and institutions, with the aim of countering the risks associated with changing farming practices and the abandonment of mountain lands. In addition, we supported events, such as the “Biodiversity Days”, to raise awareness among the local community and tourists about the importance of protecting these precious ecosystems.







3.

# PEOPLE



3.1

PERSONNEL MANAGEMENT AND DEVELOPMENT

COMPOSITION OF THE WORKFORCE

[GRI 3-3, 2-7, 2-8, 401-1, 405-1]

The**Group's workforce** as at 31 December 2024 **numbered 791 people** (781 employees plus 10 temporary staff),**an increase of 7.8%** compared to the previous year<sup>47</sup>. Overall, personnel is **predominantly female (64%)**, the majority of employees are between **30 and 50 years old (55%)**, with **permanent employment contracts (96%)** and **full-time employment (81%)**.

When selecting new employees and contractors, Group companies do not differentiate by gender; moreover, they do not apply age prerequisites and also pay attention to more mature people (>50 years old) who, due to their age and profile, have a higher risk of exclusion from the labour market. Employees under 30 can selectively participate in programs designed to assess their potential, develop their management skills, and empower them with more responsibility.

There were **124 new hires in 2024**, including 10 employees who were rehired at the beginning of the year by Unifarco France SAS and who were employed by Unifarco Spa in 2023. **41%** of new hires during 2024 are **under 30 years of age**, the number of workers in this age group increased by 19% compared to 2023.

Below are the main details relating to the workforce breakdown:

Table 3.1.1: Number of Group **Employees** and **Other Workers** by contract type, gender and geographical area

Total by country	HEADCOUNT AS AT 31 DECEMBER 2024							HEADCOUNT AS AT 31 DECEMBER 2023						
	PERMA- NENT EM- PLOYEES		FIXED-TERM EMPLOYEES		STAFF LEAS- ING		TO- TAL	PERMA- NENT EM- PLOYEES		FIXED-TERM EMPLOYEES		STAFF LEAS- ING		TO- TAL
	W	M	W	M	W	M		W	M	W	M	W	M	
UNIFARCO GROUP	479	269	23	10	6	4	791	428	239	23	18	16	10	734
in ITALY	399	241	23	10	6	4	683	369	221	21	17	16	10	654
in FRANCE	11	5					16							0
in GERMANY	24	5					29	19	4					23
in SPAIN	41	15					56	36	11	2	1			50
in SWITZERLAND	4	3					7	4	3					7

<sup>47</sup> The workforce figures for the Group as at 31 December 2023 do not exactly match those reported in last year's edition of the consolidated Sustainability Report. The differences occurred due to an update of the way workers are counted; now those who terminated their employment relationship on 31 December are not considered to be on the workforce.

Table 3.1.2: Number of Group **Employees**plus **other Workers** by working time, gender and geographic area

Total and by country	AS AT 31 DECEMBER 2024					AS AT 31 DECEMBER 2023				
	FULL-TIME		PART-TIME		TOTAL	FULL-TIME		PART-TIME		TOTAL
	W	M	W	M		W	M	W	M	
UNIFARCO GROUP	367	274	141	9	791	344	258	123	9	734
in ITALY	294	246	134	9	683	288	240	118	8	654
in FRANCE	11	5			16					0
in GERMANY	19	5	5		29	15	4	4		23
in SPAIN	40	15	1		56	38	11		1	50
in SWITZERLAND	3	3	1		7	3	3	1		7

Table 3.1.3: Number and percentage of Group **Employees** by professional category, gender and age group

31 DECEMBER 2024						
CATEGORY	NUMBER	%				
		WOMEN	MEN	<30 years	35-50 years	>50 years
Managers	20	25.0%	75.0%	0.0%	25.0%	75.0%
Middle Managers	91	53.8%	46.2%	2.2%	60.4%	37.4%
White-collar	401	71.1%	28.9%	22.4%	61.8%	15.7%
Blue-collar	269	60.6%	39.4%	19.7%	46.1%	34.2%
TOTAL	781	64.3%	35.7%	18.6%	55.3%	26.1%

AS AT 31 DECEMBER 2023						
CATEGORY	NUMBER	%				
		WOMEN	MEN	<30 years	35-50 years	>50 years
Managers	19	21.1%	78.9%	0.0%	31.6%	68.4%
Middle Managers	75	52.0%	48.0%	0.0%	61.3%	38.7%
White-collar	361	71.7%	28.3%	19.9%	68.1%	11.9%
Blue-collar	253	58.9%	41.1%	19.8%	49.0%	31.2%
TOTAL	708	63.7%	36.3%	17.2%	59.6%	23.2%

Table 3.1.4: New hires, terminations and turnover of Group **Employees** by gender, age group and geographical area

	2024				2023			
	NEW HIRES		TERMINATIONS		NEW HIRES		TERMINATIONS	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
UNIFARCO GROUP	124	17.5%	51	7.2%	144	22.6	77	12.1
Women	85	18.8%	34	7.5%	98	24.3	52	12.9
Men	39	15.2%	17	6.6%	46	19.6	25	10.6
<30 years	50	41.0%	12	9.8%	53	49.1	16	14.8
30-50 years	48	11.4%	25	5.9%	73	19.2	45	11.8
>50 years	26	15.9%	14	8.5%	18	12.0	16	10.7
in ITALY	78	12.4%	33	5.3%	126	20.6	66	10.8
in FRANCE	16	/						
in GERMANY	11	47.8%	5	21.7%	3	12.5	5	20.8
in SPAIN	19	38.0%	13	26.0%	14	36.8	4	10.5
in SWITZERLAND	0	0.0%	0	0.0%	1	14.3	2	28.6



HUMAN RIGHTS AND EQUAL OPPORTUNITIES [GRI 3-3, 2-23]

Relations with the Group's employees are managed in compliance with national regulations and international conventions on **human rights**. Therefore, initiatives or behaviour that could, even potentially, **prejudice the moral integrity** of each individual or lead to any **form of discrimination** on the basis of age, gender or sexual orientation, state of health, race or nationality, religious belief or political opinion are not tolerated.

With regard to relations between people, Unifarco's Code of Ethics establishes that "the working environment (...) promotes reciprocal collaboration and team spirit with respect for the moral personality of each individual and shall be without biases, intimidation, unlawful influence and undue discomfort". The human resources department encourages employees to report any uncomfortable situations and intervenes if necessary.

Unifarco does not employ underage workers, but makes itself available to local secondary schools and students who wish to undertake "alternating school-work" experiences. The tasks assigned to the students involved are formally defined and distinct from those of the workers, in accordance with the Regulation containing the Charter of rights and duties of students participating in alternating school-work programs pursuant to Italian Decree No 195 of 3 November 2017. During 2024, the company hosted 19 students by involving them in soft skills development and orientation (PCTO).

ENHANCEMENT OF HUMAN CAPITAL AND TRAINING [GRI 3-3, 404-1]

The **empowerment of people** working with Unifarco Group companies is one of the **central levers** in the company's value creation policies. Therefore, utmost attention is paid to ensuring the **best working conditions** to enable each employee and contractor to **fully express their personal and professional potential**.

Unifarco manages **its employees' and contractors' skills** through two closely linked operational mechanisms: the performance appraisal and the training plan.

For all employees, the **performance appraisal** considers performance adequacy level with respect to expected targets and/or organisational behaviour. The appraisal interview identifies areas for improvement and future actions for development, which include training projects.

**All Unifarco employees received appraisals regarding career advancement.** In particular, appraisals were carried out by direct superiors on the basis of a method defined by the HR Department and shared with the company's single internal trade union.

To complement this, in 2023 the Company started testing a **"bottom-up" appraisal approach** which came to fruition in 2024 with the collection of the first evaluation forms. The project aims to provide middle and top management with a greater awareness of what they are valued for by their subordinates and how to improve. To this end, each "manager" receives a report that collects feedback from their subordinates, guaranteeing the anonymity of each evaluation. This process allows a more focused management and, at the same time, gives employees and contractors the opportunity to actively contribute to the improvement of the Unifarco team.

**Employees' and contractors' training** is structured as a true **capacity-building** pathway aimed at the personal growth and professional development of each individual. In Unifarco, training activities are planned and managed by the relevant business Area on the basis of identified or latent needs and/or on the basis of specific company targets.

During 2024, the company continued to invest in the professional development of its personnel, promoting initiatives that reflect its commitment to an **inclusive and sustainability-oriented corporate culture**. Some of the main training activities include:

- **Gender Inclusion Project:** an initiative aimed at developing gender inclusion within the company, with the participation of 27 employees, divided into focus groups to explore key issues related to the interaction between women and the organisation.
- **Training Project for the Marketing Department:** a course which involved 56 individuals, with over 600 hours of training aimed at improving collaboration and teamwork effectiveness.

- **Development Path for Newly Appointed Leaders:** a programme dedicated to new leaders to support them in developing the managerial skills needed for effective team management.

A total of **approximately 9,300 hours of training** were provided during the year by Group companies, with an overall average of 15.6 hours of training per employee.

Table 3.1.5: Average hours of training per Group Employee, by professional category and gender

	2024		2023	
	Women	Men	Women	Men
Managers	7.4	3.7	24.6	13.4
Middle Managers	51.6	16.6	38.5	16.9
White-collar	18.5	16.0	8.0	16.6
Blue-collar	5.4	9.5	7.6	12.9
Total Employees	15.6		12.4	
Total Men	12.8		15.2	
Total Women	17.1		10.9	

WORKERS' RIGHTS AND CORPORATE WELFARE POLICIES [GRI 3-3, 2-21, 2-30, 401-2, 405-2]

The economic and regulatory treatment of **all Group companies' employees** is subject to the procedures and safeguards established by law and, where applicable, by collective bargaining. In particular, company employment contracts make reference (in view of the different types of activities carried out by each company and country in which the work is permanently performed):

- in Italy** to:
- CCNL<sup>48</sup> for the Chemical Industry sector
  - CCNL for the Rubber - Plastics sector
  - CCNL for the Food Industry Sector
  - CCNL for the Commerce Sector
  - CCNL for Private Pharmacies Employees
  - CCNL for Industry Managers
- in France** to the Convention Collective Nationale des Industries Chimiques;
- in Spain** to the Convenio Colectivo Estatal para el Comercio de distribuidores de especialidades y productos farmacéuticos;
- in Germany** employment contracts refer exclusively to the relevant legal provisions, since due to the size of Unifarco GmbH the application of collective bargaining is not mandatory.

As already pointed out, **gender equality is an important part of human resources policy**. In Unifarco, there are no differences in pay structures penalising women **with regard to the same professional role and experience**; the pay differences are due solely to the employees' job categories and seniority. In the Managers and Middle Managers categories there is an increase in the **gender pay gap**<sup>49</sup> (rising from -6.0% and 0.1% respectively in 2023 to 2.9% and 1.6% in 2024) due to two main factors: the small size of these categories, which amplifies the impact of any salary changes, and the promotion of new figures, especially women, who, having just moved up from lower levels, initially have a lower basic salary, thus lowering the overall average (the percentage of women with management and coordination responsibilities rose from 34% in 2023 to 37.4% in 2024<sup>50</sup>). In the

<sup>48</sup> National Collective Bargaining Agreement  
<sup>49</sup> Δ hourly wage (Men/Women).

larger categories, on the other hand, pay differences have narrowed: White-collar from Δ 8.1% in 2023 to Δ 7.1% in 2024, blue-collar from Δ 5.9% in 2023 to Δ 3.0% in 2024.

The latter differences are essentially due to the greater number of men in the workforce in more qualified roles, and this can only be attributed to the greater presence on the labour market of men with a higher professional profile and experience.

In 2023, the Group disbursed **incentives and bonuses totalling approximately EUR 3.6 million**<sup>51</sup> (in addition to the provisions for corporate welfare programmes) to its personnel, granting them to both permanent and fixed-term employees, full-time or part-time, including workers under staff-leasing.

In 2024, the ratio of the highest annual total remuneration paid by Group companies (to the chief executive officer of Unifarco Spa) to the average annual total remuneration of all employees of the same Group was 13.3.

The policy on **workers' trade union rights** is guided by the principle of full respect for freedom of association. In Unifarco there is a Single Trade Union Representation (rappresentanza sindacale unitaria - RSU), (the next elections for its renewal are in 2025) which regularly meets with the personnel management department at least once a month. The RSU regularly used trade union leave for its activities and convened trade union assemblies for all workers, which were attended by between 20% and 30% of white-collar and blue-collar employees. The RSU also had access to all useful resources for the widest exercise of trade union rights and freedoms (dedicated room with cabinets and PCs, dedicated notice boards, access to the booking of meeting rooms when necessary).

A **Company Supplementary Collective Bargaining Agreement** (Contratto Integrativo Aziendale, CIA), the latest version signed in 2022, is in force in Unifarco in addition to several complementary agreements on specific matters.

In short, the existing company collective bargaining framework defines and regulates:

- the company's labour relations "participatory model";
- the professional profiles defined by the company, aimed at indicating polyvalence and professional growth paths;
- the flexible working hour arrangements;
- remote working as a lever to improve the quality of work;
- the skills development-oriented evaluation system;
- part time;
- the solidarity hours bank and other solidarity instruments;
- the economic **welfare** package, which includes, among other measures, subsidies for school textbooks, kindergartens and summer centres, and a 100% monthly remuneration supplement in the event of serious illness and a Christmas voucher equal to 250 per employee;
- the provision of scholarships for employees' children and/or cohabitants through the Unifarco Foundation<sup>52</sup>.

The trial of differentiated working time in some company departments was successfully launched in 2024. The results were more than positive, with 80% of the employees involved in the first application of the agreement. Thanks to this initiative, employees can now choose freely between 3 different work start times, thus improving work-life balance. The initiative has been confirmed and will be implemented during 2025.

In addition, a two-tier **supplementary pension system** is guaranteed, linked respectively to the national collective bargaining agreement (CCNL) and the company supplementary collective bargaining agreement (CIA). In particular, the latter provides for an "income support intervention by means of supplementary social security", involving an additional company payment of EUR 1,000 per year to the contractual fund in the employee's name. The measure is aimed at minimum wage workers in the first two classification levels in ascending order with at least 2 years of service in the company.

In addition, Unifarco contributed **more than EUR 580,000** to lowering the **per capita cost of meals enjoyed** by its employees at the company canteen, thus limiting the total expenditure incurred by the latter to **no more than approximately EUR 100,000**. For employees who do not use the canteen service, an annual voucher worth EUR 190 is made available by the company to be spent through the welfare platform.

<sup>50</sup> See page 31

<sup>51</sup> Valued at "company cost".

<sup>52</sup> See subsequent Chapter 3.2, Section "The Unifarco Foundation".

## OCCUPATIONAL HEALTH AND SAFETY

The companies of the Unifarco Group operate, at all levels, with the aim of **guaranteeing the health and safety of their employees and contractors** as well as working conditions that respect individual dignity in full compliance with the regulations in force in the various countries in which they operate. Unifarco has a certified **Workplace Safety Management System** that complies with the **ISO 45001** standard.

**Hygiene and safety in the workplace are indispensable elements in the management of any business activity;** therefore, it is essential that each employee contributes to it. Consequently, all risks to the physical integrity and health of personnel are also assessed in the organisation of workplaces, in the choice of appropriate machinery and equipment, and in the way chemical substances or preparations required in production or laboratories are used.

All decisions, of all types and at every level, regarding occupational health and safety must take into account the following basic principles and criteria:

- avoid risks;
- assess risks that cannot be avoided;
- combat risks at source;
- adapt work to the individual - particularly as regards the organisation of workstations and the choice of production methods - in order to mitigate the occurrence of monotonous or repetitive tasks or to reduce the effects of these on health;
- take into account the degree of technical development;
- replace what is dangerous with what is not dangerous or less dangerous;
- prioritise collective protection measures over individual protection measures.

Prevention is planned, aiming at a coherent whole which includes technology, organisation, working conditions, social relations and the influence of factors in the workplace.

**All Group employees**, of all categories and at every level, are **insured** against the risks of work-related accidents and have been provided with **the health and safety training** required by the relevant laws in force (about 2,900 hours of specific training provided in 2024).

Table 3.1.6: Group work-related accidents and related indices

	2024		2023	
	EMPLOYEES	STAFF LEASING	EMPLOYEES	STAFF LEASING
<b>No. of registered accidents</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>0</b>
of which fatal	0	0	0	0
of which with serious consequences <sup>53</sup>	0	0	0	0
<b>Hours worked</b>	<b>1,209,546</b>	<b>26,737</b>	<b>1,113,425</b>	<b>36,455</b>
<b>Frequency Index</b> <sup>54</sup>	<b>3.31</b>	<b>0.00</b>	<b>2.69</b>	<b>0.00</b>
<b>Mortality index</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Frequency index of work accidents with serious consequences</b>	0.00	0.00	0.00	0.00

In 2024, the cause of the accidents that occurred (4 in total) was accidental and due to minor injuries caused by trauma and a burn. No accidents occurred resulting in permanent injuries for the affected workers, and each of them regularly returned to work after the predicted recovery time, without any consequences. The number of sick days guaranteed to employees and required for a correct resumption of work totalled 44, 15% less than in 2023 (52 days).

The total number of accidents recorded does not include commuting accidents (two cases) because they occurred without the use of means of transport or using those owned by the injured employee and, therefore, not company vehicles or those in the company fleets or during transport organised by Group companies.

<sup>53</sup> "Accidents with serious consequences" are defined as those resulting in an absence from work of more than 180 days.

<sup>54</sup> The frequency index is the ratio of the number of accidents to the total number of hours worked during the period (year), \*1,000,000





## 3.2 SUPPORT TO COMMUNITIES

The Unifarco Group directly and indirectly supports the **dissemination of culture and well-being** by developing or providing economic support to projects with high social, historical and scientific content at local, national and international level.

On the basis of these conditions, the Group companies maintain close and continuous relations with communities, local institutions and organisations that promote initiatives to support people in need or with health problems. Collaboration also extends to cultural initiatives and local development projects, and we support sports activities, particularly those aimed at young and older individuals, with a focus on amateur participation.

During 2024, more than EUR 600 thousand were dedicated to these purposes for the benefit of about 300 beneficiaries engaged in the realisation of cultural, socially useful, local area enhancement or sports activities, with non-profit purposes. These donations **generated an increased indirect benefit in favour of the related beneficiaries of approximately EUR 1,255 thousand**<sup>55</sup>.

Most of the aforementioned resources (51%) were allocated to organisations, associations, local and non-local operators (117 beneficiaries in total), promoters of **projects with social and solidarity support purposes** or engaged in the implementation of health prevention and promotion activities. The various initiatives included:

- 1) donation of an echotomograph, worth EUR 42,000, to the gastroenterology department of the Feltre Hospital – ULSS 1 Dolomiti, intended for the early diagnosis of osteoporosis;
- 2) through Associazione Italiana per la Ricerca sul Cancro (AIRC), funding for a two-year scholarship for a researcher who intends to pursue work on the topic of women's tumours, worth EUR 25,000.

A portion of 19% of the total invested (around 40 beneficiaries) was allocated to the enhancement of the Belluno **area** and its special features. Among others, worthy of mention in this context are the measures to safeguard the tourism potential **of Nevegal** a hill located in the Belluno Pre-Alps, an ideal destination for days of sport, fun and contact with nature throughout the year; as well as measures aimed at safeguarding local biodiversity<sup>56</sup>.

22% of investments were devoted to sponsoring **sports activities** to spread sport culture and to increase physical well-being mainly among young people (more than 80 beneficiaries including sports clubs and teams throughout Italy). 7% went to support proposals in the **cultural sphere** (around 30 beneficiaries), such as, for example, publishing projects for popularising science or the organisation of the exhibition "Herbaria, healing and feeding with herbs over the centuries".

Finally, around **10 graphic projects** produced by Unifarco's in-house typography for the benefit of local organisations (calendars, information brochures, newsletters) were implemented.

There were no significant potential and current negative impacts on local communities during 2024.

Detailed information on social and cultural initiatives is always available on the [www.unifarco.it](http://www.unifarco.it) website, in addition to being summarised in the Impact Report of Unifarco Spa - Benefit Corporation.

<sup>55</sup> The amount shown (EUR 600 thousand) includes cash donations in addition to the value (at ex-factory cost) of donated products. The amount of the indirect benefit (EUR 1,255 thousand) was calculated by considering the value of the donated products at retail price.

<sup>56</sup> See page 50.

## THE UNIFARCO FOUNDATION

During 2024, the necessary resources were secured to meet the institutional commitments of the Fondazione Unifarco, a non-profit private law body set up with the aim of:



- directly or indirectly carrying out works, services and initiatives with the exclusive aim of social and humanitarian solidarity in the fields of education, social and health care, education, recreation, as well as medical and scientific research.
- identifying and implementing social welfare initiatives and projects, acting with humanity and discretion.

## PUBLISHING PROJECTS

Also in 2024, Unifarco was committed to spreading the culture of well-being and pharmaceutical tradition through **periodicals and publications** for the public and pharmacists:

- **FARMACISTI PREPARATORI** a four-monthly periodical offering beauty and wellness advice distributed free of charge to the end consumer through a large number of customer pharmacies; 925,000 copies were sent to over 1,000 pharmacies in 2024.
- **ONLINE MAGAZINE:** Unifarco constantly publishes scientific insights and practical well-being or beauty tips ("I Consigli di Farmacisti Preparatori", "Dolomia Magazine", "SkinMag di Ceramol", "Biomalife Magazine", e-book "Attività Fisica Pro-Longevity") on its brands' websites.
- **"ATTI E MEMORIE, Rivista di Storia della Farmacia"**, a scientific publication (ISSN 2421-5392) published every four months since 1984 in cooperation with the Italian Academy of the History of Pharmacy. Unifarco, which edits it, sends the magazine free of charge to its members and client pharmacies, major libraries, Pharmacy faculties and anyone else who specifically requests it.

Unifarco also contributes to traditional pharmaceutical culture through its participation in **Conferences on the History of Pharmacy** and through its **Museum Library**: a digital collection of all the historical documents on pharmaceutical culture and tradition in the company's possession. From the Museum Library<sup>57</sup> portal, it is also possible to access a virtual tour of the **Old Pharmacy**, a reconstructed environment within the company premises, with original furnishings and equipment from the 19th century, with the aim of preserving and representing the ancient art of pharmacy.

To conclude, during 2024 Unifarco was involved in the organisation of "Herbaria, self-treatment and nutrition with herbs over the centuries" exhibition sponsored by the Accademia Italiana di Storia della Farmacia at Tipoteca Antiga di Cornuda (Treviso). The exhibition allowed participants to retrace the history of herb-related knowledge, revealing the secrets of the plant world.



<sup>57</sup> [www.museo.unifarco.it](http://www.museo.unifarco.it).

4.

# ECONOMY





## 4.1 THE CENTRAL ROLE OF RESEARCH

**Research is at the heart of all the Unifarco Group's activities** to which investments totalling more than **EUR 5 million** in total (2.9% of consolidated sales revenue) were dedicated in 2024. **Strong integration and synergetic collaboration** among the member companies are the prerequisites that characterise the management of every project undertaken for the fine-tuning of new processes, the development of new products or the improvement of existing ones.

At the heart of this is the strategic role of **Unired S.r.l.**, a true **basic research hub** in the area of topical and food formulations, both of which are constantly approached from an Eco-design perspective.

In their work, the **two laboratories of Unired S.r.l.** stand alongside the two of **Duepipharma S.r.l.**, recently set up for research in the field of food supplements, the one of **Perlapelle S.r.l.**, dedicated to the development of MyCli products, as well as the six structured within **Unifarco** dedicated respectively to basic and applied research in cosmetics, in nutraceuticals, make-up formulations, Plant Extracts research and development, and quality control.

**23 patents** filed (of which 21 granted) as at 31 December 2024 as a result of the above-mentioned **close synergetic integration in the R&D area** among the Group companies.

Confirming the approach inspired by **Open Innovation** for the generation of innovation, the Group also strengthened its collaboration with several national and international universities and research organisations in 2024, including:

- **University of Padua, Ferrara, Venice** (Departments of: Pharmaceutical Sciences, Molecular Medicine, Molecular Sciences and Nanosystems, Pharmaceutical and Agricultural Chemical Sciences)
- **University of Bologna** (Department of Medicine and Surgery)
- **University of Rome - Biomedical Campus** (Department of Experimental Medicine)
- **University of Naples** (Department of Clinical Medicine and Surgery)
- **University of Barcelona** (Institute of Advanced Chemistry - CSIC)
- **University of Seville** (Department of Sport and Informatics)

Furthermore, with a view to the full and profitable sharing and exchange of experience and expertise, Unifarco and Unired S.r.l. have cooperated to present their own contributions at **academic courses, conferences and symposia at national and international level**, as well as to publish papers in popular science journals and elsewhere. Examples include participation in and contributions to:



### 7th IPCEI

Venice, June 2024

Unifarco contribution:

"Skin disorders: new effective treatments from sustainable resources"



### SiNut National Conference XIV Ed

Bologna, September 2024

Unifarco contribution:

"Supplement based on an extract of *Boswellia serrata*, PEA and Vitamin B6, for the improvement of perceived pain symptoms"



### 11th FTC Food chemistry & technology

Valencia, October 2024

Unifarco contributions:

"Innovative technologies for the development of nutraceutical products"



### ISAD - 14th George Rajka Int. Symposium on Atopic Dermatitis

Doha, October 2024

Unifarco contribution:

"Atopic Dermatitis: Emollient Formulation Design"



### Applied Science publication

November 2024

Unifarco contribution:

"An integrated approach to develop innovative, sustainable and effective cosmetic ingredients: the case report of wild strawberry waste extract"



### Beyond the Skin

Milan, November 2024

Unifarco contribution:

"Soap and skin: enemy or friend?"



### Joint National Conference SIDerP - SIAIP

Padua, February 2024

Unifarco contribution:

"Skin disinfection at different ages (infant, child, adolescent)"



### 45th SIME Conference

Rome, May 2024

Unifarco contribution:

"From serums to sunscreens: Essential products for anti-ageing cosmetics for men"



### Microbiome School VII Ed

Turin, May 2024

Unifarco contribution:

"Butyric acid and PEA for the control of inflammation and intestinal permeability"

## 4.2 PRODUCT QUALITY AND SAFETY

All the products of the Unifarco Group companies are developed following a precise formulation philosophy, where the assessment of raw materials in terms of efficacy and safety is a priority. The ingredients used not only meet all legal requirements for cosmetics, but are dosed in the formula in concentrations supported by precise rationale.

### SECURITY PLANS ON RAW MATERIALS

At Unifarco, an ingredient is judged "safe" only after verifying its chemical and physical characteristics, production process (plant extraction, synthetic production, green-sustainable synthesis, biotechnology), quality and degree of purity. On the raw materials front, the management of formulation sustainability is supported by two **master plans**:

- **Raw materials Risk Assessment plan with focus on rumours**

this is the plan for the ingredient safety evaluation that follows accredited lists with a focus on market requirements based on prevention and monitoring assumptions. The plan involves the careful evaluation of the safety of finished products (Safety Evaluation), starting with the ingredient/product exposure aspects (NOAEL), to assess the correct product use profile and margin of safety as a whole (SED, MOS).

- **Raw Materials Purity, Origin and Identity Plan**

the aim of the plan is to ensure that the substances used in products always have defined purity, origin and identity characteristics. This is achieved through the rigorous selection of raw material producers, not just distributors, and the continuous and conscious monitoring of internal and external analytical data. The raw materials purchased are selected after rigorous in vitro and in vivo cosmetic efficacy tests carried out by the manufacturer. Innovative raw materials developed in the company's laboratories undergo selected tests to prove their efficacy and, if appropriate, to initiate the patenting process.

### PRODUCTION PROCESS SAFETY

The production process is entrusted to highly qualified personnel (product safety specialists) and technologically advanced equipment. All this to comply with *Good Manufacturing Practice* standards.

The assessment system (*Safety Assessment*) - described in Regulation (EC) 1223/2009 of the European Parliament and of the Council of 30 November 2009 on cosmetic products, Annex I: "**Cosmetic Product Safety Report**" - considers the formula and the process according to an evolved approach where the assessment starts from the conceptual and creative stage and follows the product throughout its life. At the end of the development process, a PIF (*Product Information File*) is prepared for each product; this file includes all information on the cosmetic, including the safety assessment. At the end of the process, products are registered in the *European Cosmetic Products Notification Portal (CPNP)*.

### COSMETIC EFFECTIVENESS EVALUATION

In Unifarco, an ingredient is judged "effective" by evaluating studies published in the literature and on the basis of confirmations obtained at an advanced stage of product development. The cosmetic effectiveness evaluation is carried out not only through **rigorous tests on raw materials**, but also through **tests on the finished product**, both with in vivo studies on volunteers ("subjective" evaluation, "objective" evaluation, instrumental evaluations, expert clinical evaluation) and in vitro.



Below are some of the certified bodies that Unifarco's laboratories use for finished product testing:

- **Mérieux NutriScience** (France, Italy)
- **Helioscreen** (France)
- **Prodigest** (Belgium)
- **Bio Basic Europe** (Italy)
- **VitroScreen** (Italy)
- **Neotron** (Italy)
- **Lab Analysis** (Italy)

The protocol applied in instrumental tests follows the EE MCO (*European Group on Efficacy Measurement of Cosmetics and Other Topical Products*) guidelines.

### FULL LABEL INFORMATION

In line with the safety and efficacy values that guide the work of all Group companies, clear communication with respect to pharmacists and consumers plays a fundamental role.

From communication addressed to professionals to that intended for points of sale, all the content is prepared realised in full compliance with the regulations in force.

The **label** is the product's calling card and, typically, the first control area for the competent authorities, the common ground where communication messages meet regulatory and market considerations. Unifarco's *Product Quality Assurance* experts support the Group companies for all compliance aspects in this area as well.

The basic rules below are followed in the development of labels:

- management of communication levels of the *claim* by differentiating the pharmacist and the consumer;
- declaration of the responsible person and their contact details, in compliance with the different regulations in the countries where the product will be distributed;
- assessing the need to include warnings or safety claims, based on product testing and the ingredients it contains.





## 4.3 RESPONSIBILITY WITH REGARD TO PHARMACIES AND CONSUMERS

The Unifarco Group loves working with its pharmacist customers and cares about their independence. They are good health advisors and want to be an authoritative point of reference for people who turn to them for personalised advice. The Group believes in the same values and shares the same idea of what pharmacy is. Common strategies are built and the future is shared with them.

**Pharmacists are undoubtedly the most important stakeholders for Unifarco Group companies**, they are professionals who believe in the qualified relationship at the heart of their customer relations. **Huge resources are invested each year in their training**, both technical and specialist, meeting several thousand of them to offer effective educational support through constantly updated courses taught by top professionals.

In particular, during 2024, the Group directly organised **more than 3,200 training initiatives** structured in the following formats:

- **In-store training**: carried out by our representatives directly in the pharmacy;
- **In-person events**: in-person courses with broad participation;
- **Webinars**: courses delivered live online;
- **Online courses**: available in streaming online.

Approximately **2,200 customer pharmacies** in Italy took part in these initiatives with over **6,200 participating pharmacists** (individual users) for a total of **over 100,000 participations in total**.

In addition to the educational activities provided directly, Unifarco has established the **Pharma Health Institute (PHI)** school of advanced training, with the aim of assisting the pharmacist along a

a complete post-graduate training course in Functional Medicine, in order to create and develop a highly qualified professional figure, confident that their role is fundamental in supporting the individual in the quest for an optimal and lasting state of health. We call **this figure the "Functional Pharmacist"**.

During 2024 **Pharma Health Institute** through its web platform<sup>58</sup>, made available to its trainees **151 training courses** for a total of **280 hours of online learning content** in which **2,000 pharmacies** took part with around **6,000 participating pharmacists** (individual users) for a total of **over 52,000 participations in total**.

4 Gastroenterology conferences were also organised during the year, entitled "Diverticular disease and alternating bowel movements: the functional approach", addressed to pharmacists, doctors and nutritionists. These events, organised in the cities of Rome, Milan, Bologna and Treviso, were attended by over 500 health professionals.

Another important activity performed by PHI is the organisation of FADs (Distance Learning Trainings), the use of which allows the recognition of CME (Continuing Medical Education) credits governed by the relevant legal provisions in force. In 2024, 3,000 coupons were distributed to pharmacists, gastroenterologists, doctors, nutritionists, for free access to a FAD course for 50 CME credits focused on gastrointestinal issues.

Overall, the training opportunities furthered by the Group for the benefit of the community of pharmacist customers registered more than 155,000 participations during the year (140,000 in the training activities organised by the Parent Company<sup>59</sup>).

Responsibility towards pharmacies and their customers requires that all Unifarco products, whether

manufactured in-house or by subcontractors, are developed according to an established process, stabilised, validated and checked for compliance with the relevant regulations. All activities are recorded in dedicated applications and market surveillance is implemented after market launch; in particular, all production batches are checked by performing the necessary safety tests. All supplements are controlled according to HACCP regulations.

If certain products already placed on the market are subsequently found to be non-compliant, they are immediately withdrawn from the market.

The Company constantly records and verifies any type of product or process **"irregularity"** reported by pharmacies or identified by internal control procedures, so as to enable the implementation of continuous **improvement actions** on its own work and that of suppliers.

All objections and reports regarding **"irregularities"** are classified and recorded in the system so that the anomalies that emerge can be analysed, their causes determined and the most appropriate risk mitigation/reduction and consequent improvement actions activated. This is evidenced in the **Management Review** prepared periodically.

**Table 4.3.1 summarises the results of the above-mentioned monitoring. In this regard:**

- **Product Complaints** are those reported by customer pharmacies and mainly concern defective packaging or products sold without their contents intact. In 2024 their recurrence stood at **173 cases** per million units sold; the high number is mostly due to the defective packaging of specific product batches ("**Insetto repellente**") and the critical issues already found in previous years: (e.g. the use in the product "**Soluzione micellare**" of a new type of surfactant intended to improve its efficacy, but which resulted in a foaminess of the contents that was deemed unpleasant although completely harmless).
- **Delivery Complaints** on the other hand concern irregularities in the delivery service of products sold to pharmacies, such as, in particular, the delivery of packages that have been tampered with or are damaged or delivered late or with contents that differ from those ordered. In this case, their incidence on the total number of shipments made on the whole decreased in 2024 (the number of cases attributable to internal logistics decreases significantly, offsetting the increase in courier non-conformities).
- **Our complaints to suppliers** identified by internal controls concern "irregularities" in products or services provided by third parties. In 2024, the collected data shows decreasing values, but these should be attributed to a different reporting of delivery time irregularities. During the year, the correct procedure for the collection and management of all supplier-related non-conformities was defined, which will allow better analysis of data and resolution of critical issues.
- Finally, **Internal anomalies** include both anomalies identified in the production process and environmental and safety anomalies related to the company's activities as a whole. They are detected directly by those working in the various processes or are identified during internal audits or audits carried out by certification bodies (in 2024 no non-conformity was detected during audits). The 2024 increase, the result of internal registrations alone, indicates the organisation's commitment to anticipating the detection of critical issues before their impact becomes apparent.

Table 4.3.1: Unifarco: number of complaints (by type) and internal anomalies<sup>60</sup>

	2024	2023	24/23 Change
Product complaints (No.)	1,017	763	33.3%
Inc. (ppm) <sup>61</sup> product complaints (No.) on pieces sold (No.)	173	120	44.5%
Delivery Complaints (No.)	2,617	2,675	-2.2%
Inc. % deliveries complaints (No.) on total shipments (No.)	1.3%	1.3%	-2.3%
Our complaints to suppliers (No.)	1,272	2,142	-40.6%
Inc. % of our complaints to suppliers (No.) on deliveries (No.)	13.3%	21.3%	-37.4%
Internal anomalies (No.)	589	140	320.7%

<sup>60</sup> The information on complaints referring to 2023 does not exactly match that reported in last year's edition of the consolidated Sustainability Report. The differences are due to the streamlining of collection and management methods for non-conformity reporting.

<sup>61</sup> "parts per million": the values in the table are given by the formula: No. complaints in the year/No. pieces sold in the year x 1,000,000

## 4.4 SUSTAINABLE SUPPLIER MANAGEMENT

Relations with suppliers are inspired by the principles contained in the Unifarco Code of Ethics and are subject to constant and careful monitoring.

The **Code of Conduct for Suppliers** is published on the Company's website<sup>62</sup> and must be adhered to by all those who wish to be part of its supply chain for goods and services.

The partnership relationship established between Unifarco and its suppliers is defined and qualified through a **specific procedure** of the company management system that allows for the selection and/or classification of suppliers of finished products (supplements, medical devices, cosmetics and make-up) on the basis of distinct criteria with the relevant evaluation methods, including:

- product/process criticality
- criticality of the technology employed
- production sustainability
- quality management systems

As part of the information deemed necessary, indications are acquired relating on the presence of certified **Management Systems** with regard to the **environment** (ISO 14001), in the field of **occupational health and safety** (ISO 45001) as well as on the number and severity of **work-related injuries** over the last three years.

With regard to **raw material suppliers**, their selection and/or classification is carried out by the R&D area on the basis of several parameters including: type of raw material, uniqueness, source (natural, synthetic or sustainable), innovation, quality and reliability of the supplier in commercial and financial terms.

The process of investigating and controlling the supply chain consists of an initial direct contact arising from the need to acquire a new supplier, followed by its validation through test supplies and on-site audits.

The company gathers information of interest and carries out the qualification of new suppliers and annually evaluates existing ones with particular attention to suppliers of materials and/or services assessed as higher risk.

In the procurement policies of all Group companies, **priority is given to working with Italian suppliers**, which, in 2024, accounted for **92%** of the total expenditure incurred for the purchase of goods and services.

The same companies only use suppliers that operate in accordance with the regulations in force.

<sup>62</sup> <https://assets.unifarco.it/portale2017/it/Assets/sostenibilita/la-gestione-delle-risorse/FORNITORI%20-%20Codice%20Condotta%20Fornitori.pdf>

## 4.5 ECONOMIC RESULTS

In the international context, the year just ended was characterised by a sharp **slowdown in inflation in the Eurozone**, stabilised at around 2.4% in 2024 (source: Eurostat), which, however, did not lead to an immediate recovery in consumption. Indeed, the **persistence of the Russian-Ukrainian and Israeli-Palestinian conflicts**, the political instability that occurred in Germany and France during the year and the announcements of the trade policy tightening by the new US administration fuelled the geopolitical uncertainty that had already emerged in previous years, contributing to the general **weakening of consumption and the slowing down in GDP growth**, which in the Eurozone in 2024 did not exceed 0.7% (source: Eurostat). Moreover, although the ECB's easing of monetary policy during the year helped to reduce the cost of lending to households and businesses, financing conditions remain tight, causing inevitable **slowdowns on the investment front as well**.

The effects of these global dynamics were also reflected in the performance of the **pharmacy channel** which, in the Italian market, recorded a **turnover growth of 2.2%** with essentially stable volumes (-0.6% compared to 2023). Although the pharmacy remains the dominant channel for over-the-counter drugs and para-pharmaceuticals, there is a growing trend to buy online, with inevitable repercussions also on sales of nutritional and cosmetic products, which are often bought at the same time as over-the-counter drugs.

In the pharmacy commercial area in Italy, the performance of the **dermocosmetics and self-medication** segment, Unifarco's core business, was outstanding, growing by 5.1% in value and 1.1% in volume, although



it was affected by the trend in the channel. In this market, **Unifarco still ranks second for cumulative sales of cosmetics, make-up and supplements**, with **growth one percentage point above the market average** in terms of value (6.1%) and volume (2.0%), confirming once again the great trust that consumers show towards the Unifarco offer. The sell-out figures for the individual segments of the Italian pharmacy market also highlight the excellent result achieved by Unifarco, which ranks **second for sales of dermocosmetics, first for dermatological products**, fifth for supplements, fourth for make-up and first for other food and dietary products (source: NewLine).



Overall, **the Group's sales revenue** amounted to **EUR 182.9 million**, an **increase of 10.5%** over the previous financial year<sup>63</sup>.

The great appreciation for the Unifarco offer is also clear in all European core markets, where the Group achieves significant double-digit growth, thanks to the conscious export of its business model, adapted to the characteristics of individual countries. In particular, the **excellent results of the Farmacisti Preparatori community brand** and of the own brands abroad, which overall allowed growth of 21% in Spain, 15.6% in Germany, 18.1% in France and Belgium and 17.1% in Austria should be noted.

**There was sustained growth in the turnover of all Group brands:** Farmacisti Preparatori **+6.1%**, Unifarco Biomedical - Ceramol **+19.1%**, Dolomia **+0.7%**, other brands<sup>64</sup> together **+29.8%**.

More detailed information on Unifarco Spa's financial results and those of its subsidiaries can be found in the financial statements prepared and approved in accordance with the law.

Table 4.5.1: Group economic indicators (values in 000 Euro)

	2024	2023
<b>Sales revenues</b>	<b>182,886</b>	<b>165,455</b>
<b>Overall production value</b>	<b>187,120</b>	<b>175,547</b>
<b>Earnings before interest, taxes, depreciation and amortisation (Ebitda)</b>	<b>27,675</b>	<b>22,033</b>
% of sales revenue (Ebitda margin)	15.1	13.3
<b>Earnings Before Interest and Taxes (Ebit)</b>	<b>17,038</b>	<b>13,398</b>
% of sales revenue (Ebit margin)	9.3	8.1
<b>Income before taxes</b>	<b>14,162</b>	<b>10,812</b>
<b>Operating income (Pat)</b>	<b>9,730</b>	<b>7,677</b>
% of sales revenue (Pat margin)	5.3	4.6

Table 4.5.2: Parent Company economic indicators (values in 000 Euro)

	2024	2023
<b>Sales revenues</b>	<b>142,905</b>	<b>132,924</b>
<b>Overall production value</b>	<b>150,253</b>	<b>144,341</b>
<b>Earnings before interest, taxes, depreciation and amortisation (Ebitda)</b>	<b>18,725</b>	<b>13,714</b>
% of sales revenue (Ebitda margin)	13.1	10.3
<b>Earnings Before Interest and Taxes (Ebit)</b>	<b>12,377</b>	<b>8,623</b>
% of sales revenue (Ebit margin)	8.7	6.5
<b>Income before taxes</b>	<b>12,414</b>	<b>8,527</b>
<b>Operating income (Pat)</b>	<b>9,061</b>	<b>6,571</b>
% of sales revenue (Pat margin)	6.3	4.9

<sup>63</sup> It should be noted that the scope of consolidation as at 31 December 2024 includes for the first time Unifarco France SAS, formally incorporated on 3 October 2023.

<sup>64</sup> Mycli +24.3%, Keylife +12.0%, Biomalife +76.7%

## 4.6 ECONOMIC VALUE GENERATED AND DISTRIBUTED

The reclassification of the financial statements makes it possible to identify the wealth created (value generated) by the business activities of Group companies (mainly from sales revenues or other revenues and income, including those from equity investments), as well as the **value distributed** to stakeholders during the year (suppliers, employees, banks and other lenders, shareholders, public administration, communities) and, finally, the value retained within the companies (mainly in relation to reserves, depreciation and amortisation and provisions).

Table 4.6.1:  
Value generated, distributed and retained (and percentage incidence) by the Unifarco Group and the Parent Company

EVG&D MODEL ENTRIES	Unifarco Group			Parent Company		
	EUR (000)	inc. %		EUR (000)	inc. %	
<b>VALUE GENERATED</b>	<b>187,195</b>	<b>100%</b>	<b>100%</b>	<b>151,798</b>	<b>100%</b>	<b>100%</b>
Economic value generated	187,195			151,798		
<b>VALUE DISTRIBUTED</b>	<b>171,347</b>	<b>100%</b>	<b>92%</b>	<b>138,381</b>	<b>100%</b>	<b>91%</b>
Suppliers	115,458	67.3%		99,905	72.2%	
Employees	43,377	25.3%		31,018	22.4%	
Credit institutions, other lenders	2,951	1.7%		1,508	1.1%	
Shareholders	4,264	2.6%		1,800	1.4%	
Public Administration	4,687	2.7%		3,346	2.4%	
Community	610	0.4%		604	0.4%	
<b>RETAINED VALUE</b>	<b>15,848</b>	<b>100%</b>	<b>8%</b>	<b>13,616</b>	<b>100%</b>	<b>9%</b>
Amortisation and depreciation	10,106	64.6%		5,887	43.9%	
Provisions	531	3.4%		461	3.4%	
Deferred tax assets or liabilities	-255	-1.6%		7	0.1%	
Value adjustments on financial assets	0	0.0%		0	0.0%	
Profit for the year allocated to reserves	5,466	33.7%		7,261	52.6%	

**In 2024, the distributed value (92% of the total wealth generated by the Group, 91% by the Parent Company) was distributed for the following purposes:**

- to **Suppliers** mainly for the purchase of raw, ancillary and consumable materials as well as goods and services.
- to Group **Employees** (to whom almost a quarter of all the wealth distributed during the year is allocated) for the payment of salaries and bonuses, the recognition of benefits and other advantages related to the welfare policies implemented in their favour.
- to **Banks and other financial companies** for the payment of interest and charges on loans granted.
- to **Shareholders** for the portion of the year's profit that will be distributed to them as dividends.
- to the **Public Administration** for the payment of taxes and duties.
- to the **Community**, i.e. contributions granted to bodies, associations and other organisations or, in any case, costs incurred in respect of initiatives with exclusively social, cultural, sporting, promotional or environmental purposes.

# METHODOLOGICAL NOTE



The Sustainability Report represents a tool to describe, in a transparent and articulate way, the most significant impacts of the Unifarco Group on the economy, environment and people, including those on human rights (social impact), and highlights the Group's commitment to sustainable development, with the aim of creating value not only for itself, but also for its stakeholders.

This document has been prepared on the basis of the “**GRI Sustainability Reporting Standards**” as defined by the **GRI - Global Reporting Initiative**, according to the “with reference to” option, in particular adopting the “Universal Standards” published in 2021, which came into force on 1 January 2023. More specifically, for the preparation of Report, the indications included in the “GRI 1: Foundation 2021” Standard were taken into account to ensure the quality of the information reported in terms of: Accuracy, Balance, Clarity, Comparability, Completeness, Sustainability Context, Timeliness, Verifiability. The “GRI Sustainability Reporting Standards” are the most widely used and internationally accredited reference for an organisation's sustainability reporting.

In correspondence of the title of each Chapter of the Report there are correlations of the topics covered with the GRI Standards as well as with the global Sustainable Development Goals (SDGs) included in the United Nations 2030 Agenda.

An appendix to the Report includes the “**GRI Content Index**”, detailing the content reported in accordance with the GRI standard.

In order to allow the comparability of data over time and the evaluation of the Group's business performance, a comparison year has been included where available. In order to ensure the reliability of the data, the use of estimates has been limited as much as possible; such estimates, if present, are appropriately reported and based on the best available methodologies.

This Sustainability Report was approved by the Board of Directors of Unifarco S.p.A. on 26 March 2025, at the same time as the Annual Financial Report. The publication frequency of this document is set on an annual basis.



6. GRI CONTENT INDEX

Statement of use		Unifarco Group companies have reported the information mentioned in this GRI content index for the period from 1 January 2024 to 31 December 2024 with reference to the GRI Standards
GRI 1 used		GRI 1 - Fundamental Principles 2021
GRI STANDARDS	DISCLOSURE	PAGES
General disclosures		
GRI 2: General Disclosures 2021	The organisation and its reporting practices	
	2-1 Organisational details	19-24
	2-2 Entities included in the organisation's sustainability reporting	7-9
	2-3 Reporting period, frequency and contact point	75, 76, 78
	Activities and workers	
	2-6 Activities, value chain and other business relationships	16,19-24
	2-7 Employees	54-55
	2-8 Workers who are not employees	54-55
	Governance	
	2-9 Governance structure and composition	26-27
	2-10 Nomination and selection of the highest governance body	26-27
	2-11 Chair of the highest governance body	26-27
	2-12 Role of the highest governance body in overseeing the management of impacts	26-27
	2-13 Delegation of responsibility for managing impacts	26-27
	2-14 Role of the highest governance body in sustainability reporting	26-27
	2-15 Conflicts of interest	26-27
	2-16 Communication of critical concerns	26-27
	2-18 Evaluation of the performance of the highest governance body	26-27
	2-19 Remuneration policies	26-27
	2-20 Process to determine remuneration	26-27
	2-21 Annual total compensation ratio	57-58
	Strategy, policies and practice	
	2-22 Statement on sustainable development strategy	5-6
	2-23 Policy commitments	56
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	2-25 Processes to remediate negative impacts	11-12, 69
	2-27 Compliance with laws and regulations.	28
	2-28 Membership associations	11
	Stakeholder engagement	
	2-29 Approach to stakeholders engagement	10-13
	2-30 Collective bargaining agreements	57
Material topics		
GRI 3: Material topics 2021	3-1 Process to determine material topics	12-13
	3-2 List of material topics	8-9,12-13
Material topic: Economic value generated and distributed		
GRI 3: Material topics 2021	3-3 Management of material topics	71-72, 73
GRI 201: Economic performance 2016	201-1 Economic value generated and distributed	72,73
Material topic: Sustainable supplier management		
GRI 3: Material topics 2021	3-3 Management of material topics	70
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	17,70
Material topic: Transparency and integrity in managing the business		
GRI 3: Material topics 2021	3-3 Management of material topics	28
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	28
Material topics: Sustainable use of raw materials - Sustainable packaging management		
GRI 3: Material topics 2021	3-3 Management of material topics	36-37, 39
GRI 301: Materials 2016	301-1 Materials used by weight and volume	16, 36, 38

Material topic: Energy consumption		
GRI 3: Material topics 2021	3-3 Management of material topics	42-43
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	17, 42-43
Material topic: Water resource management and discharges		
GRI 3: Material topics 2021	3-3 Management of material topics	50-51
GRI 303: Water and effluents 2018	303-1 Interaction with water as a shared resource	50-51
	303-2 Management of water discharge-related impacts	50-51
	303-3 Water withdrawal	50-51
Material topic: Biodiversity		
GRI 3: Material topics 2021	3-3 Management of material topics	50-51
GRI 304: Biodiversity 2016	304-3 Habitats protected or restored	50-51
Material topic: Emissions		
GRI 3: Material topics 2021	3-3 Management of material topics	44-45
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	17, 44
	305-2 Energy indirect (Scope 2) GHG emissions	17, 44
	305-7 Nitrogen oxides (NOX), sulphur oxides (SOX) and other significant emissions	45
Material topic: Waste generation and management		
GRI 3: Material topics 2021	3-3 Management of material topics	48
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	48
	306-2 Management of significant waste-related impacts	48
	306-3 Waste generated	48
Material topics: Personnel management - Corporate welfare		
GRI 3: Material topics 2021	3-3 Management of material topics	54, 57-58
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	54-55
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	57-58
Material topics: Workers' health and safety		
GRI 3: Material topics 2021	3-3 Management of material topics	29, 59
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	29, 59
	403-2 Hazard identification, risk assessment and incident investigation	29, 59
	403-3 Occupational health services	59
	403-4 Worker participation, consultation, and communication on occupational health and safety	59
	403-5 Worker training on occupational health and safety	59
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	29,59
	403-9 Work-related injuries	59
Material topics: Personnel development		
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For more information on the Unifarco Group's sustainability strategy  
and the contents of this Sustainability Report,  
please contact: [sustainability@unifarco.it](mailto:sustainability@unifarco.it)

**UNIFARCO**  
— we care for care —

# CONSOLIDATED SUSTAINABILITY REPORT 2024 OF THE UNIFARCO GROUP

We care for care - we care for science - **we care for planet** - we care for health & beauty - **we care for knowledge** - we care for care - **we care for science**  
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