UNIFARCO sustainability

SUSTAINABILITY REPORT 2017/2020



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INFORMATION COMPILED AND VALIDATED WITH ASSISTANCE FROM

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CONTENT



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:11

	LET	TER TO OUR STAKEHOLDERS	4
	MA	AIN RESULTS FOR 2020 AND GOALS FOR 2025	7
	KE,	Y SUSTAINABILITY INDICATORS	8
	НC	W WE MAKE OUR PRODUCTS	10
	1.1 1.2 1.3 1.4 1.5 1.6 1.7 1.8 1.9 1.10	UNIFARCO About us Our core business model Mission, philosophy, values Our history Unifarco in figures Group companies Governance and corporate responsibility Management systems and certifications Risk and opportunity management Involving our stakeholders Unifarco's sustainable goals and actions	12 14 15 16 18 20 21 22 24 26 26 28
	2.1 2.2 2.3	GREEN Resource management Energy and atmospheric emissions Other aspects and environmental impacts Assessing the environmental impact of our products Territory: nature and biodiversity	30 32 38 40 42 46
é		Advancing human capital	48 50 54 56 59 60
ÿ	4 4.1 4.2 4.3 4.4 4.5 4.6	Responsibility to our pharmacies and customers Managing suppliers Economic results	62 64 65 68 70 72 74

5 SUSTAINABILITY INDICATORS

76

Dear Stakeholders

we are delighted to share our first Sustainability Report with you, an important platform for us to communicate the issues that matter most to us.

We believe that **sustainability** is the key to our company's future, to growth that is both healthy and respectful of the world we will leave to our future generations.

We don't need to tell you what state our planet is in. We can all see for ourselves.

There aren't enough resources to provide food, water, energy and wellbeing for the global population.

There isn't a single region in the world that hasn't been affected by climate change.

The situation has been exacerbated by ever-growing social and economic divides which, in turn, have been further aggravated by the repercussions of the Covid-19 global pandemic.

Businesses cannot ignore this. Especially a business like Unifarco, whose purpose is to promote wellbeing.

The pursuit of wellbeing drives our work and that of our pharmacists who, with their knowledge of the age-old

pharmaceutical tradition, are an important reference point in their local communities for customers who come to them for advice about their health.

You will often hear us say our company has a dual DNA that combines Unifarco's industrial vocation with the scientific community of our pharmacy-clients.

Thanks to the relationship of trust we have built with them and their invaluable daily input, we now supply 5000 pharmacies throughout Europe with safe, effective and increasingly sustainable products.

We have taken many steps to make our business more sustainable, involving our processes, products and, obviously, our **pharmacies**, our partners on the front line. Our production processes have been certified by external bodies to ensure the highest quality and efficiency standards. We have developed a formulation process based on extensive research and development and obtained certifications which guarantee high safety standards and environmental sustainability. All our raw



ERNESTO RIVA

Pharmacist and President, Founder

MASSIMØ SLAVIERO

CEO. Founder

materials are handled with the utmost care, starting with those in our products - like water, for instance - and we grow our own plants to obtain our natural fragrances, preserving the **biodiversity** of our land.

We share our added value with our **employees**, **partners**, **suppliers** and the **local community**. We guarantee equal opportunities for our workforce, with **welfare provisions** that provide assistance for our employees and their families. We give considerable economic benefits to our **suppliers**, including those who operate out of the Belluno area. We support **community projects** both locally and worldwide, helping underprivileged populations improve their health and wellbeing.

This Sustainability Report (drawn up according to Global Reporting Initiative standards) is the first chance we have to illustrate our vision and pursuit of sustainability with facts and figures. It takes a close look at our business and the positive (and occasionally problematic) impact it has on economic, social and environmental matters. The data and information in the report show us the areas in need of improvement to meet the expectations of our stakeholders, whom we are in constant contact with.

With them, we will tackle the latest challenge we have set ourselves this year - to become a "**benefit corporation**" taking our commitment to sustainability to the next level.

We hope you enjoy reading the information in this Report and we are confident you share the same goal as us: to make the **world a more sustainable place**. We will do everything in our power to improve and **are proud to have you as our partners** on this journey which, while it seems is progressing in small steps, is actually making **huge leaps**.

Happy reading



LUIGI CORVI

Pharmacist and Vice President Sales & Marketing, Co-Founder

GIANNI BARATTO Pharmacist and Vice President



MAIN RESULTS FOR 2020 AND GOALS FOR 2025



- produce 35% of our plastic packaging out of recycled plastic (in 2020 we introduced recycled plastic packaging, preventing
 15 tons of virgin plastic being released onto the market)
- continue purchasing energy from renewable sources only, heat our new premises with electric heat pumps and replace all our traditional light bulbs with LED systems (2017-2020: - 24.1% greenhouse gas emissions)
- introduce collection of primary packaging used by end consumers in pharmacies so it can be reused

people

- donate at least 0.5% of our turnover to charitable projects of a social and cultural nature and initiatives which enhance the local area and its communities (2020: 0.41%)
- invest no less than 1% of payroll costs in employee training (2020: 0.71%)
- have 40% of the total female workforce occupying positions of management and responsibility (managers and department heads) (2020: 34%)



- keep the average incidence of product complaints to 11.0 ppm and lower the percentage of complaints about deliveries to 0.7%, so we can continue to improve the quality of our customer service
- reinvest at least 17% of our annual added value in the company to ensure its continuing capital solidity
- increase the number of training opportunities for our pharmacists by 20% (met 28,769 times in 2020)





paper and caraboard packaging from FSC/ PEFC-certified forest supply chains, 85% of recycled packaging components



All and a second





100% certified electricity from renewable sources



0

-13,6% waste production (2017-2020) KEY *sustainability* INDICATORS



(2017-2020)







DNVGL





OVER € 400.000

donated in 2020 to social, cultural and sports projects and initiatives to enhance our territory

000

65,3% of added value paid to employees as direct and indirect remuneration





-36% frequency of workrelated accidents (2017 - 2020)

OUR ecodesign APPROACH

HON WE Make our products

FORMULA

O_g

We have developed an **innovative software package** in-house which evaluates more than 10 parameters to identify the **combination**

of **raw materials for our formulas** which generates the **least environmental impact** (CO₂ eq) while maintaining the same quality.

PACKAGING

We have introduced **recycled plastic bottles** to some of our ranges and have always limited the use of secondary packaging.

More than 60% of our packaging is produced by factories **near our headquarters** to cut CO₂ emissions during transportation.

PACKING MATERIALS

We use **eco-friendly packaging** solutions: FSC-certified honeycomb paper, cardboard pulp containers and 100% compostable bubble wrap. Thus avoiding releasing **16.4 tons of plastic** a year into the environment.

LOGISTICS

We have merged three of our external warehouses into a **single logistics hub** located in Paludi (BL).

We use local transport providers for more than 50% of our needs.

REUSE

We were the first company to introduce a refill system. In the **Pharmacist Formulators Premium** range of skincare products, while the **outer jar**, which is recyclable, is **reused** to house the new tub.









UNIFARCO

UNIFARCO

1.1 ABOUT US

Established in 1982 at the foot of the Belluno Dolomites National Park, designated a World Heritage Site by UNESCO, **UNIFARCO S.p.A.** (hereinafter Unifarco) is a public limited company founded and made up of pharmacists who play an active role in defining the company's strategy and who all share the same philosophy of pharmacy.

Unifarco produces three ranges of cosmetic, dermatological, nutraceutical and make-up products which are effective, safe and sustainable.



Pharmacist Formulators: we are a scientific community that shares the same professional ethics and the same mission: to promote the beauty and wellbeing of our customers. We are pharmacists from all over Europe who, for more than thirty years, have listened to their customers' needs and applied scientific research, ongoing study and extensive knowledge of nature and man to come up with the best solutions for their wellbeing.



Unifarco Biomedical

Unifarco Biomedical studies the skin barrier to provide state-of-the-art solutions for skin problems. It develops highly technological medical devices and dermatological cosmetics which are suitable for even the most sensitive skin.

DOLOMIA

Dolomia is the only brand of phytocosmetic products which harnesses the natural power of the Dolomites to fight the effects of stress, pollution and skin aging. Our skincare and make-up treatments help the skin become stronger and light it up with the colours of the Dolomites.



1.3 MISSION, PHILOSOPHY, VALUES

Our mission

We believe pharmacies play a crucial role in the community for people's health and wellbeing. We promote a culture of wellbeing and create products which make people feel better. We provide pharmacists with tools and services so they can advise their customers on their health but still maintain their independence, acting as guardians of this age-old tradition.

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Our philosophy

All the choices we make, from raw materials to packaging, are motivated by safety and efficacy. The aim of our research is to deliver the best possible product, making no compromises but striving for a perfect balance between nature and science. We choose the ingredients in our formulas based on their safety and efficacy, taking the environmental and ethical sustainability of our processes into account as well. We apply a very strict validation procedure throughout the whole formulation and production process to ensure the quality, safety and efficacy of all our products.

UNIFARCO

Our values

Loyalty, professionalism and simplicity are the cornerstones of our business. We are committed to our professional ethics and the trust our clients and consumers place in our products. Product quality is central to our company philosophy and drives everything we do.

1.4 OUR HISTORY

Since our inception, sustainability has played a key role and has guided all our decisions

Dolomiti Cosmesi

is established, producing natural cosmetics for pharmacies sold under the name of the individual pharmacy

1982





The Farmacie Specializzate network is created, so pharmacists can share their knowledge and provide personalised services

2013

Unifarco

becomes a

public limited

company,



2005)

SUSTAINABILITY REPORT 2017 - 2020 Uni4 Srl is set up to ensure the continuing control of the current founding shareholders 2020 2019 2018 Packaging Oscar 100% certified Introduction of Sun care electricity from recycled PET We Love the renewable 2017 and refill system Ocean sources Inauguration Conservation 2016 2015 of new ecoof the Seravella EPD sustainable rose garden process building and Alpine certification narcissus First EPD Inauguration meadows product of the Unifarco certification **Experimental** Garden Unifarco Foundation is established

A way we have

OUR NEW ECO-SUSTAINABLE BUILDING An additional 1000 m2 of office space

- A4 energy class: annual reduction of 50 tons of CO₂
- Building clad with 120 m3 of reclaimed timber from the Vaia storm
- Photovoltaic panels
- Air treatment and control system
- Sound-absorbing ceiling
- Rainwater collection

1.5 UNIFARCO

Unifarco S.p.A. turnover € 96,5 mln (+5,5% vs 2019)

Unifarco Group turnover € 116 mln

15,45% operating margin on revenues from sales (EBITDA)

€ 45,6 mIn added value distributed (+27.8% compared to 2017)

UNIFARCO HEADQUARTER S. GIUSTINA, BELLUNO

UNIFARCO S.L. BARCELONA

UNIFARCO GMBH MUNICH BRANCH

IN FIGURES: 2020

5000 pharmacy-clients

> 359 pharmacist shareholders



430 employees at HQ

140 collaborators in Italy/worldwide



60.000 products packaged a day

19,3 mln pieces sold

1.800 t processed product 21.000 sqm production facilities

and offices

5.000 sqm logistics hub in Municipality of Alpago

22.000 sqm premises in Villorba acquired in 2020 and opened in 2021



researchers, all science graduates

16 patents*



* 10 granted + 6 pending



1.6 GROUP COMPANIES

The Group is made up of eight subsidiaries and one associated company which do not fall within the scope of the financial statements:

Unifarco Deutschland GmbH (Germany):

established in 2011 in Unterhaching (Munich), it was the Group's first foreign commercial branch

Unifarco S.L. (Spain):

our second foreign commercial branch, established in 2014 and headquartered in Barcelona

UNIRED S.r.l. (Italy):

a spin-off specialised in research and development that was set up between Unifarco and the University of Padua. It guarantees constant innovation and effective, safe and affordable cosmetics, medical devices and food supplements

PM Pack S.r.l. (Italy):

company based in Veneto which designs and manufactures containers. This allows Unifarco to attain the same quality and environmental sustainability standards with its packaging as it does with the development and production of its products

Farmacia Internazionale S.r.l. (Italy):

Unifarco's first pharmacy-client based in Cortina d'Ampezzo and today owned by the Group

UNIFarmacie S.p.A. (Italy):

company with majority shareholdings in 4 pharmacies which provides services for Unifarco's pharmacy partners

UNILab Immobiliare S.r.l. (Italy):

established to manage part of the Group's property assets

Metodo Ongaro (associated company):

Swiss company specialised in coaching and online training in wellbeing, health and food supplements

1.7 GOVERNANCE AND CORPORATE

Fairness and transparency are two of our guiding principles, so in 2010 we decided to adopt a **Code of Ethics** and an **Organisation, Management and Control Model** in accordance with Italian Legislative Decree no. 231 of 8 June 2001. Confindustria guidelines were used to draw up these documents. A corporate governance model is an important tool to help verify and integrate the way we make and implement decisions within the company, as well as monitoring them.



Both documents were approved by the Board of Directors on 28 April 2010 and have been updated over the years, the last time being in 2018.

Unifarco's main administrative and control bodies are:

- **the Board of Directors**, made up of the President E. Riva, CEO M. Slaviero and Directors G. Baratto and L. Corvi and E. Lomolino, who represents the pharmacist shareholders
- the Board of Statutory Auditors
- the Supervisory Board (OdV)
- the independent auditors: Deloitte & Touche Spa

The company's main governing bodies are the **Shareholders' Meeting** which, in 2020, was made up of **56 women** and **77 men**, and the **Board of Directors**, with **1 woman** and **4 men**.

The pharmacies, in their capacity as shareholders, play an active part in nominating and selecting their representative on the Board of Directors.

A provision in the company's Articles of Association describes how to prevent conflict of interest arising among top management. Only candidates who are proven to be honourable, professional and independent are appointed to the main administrative bodies in accordance with applicable law.

The statutory audit is performed by the Board of Statutory Auditors. The Supervisory Body meets regularly and all observations and recommendations are reported in the internal Review.

The performance of the company's top management is appraised by independent auditors using economic and qualitative parameters and examining various different aspects of their work. As regards quality management systems, our **Management Review** is an especially important tool as it contains operational and managerial performance indicators for each department which are summarised in a KPI framework using the balanced scorecard approach.

The company is also compliant with Regulation (EU) 2016/679 (GDPR) on the protection of personal data, appointing a Data Protection Officer (DPO), carrying out a risk analysis and maintaining a record of the processing activities in accordance with the regulation.

During the reporting period, no sanctions were imposed of an environmental nature, for violating working practice laws or regulations or for failing to comply with rules regarding product compliance or the processing of personal data (privacy).

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1.8 MANAGEMENT SYSTEMS AND CERTIFICATIONS



Our certifications are testimony of the strict ethical and sustainable approach we apply to our processes. The certification process makes our pursuit of quality and our commitment to continuous improvement accountable. **Quality is the driving force behind every decision we make**, whether it involves raw materials, production, finished products, environmental impact or safety in the workplace.

Over the years, we have applied for and obtained certifications which certify the ongoing quality of our products and our good manufacturing practices. We have been awarded certifications for our:

- environmental management systems (ISO 14001),
- quality (ISO 9001),
- occupational health and safety (ISO 45001),
- Good Manufacturing Practices for cosmetic companies (ISO 22716),
- quality management system for medical devices (ISO 13485).

In 2016 we were also the first company in the global cosmetics sector to apply for and obtain environmental product declaration (EPD®) certification for some of our products. This enables us to certify the environmental impact of the entire life cycle (LCA - Life Cycle Assessment) of these products. Thanks to our expertise in the sector, the International EPD® System asked us to draw up the Product Category Rules (PCR) for the cosmetics industry which have been adopted globally (more details on EDP® certification can be found in section 2.4 "Assessing the environmental impact of our products").

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1.9 RISK AND OPPORTUNITY MANAGEMENT

When drawing up our Organisational Model in compliance with Italian Legislative Decree 231/01 and in conjunction with our integrated quality, environment and safety management system, we conducted a **context analysis** which identified and involved our stakeholders (see section 1.10 "Involving our stakeholders"). The aim of the analysis was to define the needs and prospects of our business by assessing our risks and opportunities.

The results showed that the potential opportunities outweigh the potential threats, proof of **Unifarco's effective proactive approach to the management of its business as a whole**.

One of the specific risks we had to deal with last year was the **impact of the Covid-19 pandemic**. We tackled this situation with the utmost care and attention, following the advice published by the Department of Health and promptly taking all the necessary measures to prevent the virus from spreading within the company:

- a large number of our staff began **working from home** (provided with the necessary tools);
- **social distancing** was introduced, workstations were protected and all areas sanitised;
- personal protective equipment was provided at all times and was strictly monitored to ensure it was used properly;
- access to company premises by third parties was drastically reduced and closely monitored, online meetings were introduced (between in-house staff as well);
- free **health checks** were performed by the company doctor (in 2020 we carried out 270 rapid Covid-19 tests and more than 1300 serological tests).

1.10 INVOLVING OUR STAKEHOLDERS

Our company created a stakeholder map which was then used to listen to the needs and interests of all its stakeholders, including those involved before and after production. The map was also used to perform a context analysis which prompted the updating of the quality and safety management systems and assessment of our risks and opportunities.

Pharmacies are the most important stakeholders for our company and they believe in the importance of the relationship of knowledge and trust between them and their customers. Every year we invest considerable resources in training (the 2020 figure fell to Euro 2.1 million due to the restrictions imposed by the Covid-19 pandemic), organising specialised and technical courses which are attended by several thousand pharmacists and held by the top professionals in their field. We founded the Pharma Health Institute to ensure the smooth running of our advanced educational offerings: it is the first centre of excellence launched by Unifarco exclusively for pharmacists. Its aim is to meet their educational and professional needs, with a practical approach they can put immediately into practice.

The courses (which include online training, e-learning, classroom lessons and technical and practical workshops) focus on people and their needs, so pharmacists can help their customers **feel better**, **get their health back on track or improve their physical condition, take up sport, follow a balanced diet and supplement it when necessary, look after their bodies and skin.**



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As well as pharmacies, our stakeholders include: our employees, end consumers, credit institutions, suppliers, institutes of scientific research (including schools and universities), local organisations and associations, the media and trade associations.

A materiality analysis is performed to identify the issues which have the greatest impact on a company and its stakeholders: it consists of selecting and assessing relevant issues which, according to the *Global Reporting Initiative* (GRI) approach, begins by analysing stakeholder needs and company strategy.

The output of the analysis is the **materiality matrix**, where the issues are placed in order of the **relevance and priority attributed to them by stakeholders** during discussions, and the level of their **impact on Unifarco's strategies** (intended as a potential reputational impact). The issues which score high on both axes of the matrix (indicated in red in Figure 1) are those which the company needs to focus on in its business and its sustainability reporting. The most relevant issues for Unifarco:

- ensure our products are of the highest possible quality, also from a sustainable point of view, using stringent, recognised standards to monitor quality;
- develop distinctive products and services, protecting their intellectual property (patents);
- 3. **sustainable packaging**: manage packaging and ensure it can be reused and recycled;
- check the rights of our employees and suppliers are observed and the overall quality of their work through recognised standards;
- 5. guarantee a professional working environment where roles and responsibilities are well-defined and which is **free of all forms of discrimination**;
- encourage input from our pharmacies when developing new products and check their level of satisfaction;
- monitor the economic performance of the company to ensure revenue continues to grow and costs are properly controlled;
- 8. heighten **awareness** of the characteristics and quality of our products and their environmentally sustainable features.

1.11 UNIFARCO'S SUSTAINABLE GOALS AND ACTIONS

Our goals for sustainable global development are:

- Promote health and wellbeing, bearing in mind their social impact, so people can lead a dignified life in a healthy environment;
- Inform consumers on the correct use of personal care and wellbeing products through education and promotion of healthy lifestyles;
- Organise production processes and manufacture products using methods which respect our basic human rights and are designed to protect the planet's resources and ensure they are used sustainably;
- Achieve production targets by fostering social inclusion within the organisation and in the local community where the company operates and by actively involving stakeholders.

This is Unifarco's contribution to achieving the following global Sustainable Development Goals (SDGs) set out in the United Nations' Agenda 2030:



28 sustainability

We will take the following measures to meet these targets:

- We will continue to assess the environmental and social performance of our products, focussing on reducing environmental impact, quality, raw material safety, product/process innovation (through R&D), training and actively involving our pharmacies and their customers, underlining the quality of the resources of the area Unifarco products come from.
- We will improve and implement procedures and tools which will help us monitor and measure indicators that periodically produce information about our corporate sustainability, with data that can be traced and verified either internally or externally and is published periodically.

Our mid-term sustainability goals are: GREEN

- in 2020 we prevented the release of 15 tons of virgin plastic packaging onto the market by replacing it with recycled plastic. 2025 target: 35% of our plastic packaging will be made of recycled plastic;
- start collection in pharmacies of the primary packaging used by end consumers so it can be reused;
- in the four-year period 2017/2020, we reduced our greenhouse gas emissions by 24.1% and began using certified hydroelectricity. 2025 target: continue using this source of renewable energy only; we will also heat our new buildings with electric heat pumps and will replace all our traditional light bulbs with LED systems;

PEOPLE

- in 2020 we supported projects of a social and cultural nature and initiatives which enhance the local area and its communities by donating 0.41% of our revenues from sales. 2025 target: allocate at least 0.5% of our revenues to these causes;
- in 2020 the economic value of our **employee training** activities accounted for 0.71% of payroll costs. 2025 target: increase this value to at least 1%;
- in 2020 the percentage of the total female workforce occupying positions of management and responsibility (managers and department heads) was 34%. 2025 target: increase this figure to 40%;

ECONOMY

- with a view to improving the quality of our customer service, we are determined to maintain an average incidence of product complaints in relation to the number of pieces sold of 11.0 ppm in the five-year period 2021/2025. By 2025 we aim to reduce the percentage of complaints about deliveries made by our clients to 0.7% of the total number of shipments;
- in order to ensure the company's continuing capital solidity, we are committed to reinvesting at least 17% of our annual added value every year until 2025;
- to help grow the knowledge and expertise of our **pharmacy-clients**, we **met 28,769 times** in **2020** during our online and **offline** training sessions. **2025 target**:
- increase the number of meetings by 20%.

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green

2.1 RESOURCE MANAGEMENT

RAW MATERIALS

Only manufacturers who meet our high quality and reliability standards are chosen to be our suppliers. We invite our partners to share information with us about the sustainability of their supply and production processes in a transparent manner.

The main raw materials used in our products are **deionized water** (the subject of the section "Water use and consumption"), **process raw materials** (surfactants, emollients, functional substances, rheological additives, preservatives, etc.) and **auxiliary materials** which are used to fulfil the production process (mainly laboratory materials and sanitisers). The table below gives details of the quantities of raw and auxiliary materials used during the reporting period. The **increase over the years is consistent with the increase in production volumes**.

	2017	2018	2019	2020	Variation 2017-2020
Process raw materials	479,6	524,5	541,0	603,6	+25,9%
Auxiliary materials	6,5	8,0	6,3	7,9	+22,2%
TOTAL	486,1	532,4	547,3	611,6	+25,8%

Table 2.1: Materials used by Unifarco - tons/year

In 2019 we launched an ecodesign formulation project (namely the combination of raw materials which make up a product formula), taking the environmental impact of each of the substances into account. Using an internal platform which collects information about the characteristics of the raw materials, two performance indicators are calculated for every substance we use: its carbon footprint and a single indicator of environmental impact (which summarises impacts other than climate change, such as its effects on air quality and water, the use of resources). Data from the production process of the raw material (provided by our suppliers) are processed to calculate the indicators. The aim of the project is to develop a tool that can be used by our Research and Development department to create sustainable product formulations so we can **select a mixture** of raw materials which generate the least environment impact while maintaining the same quality.

we formulate in ecodesign

sustainability



PACKING MATERIALS

The **packaging** used by Unifarco is divided into **primary** (plastic and polylaminate glass and plastic or glass and aluminium, other metals), **secondary** (cardboard boxes, paper, plastic) and **tertiary** packaging (mainly corrugated cardboard, bubble wrap, shrink wrap, tape) which is used for shipments.

TYPE OF PACKAGING	QUANTITY (TONS)			
	2018	2019	2020	Var. 2018-20
Primary and secondary				
Plastics	513,6	541,9	552,2	7,5%
R-PET			15,2	
Glass	70,4	80,5	83,0	17,9%
Paper and cardboard	98,7	114,3	119,5	21,1%
Metal	0,9	0,8	0,8	-11,1%
SUBTOTAL	683,7	737,5	770,7	12,5%
Tertiary	306,8	309,5	317,1	3,4%
TOTAL	990,5	1.047,0	1.087,8	9,8%

Table 2.2: Weight of packaging used divided into type of material

The continuous **increase in sales volumes** of our products (including products sold) has inevitably led to an increase in the amount of packaging we use (+9.8% in 2020 compared to 2018). We have, however, introduced a policy aimed at gradually reducing the incidence of the weight of the packaging per unit (piece) sold which is already bearing fruit.

	2018	2019	2020	Variation 2018/2020
Weight primary and secondary packaging / no. pieces sold	41	41	40	-2,3%
Total weight of packaging (incl. tertiary) / no. pieces sold	59	58	56	-4,8%

 Table 2.3: Average weight of packaging per unit (piece) sold (in grams)

In 2020 we also began using packaging containing recycled material: R-PET (50% recycled) and cardboard which, on average, is 85% recycled. Throughout the year, the incidence of recycled material on our total primary and secondary packaging was 15.2%.

One of the company's priorities for the coming years is to reduce the environmental impact of its packaging (caused by use of non-renewable resources). We will use more lower impact packaging (recycled plastic, recycled and FSC/PEFC-certified paper and cardboard) or packaging with reusable parts or refill systems (this solution was introduced in our pharmacies in 2020 in the Premium range of the Pharmacist Formulators brand) or packaging subject to certified impact evaluation (for example EPD[®]).

Other actions are currently being studied to recover post-consumer cosmetic packaging so it can be reused to produce new packaging.




In 2020 we won the **Packaging Oscar in** the Quality Design category with our ECO PIPING BAGS, the first packaging project patented by the company.

It is a **new**, **innovative** and **sustainable container** for skincare products which revolutionises the idea of cosmetics and their use because, as the name suggests, it is just like a pastry bag.

The bags have a compostable bio-polymer core coated with a special paper, PAPTIC® TRINGA; the product is delivered through a compostable **biodegradable cap** made by a 3D printer. The secondary packaging is made of FSC[®] certified cardboard.



WATER USE AND CONSUMPTION

All the water we use in our manufacturing process and for other needs at our premises comes from the **mains water supply. 73%** of this water is sent to our reverse osmosis plant to demineralize the water which goes into our products, as well as other uses.

The remaining **27%** is used for the toilets, canteen, fireprevention system, heating, etc..

The water used to water our green areas, on the other hand, comes from rainwater collection tanks. **Water consumption** is calculated as the **difference between the water taken** from the mains and **the amount of water** **discharged** after use **directly** into surface water bodies (reject water from the osmosis plant) or **indirectly**, after it has been purified in our sewer system (water destined for other uses) (see the next section: "Water discharge"). **Consumption** (-8.7% in the reporting period) therefore refers to the deionised water used in our products (which is constantly increasing, +35.5%, due to the growth in production volumes) and the water used to wash our production equipment (which is constantly decreasing, -34.3%, due to the gradual optimisation of these processes).

WATER USE AND CONSUMPTION		QUAN	Var. %		
	2017	2018	2019	2020	(2017-2020)
Water from mains supply	10.258	10.665	13.468	16.955	+65,3%
Reject water from the osmosis plant (discharged directly into a surface water body)	3.631	5.245	7.173	10.227	
Water for general use (discharged into the sewer system for purification)	4.206	3.202	4.195	4.518	
Water used in the production process	2.421	2.218	2.100	2.210	-8,7%
OF WHICH: used in products	886	951	1.003	1.201	+35,5%
OF WHICH: used to wash production equipment	1.535	1.267	1.097	1.009	-34,3%

Table 2.4: Amount of mains water used and discharged (total withdrawal and total consumption)

WATER

During the production process, **only 25%** of the water fed into the osmosis plant comes out as osmotic water, while the remaining **75%** (reject water) is treated as wastewater, subject to periodical analyses and discharged directly into a surface water body. The water destined for other uses is carried to the sewer system, purified in Imhoff tanks and then discharged into a surface water body.

All water discharged from our premises into the **surface water body (Rumarna stream)** requires AUA¹ environmental approval. It is made up of process water, domestic wastewater and rainwater from drainpipes and service areas.

An **upgraded method of managing the reject water** from the osmosis plant has recently been introduced which will enable it to be reused in the same plant. When fully operational, it will significantly reduce the amount of mains water we use, thus leaving more of this precious resource for the communities served by the local water network.

Furthermore, a more general measure to prevent water pollution has been put forward to Management involving the creation of a system to collect and treat rainwater that collects on the service areas or which is spilled when loading, unloading or handling raw materials, semi-finished products, waste etc..

¹ Single Environmental Authorisation - the only human intervention is cutting and fertilising.



2.2 ENERGY AND ATMOSPHERIC EMISSIONS

The company uses **electricity** and **methane gas** to meet its **energy needs**. Electricity is consumed during the many activities typical of production facilities like ours (especially the running of production and packaging lines, lighting, heating/cooling of all the production departments, logistics, offices, meeting rooms and other communal spaces).

Total energy consumption, in absolute value, **rose over the four-year reporting period (+41.5%)**, a **rise which was consistent with the gradual increase in production and sales volumes**.

The relation between energy consumption and kg of product processed on the one hand and the number of pieces sold on the other, showed a significant increase in both cases in 2020 only, when the **new office building** was opened at headquarters in Santa Giustina (adding 1,000 sqm to the overall footprint) and the new **logistics hub in the Municipality of Alpago** (5,000 sqm), which also has a refrigerated warehouse to stock perishable products (1,000 sqm) became operative.

In 2016 and 2018, in accordance with Italian Legislative Decree 102/2014, we performed an **energy audit**, identifying specific energy performance indicators (energy used/kg of product processed) for the different production processes.

Measures to increase energy efficiency are ongoing, particularly as regards lighting on the premises (replacing traditional light bulbs with LED systems) and installing measuring equipment to monitor consumption of thermal and electrical energy of our machinery and systems.

We calculate our **direct and indirect greenhouse gas emissions** from the data in our LCA studies and our energy audit using the GHG Scope 1 and 2 methodology. Unifarco's main greenhouse gas emissions are caused by energy usage; **direct emissions** are generated by our energy production (process boilers and heating) and air conditioning systems. **Indirect emissions**, on the other hand, are due to the purchase of electricity, methane and F-gas for our air conditioning systems.

Up until 2018, our indirect sources far outweighed our direct sources, representing approximately 68% of the company's total greenhouse gas emissions.

To minimise their impact, in 2019 we decided to purchase only certified electricity from renewable sources (wind and hydroelectric power), a decision which, over the four-year reporting period, has led to **an overall reduction in our GHG emissions of 24.1% in absolute terms. This result is 43.1% if related to kg of product processed and 40% when related to the number of products sold**.

Emissions of dust, nitrogen oxides and solvents generated by the different production departments (and subject to constant monitoring) are managed by the authorisations issued by the supervisory bodies, with **concentrations always below legal limits**. Increases in quantities are due to the gradual conveying of the emissions to suction and air treatment systems.

	2017	2018	2019	2020	var % 2017/2020
Total energy consumption (GJ)	29.987,8	31.188,9	33.567,0	42.422,3	+41,5%
Relation consumption (GJ) / kg product processed (x 1000)	22,12	21,27	21,75	23,64	+6,9%
Relation consumption (GJ) / no. pieces sold (x 1000)	1,85	1,87	1,85	2,2	+19,0%

Table 2.5: Total energy consumption (GJ) and specific consumption in relation to kg of product processed and no. pieces sold

	2017	2018	2019	2020	var % 2017/2020
Total GHG emissions (ton CO ₂ eq)	1.568,0	1.684,8	661,6	1.190,2	-24,1%
Relation emissions (t CO_2 eq) / kg processed product (x 1000)	1,16	1,15	0,43	0,66	-43,1%
Relation emissions (t CO_2 eq) / no. pieces sold (x 1000)	0,10	0,10	0,04	0,06	-40,0%

Table 2.6: Total GHG emissions (ton CO2 eq) and specific emissions in relation to kg of product processed and no. of pieces sold

sustainability

2.3 OTHER ASPECTS AND ENVIRONMENTAL IMPACTS

THE ENVIRONMENTAL IMPACT OF TRANSPORT

All the raw materials used in our production processes are delivered to our warehouses by **external couriers** with diesel-powered vehicles. External couriers also distribute our finished products, collecting them directly from our warehouses using small vehicles and transporting them to larger logistics centres. From here, the goods are transported throughout Italy and Europe to **local distribution centres** using larger vehicles. From there, the goods are delivered to our clients by couriers using smaller vehicles.

As of 2020, Unifarco has a total of **64 company vehicles**. They were all registered after 2015 and are at least Euro 6.

Our staff travel to work in their own vehicles as our production facilities are not well-served by public transport.

WASTE

We recorded a significant reduction in waste generated between 2017 and 2018, another slight drop in 2019 and an increase in 2020. Overall, during the four-year reporting period, the amount of waste produced by the company fell 13.6% in absolute terms, 34.7% in relation to kg of product processed and 27.3% in relation to the number of pieces sold.

The waste generated between 2018 and 2020 was consistent with the steady increase in production and sales volumes.

The incidence of **hazardous waste** on the total generated waste, also **fell during the four-year reporting period from 85.6% in 2017 to 72.8% in 2020**. The amount of this waste, however, is still high (1054.6 tons in 2020) due to the increase in production volumes. The equipment and systems have to be washed and sanitised with greater frequency, generating a significant amount of **wastewater** which is disposed of as special waste and has to undergo chemical and physical treatment.

The amount of waste sent to the landfill is **consistently low** (accounting for 5.3% of the total waste produced in 2020), while the amount of waste which is **recycled** has **increased by as much as 77.8%** over the four years.

	2017	2018	2019	2020	Variation 2017/2020
Waste generated (in tons)	1.675,5	1.204,0	1.176,6	1.447,6	-13,6%
Relation waste generated / kg product processed (x 1000)	1,24	0,82	0,76	0,81	-34,7%
Relation waste generated / no. pieces sold (x 1000)	0,10	0,07	0,06	0,08	-27,3%

Table 2.7: Total and specific waste generated (in tons)

2.4 ASSESSING THE ENVIRONMENTAL IMPACT OF OUR PRODUCTS

Our products are the culmination of our work and reflect Unifarco's commitment to ensure the health and wellbeing of its consumers.

In 2016 we began assessing the environmental impact of a number of our products, applying measurement criteria recognised by the international **EPD®** (Environmental Product Declaration)⁶ standard.

The certified Environmental Product Declarations (EPD®) we obtained, drawn up and available for public consultation,

contain the certified results of the impact analyses we carried out on each product:

- taking into account 16 separate indicators with the main ones relating to:
- climate change (CO² emissions and greenhouse effect)
- acidification (acid rain)
- eutrophication (quality of water courses)
- photochemical oxidation (air quality)
- ozone layer depletion
- measured taking into consideration the different stages in the product's entire life cycle (LCA)



6 - EPD® is a certified Environmental Product Declaration which gives information about environmental impact calculated on the life cycle of products in accordance with the international standard ISO 14025. The International EPD® System is a programme (managed by the Swedish Environmental Management Council) to develop and register EPDs for any kind of goods or services. It is a global, third-party verified system. For more information: www.environdec.com

sustainability 42

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SUSTAINABILITY REPORT 2017 - 2020

We later obtained **certification of the EPD**[®] process to enable us to adopt the principles of the Life Cycle Thinking approach in the company's production process. We are now able to issue our own certified Environmental Product Declarations for the whole skincare range.

To date we have **30 products** with EPD® certification: 4 of the best selling products in the **Pharmacist Formulators** line, as well as those in the **Dolomia skincare** range (26 products).

Following analysis of their life cycle and due to our ongoing commitment to improving our environmental performance, some preliminary results have already been obtained in the Dolomia product ranges and in individual Pharmacist Formulators products which, over time, show a reduction in impact.

We are working on several different fronts to minimise our impact:

- primary packaging: our aim is to improve the selection and validation process of our cosmetic packaging, applying a scale of priorities which include safety, quality, technological innovation, environmental and economic sustainability and communicability;
- sustainable formulation (ecodesign): our Research and Development laboratories have adopted an IT system which classifies raw materials and calculates their environmental impact, simulating their impact from the formulation stage onwards;
- green energy and energy savings: in 2019 we began purchasing certified energy from renewable sources and also identified measures we could take to cut consumption in our production facilities (see section 2.2: "Energy and atmospheric emissions).



Figure 2.2: Figure 7: Assessment of the impact of some of our product ranges (comparing 2016 with 2018) Reference indicator: climate changes g CO₂ eq/FU FU: functional unit, amount of cosmetic product per daily application



PHARMACIST FORMULATORS



DOLOMIA MINERAL DETOX





Body scrub and Dolomite crystals 240 g jar



Hydro-toning body milk lemon balm, hawthorn, rose hip and elder 250 ml bottle

DOLOMIA PHYTO INFUSION



Regenerating night oil 5 essential oils from Alpine flowers 30 ml bottle





Masterwort nectar and Alpine rose leaves 50 ml jar







Regenerating hand cream wild Narcissus Petals 30 ml tube

DOLOMIA BLUE DEFENCE



Perfecting BB cream Alpine skullcap and Dolomite crystals 50 ml tube



Protective day fluid UV, stress, smog, SPF 50 Masterwort nectar and Dolomite crystals 50 ml tube



Protective hand cream rose hip 30 ml tube



SOS repairing balm Alpine arnica salve 20 ml tin



Lip balm rose hip

2.5 TERRITORY: NATURE AND BIODIVERSITY



Unifarco is located in a truly unique natural setting, as its production facilities lie at the foot of the Belluno Dolomites National Park.

We have always been sensitive to issues like sustainability and the protection of the environment and the local area, so decided to create an **Experimental Garden** on some of our land next to our facilities where we grow medicinal plants.

Our aim is to learn more about the origin and quality of the ingredients we use in our products. Testimony of our commitment is **ORGANIC certification** which we obtained in 2017 for our cultivation of calendula (*Calendula officinalis*). We also study plants which thrive at much higher altitudes, choosing "Dolomite" locations like Selva di Cadore (1660 m a.s.l.) and Passo Giau (2236 m a.s.l.) to establish an **Alpine Garden**. Here, working in partnership with local farmers and organisations which study Alpine species, we have transplanted around 2500 arnica (*Arnica alpina L.*) and Alpine skullcap (*Scutellaria alpina*) plants.

Sustainable cultivation of a plant like Arnica montana, which is on the IUNC³ Red List (in the least concern (LC) category) is tangible proof of our commitment to Nature. We do not just care about preserving biodiversity but are also committed to developing it, making our contribution





to ensure this plant species does not disappear from our mountains in the future.

Another of our efforts to preserve biodiversity is our decision not to grow medicinal plants on part of the company land mentioned above, which is kept as a **permanent pasture** and regularly cut. The permanent pastures4 lying here and there on the southern slopes of the Belluno Dolomites are some of the richest in biodiversity and are what is left of the traditional management of the land where many species of birds used to nest.

3 - IUNC: International Union for Conservation of Nature

4 - Permanent pasture: an area that is unploughed or untilled and left to grow wild for a long time (> 12 months); the only human intervention is cutting and fertilising.



OUR EXPERIMENTAL GARDEN

Unifarco's **Experimental Garden** is part of its "Extracts from the Land" project. Set up in January 2015, it has more than 20 species of plants (mallow, lemon balm, plantain, St. John's wort, marshmallow, equisetum, burdock, etc.) and dedicates special attention to plants which are typical of the Alps (skullcap, elder, Alpine rose, rose hip, masterwort, etc.). The species have been selected for their therapeutic properties and traditional uses. The garden is cultivated organically and the main activities during the vegetative period involve removing weeds, organic fertilisation and any antifungal and anti-parasite treatments using pyrethrum (a natural insecticide which is obtained from the flowers of Tanacetum cinerariifolium).

The different species are harvested during the balsamic period when the plant has its highest active ingredient content. They are then dried and later undergo an initial qualitative assessment in Unifarco's Plant Extracts Laboratory where plant species and their chemical and physical profiles are studied in order to develop methods of extraction which enhance the properties of each raw material.

As well as protecting and enhancing the species, the Experimental Garden enables us to keep **direct control over the production process of a number of raw materials we use in our products.**

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3.1 INVESTING IN CULTURE AND SUPPORTING LOCAL COMMUNITIES



Figure 3.1: 2020 financial support to the local community by category

sustainability

Unifarco is a staunch supporter of **culture and wellbeing** and promotes them both directly and indirectly in a variety of different ways; one way is developing and giving financial support to projects of social, historical and scientific relevance locally, nationally and internationally. The amounts allocated to these projects are established every year by Management.

Over the course of 2020 more than 400,000 Euro were allocated to these causes, generating an indirect benefit for the beneficiaries of over 800,000 Euro.

As shown in Figure 2, most of these resources (72%) were allocated to social and community care projects, like those organised by the Fondazione Unifarco, the International Red Cross and several non-profit organisations who work on health prevention and promotion projects. One of our direct projects involved donating a large quantity of soothing creams to the Veneto Region for healthcare staff to relieve the discomfort caused by prolonged use of personal protective equipment (face masks) due to the Covid-19 pandemic.

13% of our investments, on the other hand, went to sponsoring youngsters and **sports** in our region. 5% of resources were donated to **cultural activities** (e.g. support for FAI or investments in sector publications - see the section "Publishing Projects"), while 11% went to projects to enhance and protect the **territory** by lending our support to local organisations and associations.

More detailed information about our cultural and social initiatives is published regularly on our website. A brief description of our most important projects follows.

SOCIAL CAUSES

Thanks to **Fondazione Unifarco**, we lend our ongoing support to social and humanitarian projects both in Italy and abroad.

The Foundation is a private law non-profit institution which was set up to:

- take part both directly and indirectly in projects, services and initiatives whose sole aims are social solidarity and humanitarian work in education, welfare and health, leisure activities, medical and scientific research;
- take part in social and welfare initiatives and projects, acting with humanity and discretion.

The main beneficiaries of the Foundation are our employees, pharmacy-clients and their families. We assess situations and grant funding to help them deal with financial difficulties, medical problems, family needs, etc..

Another of the Foundation's purposes is to help rehabilitate and then reintroduce people who are marginalised or have severe disabilities into the world of work. We work with a cooperative in Belluno, **Società Nuova** (formerly Lavoro Associato) and welcome assisted working groups into the company who produce items we need.

The non-profit organisation **La Forza e il Sorriso** lends its moral and psychological support to women undergoing cancer therapy in different hospital departments. Its aim is to support women in therapy by running "beauty workshops" where they can try moisturisers, lip glosses and eyeshadows and learn to use these rather unusual "weapons" to fight the disease and mask the secondary effects of the treatment. Many make-up manufacturers,







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including Unifarco, contribute to this project by donating resources and products.

ADOS is the Association of Women Operated for Breast Cancer of Belluno and it works in the local community to raise awareness of cancer prevention and to provide psychological and physical support for women suffering from the disease in conjunction with the local LILT branch. UNIFARCO S.p.A.

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PUBLISHING PROJECTS

We produce magazines and publications for the general public and our pharmacy-clients which teach about wellness and the pharmaceutical tradition.

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NEWS

UNIFARCO NEWS

ATTI E MEMORY

- FARMACISTI PREPARATORI: this quarterly magazine is published for consumers and is distributed in a large number of pharmacies in Italy which carry the "Farmacisti Preparatori" (Pharmacist Formulators) brand. Its purpose is to look to nature to promote wellbeing.
- UNIFARCONEWS: this quarterly magazine is for our Italian and foreign pharmacists. Its purpose is to keep the pharmacists in the Unifarco House up-to-date with the latest products and company strategies.
- "ATTI E MEMORIE: Journal of the History of Pharmacy: a scientific journal (ISSN 2421-5392) which has been published every four months since 1984 in collaboration with the Italian Academy of the History of Pharmacy. It is compiled and edited at Unifarco and sent free of charge to its members and pharmacy-clients, important libraries,



faculties of pharmacy and anyone who requests it. • **PAPERS** and other publications [in particular STUDIES published in the series "Tradizione e Innovazione, Territorio e Salute" (published by Aracne - Ariccia, Rome) and curated by Chiara Beatrice Vicentini of the University of Ferrara about the history of pharmacies and European pharmacopoeias, always considered important working tools for pharmacists].

COACH

Unifarco actively contributes to the traditional pharmaceutical culture by taking part in **congresses on the history of pharmacy** and with its **Museum and Library** which contains a digital collection of all the historical documents the company owns. From the Museum and Library's website (http://museo. unifarco.it), it is also possible to go on a virtual tour of Unifarco's **Ancient Pharmacy**, a reconstruction of a pharmacy at our headquarters. With its original furnishings and equipment from the late nineteenth century, it preserves and illustrates the ancient art of the pharmacist.

🕴 CONSOLATA HOSPITAL IKONDA 🕀

INTERNATIONAL PROJECTS

Completed project: Wamba

From 1984 to 2005 Unifarco was involved in setting up a laboratory for the production of pharmaceuticals and in training staff at the Wamba missionary hospital in Kenya. The 200-bed hospital serves a population of over 200,000 scattered over the savannah, an area that is problematic from both an environmental and geo-political point of view. Today the Wamba hospital pharmacy operates independently.



In 2005 Unifarco launched the Ikonda Pharmacy project with the Italian Rotary Club in southern Tanzania, at an altitude of 2000 metres and 800 km from the capital. It involved refurbishing the pharmacy next to the district hospital owned by the Missionari della Consolata and run by the Italian organisation Amici di Ikonda Hospital. It is a facility that serves over

100,000 people who are extremely poor and often in a precarious state of health, also due to the AIDS epidemic. The pharmacy has been run independently by the

Tanzanian authorities since 2019.

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3.2 ADVANCING HUMAN CAPITAL

Relations with our employees are governed by Italian law and international conventions on human rights. No form of forced labour is tolerated at Unifarco and **no cases of discrimination or breaches of human rights have ever been reported**. Child labour is restricted purely to work/study placements and the tasks these students are given are established internally and are different to those of adult workers, in accordance with the "Charter of the rights and obligations of students during work/study placements" referred to in Italian Decree no. 195 of 3 November 2017.

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The company's policy on workers' trade union rights is based on the principle of trade union freedom. Since 2013 we have had a trade union representative in the company who meets with the HR director at least once a month. In 2013, 2016 and 2019 **supplementary contracts** were signed, as well as several complementary agreements regarding specific matters.

The union representative is regularly given time off to carry out duties, calls union meetings for all employees (over 30% of the workforce - office and production workers - attend), manage union notice boards and has access to meeting rooms.

Disciplinary practices are governed by the procedures and guarantees established by the law and collective bargaining. All the company's employment contracts refer to the National Collective Contract for the chemical industry sector.

Unifarco has a two-level **supplementary pension scheme**, linked to the national collective labour agreement (CCNL) and the supplementary company contract (CIA) respectively. With the CCNL, workers voluntarily join a supplementary contractual pension scheme. As at 31 December 2020, **45%** of employees (manual workers, office staff, middle management) pay into the CCNL supplementary pension scheme. CIA, on the other hand, offers "income support through a supplementary pension scheme" whereby the company makes an additional payment of € 1000 a year to the employee's contractual fund. This scheme is available for minimum wage workers at the first two levels of the salary scale. In 2020 11% of workers took advantage of this scheme.

3.3 PERSONNEL

In 2020 Unifarco had 453 employees; its staff is mainly female (60%), aged between 30 and 50 (58.7%), the majority of whom (82.6%) have permanent work contracts. Sixteen members of staff (3.5% of the total workforce) belong to legally protected categories. 5.3% of our employees are not of Italian origin but come from other countries in Europe; 2% are from non-EU nations. In 2020, when 57 new people were hired, the total negative turnover rate (the number of people who left their job compared to the total workforce) was 3.3%, in line with previous years (3.2% in 2019, 4.1%

in 2018, 5.2% in 2017). For a better understanding of the composition of our workforce, divided into categories, see section 6 "Sustainability indicators". The most important data are illustrated in the following graphs.

Career development assessments are performed for all our workers. They are carried out by their direct superiors using a method drawn up by Human Resources and approved by Management. Gender equality is an important part of the company's human resources policy. From a remunerative point of view, there are no differences in favour of men who occupy the same position and have the same professional experience.

Despite this, the average hourly pay

in the two legal macro categories (middle and executive managers on the one hand and manual and office workers on the other) is higher for men. These differences depend on the distribution of workers on the job market by professional level and gender, a distribution which changes slowly and is still in favour of men, especially in managerial positions.

More specifically, the average hourly pay of office and manual workers in







2020 was approximately 3.9 percentage points higher for men than women; the difference regarding executive and middle managers was 12.9% in favour of men.

The relation between the highest annual salary paid in the organisation and the median employee salary showed that in 2020 the highest salary paid was 8.3 times higher for men and 4.9 for women.



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In 2016 an **incentive pay scheme** was set up which is index-linked to efficiency, productivity, quality and profitability. It assesses a worker's contribution to the achievement of the company's targets, defining a bonus.

In 2020 the company paid out approximately 1.9 million Euro in incentives and bonuses to its employees. In the supplementary agreement drawn up with the trade unions in November 2016, several benefits were established for workers, such as contributions for school books, daycare and summer camps, 100% salary supplement in the event of serious illness, income support through a supplementary pension scheme for workers who have been with the company for more than 24 months. When the supplementary agreement was renewed in 2019, the company decided to continue with and widen its welfare provisions for its employees, adding the possibility of employees giving their holidays to others in need.

In December 2017 the company carried out a **skills mapping exercise**, focusing primarily on employees in positions of responsibility. The aim was to draw up a common framework of expected organisational conduct (e.g. teamwork, delegation skills, communication), particularly for employees in these positions of responsibility. This skills framework is consulted when managing and developing human resources and when defining a specific evaluation chart for them.

The company manages workers' skills with two closely linked operational tools: performance appraisal and training schedule. A performance appraisal measures an employee's performance in relation to targets and/or expected organisational conduct. The appraisal interview identifies the areas where there is room for improvement and the action to be taken for future growth, including training.

In 2019, the company consolidated its appraisal system with:

- a first 'listening' stage for all workers, with group meeting where the strong and weak points of the system were examined, followed by a feedback session;
- a second stage where the data was submitted to the management team and a training session on the appraisal process, including an activity to compare and "calibrate" the appraisal scores based on the results of the previous year.

sustainability

3.4 TRAINING

We believe staff training to be a growth process and an opportunity for professional development (individual or collective). It is organised and managed by the individual departments according to emerging or latent needs and/or depending on specific corporate targets. **More than 20,000 training hours have been delivered since 2017, with an approximate average of 12.8 hours per worker** and, despite the obvious organisational setbacks due to the Covid-19 pandemic, the company still managed to guarantee a high number of hours of training in 2020, in line with the figures for 2017 and 2018.

No. of hours of training	20)17	2018		2019		2020		
	Men	Women	Men	Women	Men	Women	Men	Women	
Executive and middle managers	222	123	248	242	602	172	315	123	
Office and manual workers	1.782	1.955	1.666	1.453	2.927	4.907	1.271	2.262	
Total	4.(081	3.0	3.609		8.608		3.971	

Table 3.1: Number of hours of training

3.5 SAFETY MANAGEMENT

We operate at all levels to guarantee the physical and moral integrity of our employees, working conditions that respect an individual's dignity and safe and healthy working environments in full compliance with current legislation. To this end, we introduced a certified Workplace Health and Safety Management System which complies with UNI EN ISO 45001.

Due to its mission, **health and safety in the workplace are fundamental to Unifarco's success**; every employee must therefore contribute to them. We evaluate all risks that could affect the health and safety of our workers, including the choice of equipment, substances or chemical preparations, as well as the layout of the workplace.

All our employees, whatever their category or level, are insured against risks that could lead to work-related or non-work-related accidents, ensuring appropriate compensation in the event of permanent invalidity or death.

As far as the **characteristic indicators for work-related accidents** are concerned, the **index of gravity**⁶ in the company remained essentially the same over the reporting period, recording a value of 0.09 in 2020, which was higher for men (0.15) than women (0.03). The **index** of frequency⁷, on the other hand, fell overall from 9.36 in 2017 to 5.99 in 2020; in 2020 it was higher for men (10.33) than women (2.65).

	Unifarco 2018	Federchimica 2018
Index of gravity	0,14	0,15
Index of frequency	4,99	3,9

Table 3.2: Indices of frequency and gravity compared with sector data

Come si può notare dalla Tabella 3.2, confrontando i dati di Unifarco con quelli di Federchimica (aziende aderenti al programma *Responsable Care*, ultimi dati relativi al 2018), l'indice di gravità in Unifarco (2018) è risultato inferiore rispetto all'indicatore nazionale e con un trend in miglioramento nell'anno successivo. Di contro, l'indice di frequenza si è posizionato ad un livello leggermente più alto e con un andamento ancor più incidente nel corso del 2019.

Il tema della ricorrenza e del contenimento dei "microinfortuni", pur in un contesto di generale e significativa riduzione della gravità, è un obiettivo specifico posto all'attenzione delle funzioni aziendali preposte.

6 - Index of gravity: number of working days lost due to accidents per thousands of hours worked

7 - Index of frequency: number of work-related accidents per million of hours worked

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Figure 3.2: Index of gravity and frequency of work-related accidents

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The success and "sustainability" of our business model are indissolubly linked to the strong partnership we establish and nurture with our suppliers and pharmacy-clients.

4.1 OUR RESEARCH-CENTRED APPROACH

Research is the driving power behind our company. In **2020** we began or completed more than 70 projects to develop new products; in 2019 we completed 66 and in 2017/2018 the number was 174.

From 2005 to date, we have developed and filed **16 patents** for new formulas and technologies, thanks to our investments in research (**3.6 million Euro in 2019, 3.5 million Euro in 2020**) and our team of **over 40 scientific researchers** who work in our **5 in-house laboratories**.

Over the past few years, Unifarco has worked with several national and international universities and research institutes, including:

- Universities of Padua, Pavia, Ferrara and Marseilles (Department of Pharmaceutical Science)
- University of Rome "La Sapienza" (Department of Pharmaceutical Chemistry and Technology)
- University of Naples (Department of Pharmacy)
- University of Milan (Department of Physical Chemistry)
- University of Trento (Department of Integrated Biology)
- University of Barcelona (Institute of Advanced Chemistry (CSIC)
- University of Venice (Department of Molecular Science and Nanosystems)
- Institutes of excellence such as: Helioscreen, proDerm, Mérieux Nutriscience, Vitroscreen, Neotron, Dermscan, Ispe

UNIRED S.r.l. was established in 2012 as a result of the synergy between the Unifarco Laboratory and the University of Padua (Department of Pharmaceutical Science, Dermatological Clinic and Department of Psychology, in partnership with the Department of Sociology and the Department of Economics). UNIRED researches and develops new cosmetic products and food supplements, new methods for evaluating efficacy and also provides scientific education.

4.2 OUR PRODUCTS: THE PHILOSOPHY BEHIND OUR FORMULAS

When formulating our products, we follow a very precise process in which the assessment of the efficacy and safety of the raw materials is a top priority. The ingredients we use meet all legal requirements for cosmetics and the concentrations are established using precise rationales.

Products are formulated according to **sustainable principles**, with **careful selection of raw materials and other ingredients**, **an informed choice of production processes and clear ethical communications that respect** the users of our products.

Our choice of raw materials follows **Green Chemistry**⁵ dictates and guidelines and, in full compliance with its founding principles, our laboratories have developed a GREEN Code which is constantly updated in line with advances in scientific knowledge, that includes permitted ingredients, ingredients under observation and excluded ingredients.

SAFETY PLANS FOR RAW MATERIALS

At Unifarco ingredients are considered "safe" only after we have checked their chemical and physical characteristics, their production process (plant extraction, synthesis, greensustainable synthesis, biotechnology), quality and degree of purity. Managing the sustainability of raw materials used in our formulas involves two main plans.

• Risk assessment plan for raw materials, also taking account of popular opinion

The risk assessment plan for the safety of ingredients uses accredited lists, with attention paid to market needs, based on the prerequisites of prevention and monitoring. The plan requires careful assessment of the safety of the finished product (Safety Evaluation), starting from exposure to the ingredients/product (NOAEL), in order to evaluate the appropriate usage profile and the safety margin of the product as a whole (SED, MOS).

• Plan for the purity, origin and identity of raw materials

The aim of the **Plan** is to guarantee that the purity, origin and identity of substances used are always clearly identified. This aim is achieved by rigorous selection of raw material producers as well as distributors and by continuous, informed monitoring of internal and external analytic data. Raw materials are only selected and acquired after stringent in vitro and in vivo testing of cosmetic efficacy has been carried out by the producer. The innovative raw materials developed by our laboratories undergo carefully selected tests that prove their efficacy and make it possible to launch the patenting process.

5 - The principles of Green Chemistry of the United States Environmental Protection Agency (www.epa.gov)

sustainability

SAFE PRODUCTION PROCESS

EVALUATING COSMETIC EFFICACY

Our production process is in the hands of highly qualified personnel (product safety specialists) who use the latest high-tech equipment. All operations are performed in compliance with Good Manufacturing Practices.

The Safety Assessment system - 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 both the formula and the process according to a highly evolved concept in which the assessment begins in the conceptual and creative phases and follows the product throughout its entire life cycle. At the end of the development phase, a PIF (*Product Information File*) is drawn up for each cosmetic product containing all the information about the product, including the safety assessment. At the end of the process, the products are registered on the European CPNP (*Cosmetic Products Notification Portal*) website.

At Unifarco ingredients are considered effective based on studies published in literature and the confirmations we obtain during the advanced product development stage. Cosmetic efficacy is assessed not only through **rigorous testing of raw materials**, but also by **finished product testing**, performing both in vitro and in vivo studies, the latter on volunteers (subjective assessment, objective assessment, instrumental evaluation, clinical assessment by experts). **Tests are not carried out on animals**.

Below is a list of the certified bodies used by the Unifarco laboratory for testing finished products.

- ISPE Institute of Skin and Product Evaluation in vivo testing, Italy
- MERIEUX in vivo and in vitro testing, Italy
- VITROSCREEN in vitro testing, Italy
- DERMSCAN in vivo testing, France
- CSIC Barcelona in vivo and in vitro testing, Spain
- NEOTRON in vivo testing, Italy
- HELIOSCREEN in vitro testing, France

The protocol we apply to our instrumental tests is in compliance with EE MCO (European Group on Efficacy Measurement of Cosmetics and Other Topical Products) guidelines.

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COMPLETE LABEL

In keeping with the values of safety and efficacy which drive everything we do, we strive for **clear**, **transparent communication** with our pharmacists and their customers.

All our communications tools, from the documentation prepared for professionals to the materials prepared for the pharmacies, are produced in full compliance with current regulations and with the same transparency that guides all our choices.

A product's **label** is its visiting card and this is normally the first thing to be checked by the competent authorities, the common ground on which communicative and regulatory aspects of the product come together, along with market forces.

Our label design follows the following basic rules:

- the level of communication of the claim is always important, adapting it suitably for pharmacists or consumers;
- the identity of the product manager and her/his credentials is given, in compliance with the various regulations in the product's country of sale;
- the advisability of including warnings or safety claims, depending on the tests carried out on the product and its ingredients, is verified.



4.3 RESPONSABILITY TO OUR PHARMACIES AND CUSTOMERS



We love working with our pharmacists and their independence is as important for us as it is for them. Their customers come to them for advice about their health. We believe in the same values and share the same idea of pharmacy. Together we define corporate strategies and build the future.

All our products, whether they are produced in-house or outsourced, are developed according to an established procedure, stabilised, validated and their compliance to applicable law verified. Every stage of their production is recorded in dedicated applications and monitoring continues after they have been released onto the market; all mandatory safety tests are performed on our production batches. All our food supplements are controlled following HACCP rules.

Any products on the market deemed to be non-compliant are withdrawn and the relevant information is classified and recorded in a special company database, so any irregularities and their causes can be analysed, actions to mitigate or reduce risk can immediately be taken and the necessary improvements made. Such occurrences are reported in the Management Review, which is drawn up every four months.

No cases of non-compliance to mandatory or voluntary regulations have been recorded concerning the impact of our products and services on health and safety during their life cycle.

We check and record on a regular basis any kind of product or process "irregularities" reported by pharmacies or detected during our internal control procedures, so we can implement measures to improve our work and that of our suppliers.

Table 4.1 is a summary of the results of our complaintsmonitoring process. Please note:

- **Product complaints** are complaints reported by our pharmacy-clients mainly regarding defective packaging or contents which are not intact. In 2020 the annual incidence did not exceed 11 cases every million pieces sold, a figure which was, however, an increase of 7.8% on 2017.
- **Complaints about deliveries**, on the other hand, pertain to irregularities in the delivery of products to pharmacies and include, in particular, boxes which have been tampered with or damaged, late deliveries or noncompliance of contents with orders. The incidence of these complaints in 2020, in relation to total shipments, was essentially in line with previous years.
- Internal anomalies (or system anomalies) are anomalies detected during production and environmental and safety anomalies which emerge during normal business practice. They are reported directly by staff or emerge during internal audits or audits performed by certification bodies. They are compared to the overall number of "items" and their incidence is growing (1.2% in 2017, 1.9% in 2020) mainly because we are continuously raising our quality control standards.
- Lastly, **our complaints to suppliers**, which emerge from our controls, refer to non-compliance of products or services supplied or damaged or ruined goods received. They never exceed 1.01% of total deliveries.

	2017	2018	2019	2020	Variation 2020/2017
Product complaints (no.) Product complaints / number pieces sold	164 10,2 ppm	269 16,2 ppm	174 9,6 ppm	212 11,0 ppm	+48 +7,8%
Complaints about deliveries (no.) Complaints about deliveries (no.) / total shipments (no.)	1.711 1,1%	1.921 1,2%	1.644 0,9%	2.212 1,2%	+501 +9,9%
Internal anomalies (no.) Internal anomalies no. / items (no.)	85 1,2%	110 1,4%	102 1,3%	159 1,9%	+74 +58,2%
Our complaints to suppliers (no.) Our complaints to suppliers (no.) / deliveries (no.)	78 0,83%	46 0,48%	88 1,01%	87 0,89%	+9 +7,2%

Table 4.1: Number of complaints (by type) and internal

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4.4 MANAGING SUPPLIERS

Relations with suppliers are governed by the principles of the company's Code of Ethics and are constantly and closely monitored by us. Unifarco uses suppliers who operate in compliance with current legislation and the provisions of the Code.

The partnership established between Unifarco and its suppliers is governed by a special procedure in the company's management system whereby its suppliers of finished products (food supplements, medical devices, cosmetics and make-up) and packaging are selected and qualified according to specific criteria and auditing procedures:

• Environmental criteria: suppliers must have environmental certification for the environmental management system ISO 14001/EMAS, they must comply with environmental regulations or voluntary codes and supply green or ecological products;

• Working practice criteria: workers' salaries, working hours, safety in the workplace (certifications such as, for example, the ISO 45001 safety management system), relations with trade unions.

We request additional information from suppliers regarding the following:

- Human rights: child labour, forced labour, gender discriminations;
- **Social accountability:** possession of social certifications (for example SA8000) or publication of a Sustainability Report.

Furthermore, our R&D department selects and/or classifies **suppliers of raw materials** according to parameters which include: type of raw material, unique features, source (natural, synthetic or sustainable), innovation, quality and the commercial and financial reliability of the supplier.

SUSTAINABILITY INDICATORS FOR SUPPLIERS	2017	2018	2019	2020
Number qualified suppliers	220	224	234	257
Number new qualified suppliers in a year	3	4	10	23
Number qualified suppliers by category: • Products sold • Logistics and utilities • Raw materials • Sales and pharmacy support material • Packaging	33 35 73 40 39	37 33 76 43 35	44 32 79 43 36	53 30 85 46 43

Table 4.2: Unifarco suppliers and assessment according to sustainability criteria 2017-2019


Table 4.3: Expenditure on suppliers according to geographical area (2020 data)

The selection process involves gathering the relevant information, carrying out an appraisal and then accrediting all new suppliers. We also carry our **periodical audits** to monitor the suppliers we have already qualified.

The suppliers **monitored every year account for 80% of purchasing expenditure** of raw materials, packaging and finished products.

Table 4.2 shows the number of qualified suppliers, the number of new suppliers qualified every year and the

number of qualified suppliers divided into the most important categories.

When sourcing stock, we always give **priority to Italian suppliers**; in 2020 **91.3% of our total expenditure for goods and services was for suppliers in Italy. 6.3%** was for local suppliers (based in the province of Belluno).

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4.5 ECONOMIC RESULTS

BILANCIO

DEUTSCHLAND

With over 19 million pieces sold, Unifarco is the leader in the Italian beauty and health market in the pharmacy channel. Over the past few years, we have continued to grow internationally, strengthening our presence in our core foreign markets (Germany, Spain, France, Austria, Switzerland, Belgium) and also expanding into markets outside these core areas (the United Kingdom in particular but also the Middle and Far East) with the Unifarco Biomedical brand.

In the last four years, our revenue has grown significantly, with a value of production recorded in 2020 of Euro 101.0 million, **21.4% higher than in 2017**. Again in 2020, our gross operating margin on the value of production (EBITDA) was positive at 15.45%.

Sales of our brands were, on the whole, positive in the last year of the reporting period compared to the previous year, despite the effects of the Covid-19 pandemic on the market: Cosmetics Pharmacist Formulators +7.2%, Food supplements Pharmacist Formulators +4.5%, Unifarco Biomedical +11.7%. Dolomia (-23.8%), our make-up brand, inevitably suffered from the widespread use of personal protective equipment and the restrictions to people's movement; despite everything, its performance was better than the make-up market as a whole, which fell 28.8%.



	2017	2018	2019	2020
Revenues from sales	80.039	84.914	92.065	97.873
Typical value of production	83.183	87.305	92.616	101.001
Typical value of production	85.148	89.942	95.373	104.035
Difference between value of production and costs	25.138	26.993	30.884	36.213
Gross operating margin (EBITDA)	11.145	10.218	12.560	15.606
% on typical value of production [EBITDA margin]	13,4	11,7	13,56	15,45
Operating income (EBIT)	7.842	6.107	8.254	11.305
% on typical value of production [EBIT margin]	9,43	7	8,91	11,19
Pre-tax income	7.570	5.791	8.101	11.103
Income	5.337	4.088	5.820	8.876
% on production revenues	6,42	4,68	6,28	8,79

Table 4.4: Economic indicators (values in thousands of Euro)

sustainability 73

4.6 DISTRIBUTION OF ADDED VALUE

In the four-year reporting period, added value was distributed as follows:

- prevalently to in-house personnel (55.9% in terms of direct remuneration in 2020). The quota of indirect benefits (welfare policies) rose in particular, reaching 9.4% in the last year; this is an important commitment for our sustainability policy
- to financing bodies, distributing profits to shareholders and paying interest to the banks; the incidence of this item in 2020 was 6.5% on the total distributed.
- to the institutions with payment of direct and indirect taxes to the public administration, accounting for 4.8% in 2020
- to the community, 0.4% in 2020; this percentage is the added value our company donated as a direct economic contribution to local communities for social causes and therefore does not include the significant value of the products and materials donated by Unifarco through its initiatives and projects to support the community and promote the area
- to the **company** for a value of 23.0% in 2020. This part of the added value was retained by Unifarco by increasing shareholders' equity, funding ongoing activities or increasing production capacity.

Reclassification of the financial statements identifies the added value distributed to stakeholders (staff - salaries and bonuses - community, institutions, financing bodies, company). The trend of the past few years shows an increase in absolute value of the distributed resources (+27.8% in four years), going from approx. 35.7 million Euro in 2017 to approx. 45.6 million Euro in 2020.

sustainability 74





Figure 4.1: Distribution of added value in percentages

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SUSTAINABILITY INDICATORS

Sustainability indicators	Unit of measurement	2017	2018	2019	2020				
	Raw materials an	d production							
Process raw materials	t/year	479,6	524,5	541,0	603,6				
Auxiliary materials	t/year	6,5	8,0	6,3	7,9				
Packing materials	t/year		990,5	1.047,0	1.087,8				
Product	t/year	1.355,5	1.466,5	1.543,3	1.794,3				
Pieces sold	number	16.212.766	17.212.766	18.172.014	19.274.054				
	Energy consumpt	Energy consumption							
Electricity consumption	GJ/year	20.066,52	21.507,92	22.599,42	27.554,68				
Methane consumption	GJ/year	9.921,28	9.681,02	10.967,58	14.867,60				
	Water withdrawn								
Total water withdrawn	m³/year	10.258,00	10.665,00	13.468,00	16.955,00				
	Discharged wate	r							
Discharged reject water from osmosis plant	m³/year	3.631,00	5.245,00	7.173,00	10.227,00				
Discharged water from other uses	m³/year	4.206,00	3.202,00	4.195,00	4.518,00				
	Atmospheric emi	ssions							
Direct CO _{2 (Scope 1)}	t CO ₂ eq/year	526,9	540,1	553,9	927,9				
Indirect CO _{2 (Scope 2)}	t CO ₂ eq/year	1.041,1	1.144,7	107,7	262,3				
	Other emissions								
Dust emissions	kg/year	7,1	2,2	7,3	10,0				
Nitrogen oxide emissions	kg/year			176,9	75,0				
Solvent emissions	kg/year	248,8	177,3	191,8	344,7				
	Waste								
Non-hazardous waste	t/year	240,9	253,0	282,2	393,0				
Hazardous waste	t/year	1.434,6	951,0	890,4	1054,6				
	Waste disposal								
Recycling	t/year	212,6	241,5	270,2	378,0				
Landfill	t/year	60,0	46,6	45,9	77,2				
Other treatments (chemical- physical)	t/year	1.402,9	915,95	856,53	992,39				

Water quality parameters	u.m.	2017 average	2018 average	2019 average	2020 average	Legal parameter
рН	mg/l	8	7,95	8,25	7,75	5,5-9,5
Total suspended solids	mg/l	5	5	6,4	5	80
CODE	mg/l	15	15	15	15	160
Ammoniacal nitrogen	mg/l	0,465	0,5	0,4	0,4	15
Nitric nitrogen	mg/l	2	2,6	2,5	1,85	20
Nitrous nitrogen	mg/l	0,00125	0,0155	0,0045	0,02	0,6
Total phosphours	mg/l	0,11	0,05	0,05	0,05	10
Chlorides	mg/l	8,75	3,7	37,95	5,1	1200
Sulfates	mg/l	12	16	8,55	15,5	1000
Iron	mg/l	0,11	0,49	0,01	0,01	2
Copper	mg/l	0,034	0,012	0,01	0,01	0,1
Nickel	mg/l	0,003	0,0035	0,001	0,003	2
Lead	mg/l	0,001	0,001	0,001	0,001	0,2
Zinc	mg/l	0,042	0,036	0,011	0,01	0,5
Total hydrocarbons	mg/l	0,1	0,12	0,1	0,09	5

Concentration of emissions of dust, solvents and nitrogen oxides compared with Legal parameter

100%











Charitable donations (including the economic value of materials)							
Categories	2020	Main activities					
Social	296.020 €	Fondazione Unifarco, International Red Cross, Forza e Sorriso and ADOS					
Sports and young people	52.363 €	Sports and youth associations					
Culture	19.230€	Publications, "Mazzotti" Literary Prize, Angelini Foundation					
Local area	46.196€	Associations that enhance and protect the region					
Total	413.809 €						

EMPLOYEES

Number of workers by contract and gender									
Description	20	17	2018		2019		2020		
Description	Men	Women	Men	Women	Men	Women	Men	Women	
Employees with permanent contracts	107	150	129	186	146	205	152	222	
- of whom, part-time	6	46	8	57	6	59	9	73	
Employees with fixed-duration contracts	41	68	30	46	18	38	29	50	
- of whom, part-time	9	24	4	10	3	16	5	25	
- of whom have temporary contracts	23	41	7	14	10	22	20	33	
Total workers	148	218	159	232	164	243	181	272	

Number of workers by age, provenance and gender									
Age	20)17	20	2018)19	2020		
Age	Men	Women	Men	Women	Men	Women	Men	Women	
<30	31	46	34	47	31	45	32	49	
30-50	86	121	91	138	88	137	104	162	
>50	31	51	34	47	45	61	45	61	
Provenance	Men	Women	Men	Women	Men	Women	Men	Women	
Italy	138	198	149	212	153	222	170	250	
EU	2	8	4	9	7	16	7	17	
Non-EU	8	12	6	11	4	5	4	5	

Executive and middle managers									
Age	20	17	20	18	2019		2020		
Age	Men	Women	Men	Women	Men	Women	Men	Women	
<30	0	0	0	0	0	0	0	0	
30-50	11	6	12	7	9	5	17	8	
>50	11	2	13	3	18	6	19	6	
Provenance	Men	Women	Men	Women	Men	Women	Men	Women	
Italy	21	7	24	9	26	10	35	13	
Province of Belluno	9	3	11	6	9	4	14	5	
EU	1	1	1	1	1	1	1	1	
Non-EU	0	0	0	0	0	0	0	0	

Office and manual workers									
Age	20	17	2018		2019		2020		
Aye	Men	Women	Men	Women	Men	Women	Men	Women	
<30	31	46	34	47	31	45	32	49	
30-50	75	115	79	131	79	132	87	154	
>50	20	49	21	44	27	55	26	55	
Provenance	Men	Women	Men	Women	Men	Women	Men	Women	
Italy	117	191	125	203	127	212	135	237	
EU	2	8	4	9	6	15	6	16	
Non-EU	7	11	5	10	4	5	4	5	

Number of workers who left their jobs either voluntarily or involuntarily, by gender, age and provenance. Turnover									
Age	20	17	2018		2019		2020		
	Men	Women	Men	Women	Men	Women	Men	Women	
<30	6	3	2	3	2	5	3	3	
30-50	2	5	3	3	1	1	2	3	
>50	2	1	2	3	3	1	2	2	
Provenance	Men	Women	Men	Women	Men	Women	Men	Women	
Italy	10	9	7	9	6	7	5	8	
EU	0	0	0	0	0	0	1	0	
Non-EU	0	0	0	0	0	0	1	0	
Turnover (1)	6,76%	4,13%	4,40%	3,88%	3,66%	2,88%	3,87 %	2,94%	

1: Negative turnover rate: workers left in period/number at beginning period *100

Total number and percentage of people taken on FOR THE FIRST TIME by the organisation by gender, age and provenance									
A	20	17	20	18	2019		2020		
Age	Men	Women	Men	Women	Men	Women	Men	Women	
<30	12	22	8	13	6	11	12	16	
30-50	10	15	5	10	1	6	9	16	
>50	3	8	5	0	4	1	2	2	
Provenance	Men	Women	Men	Women	Men	Women	Men	Women	
Italy	25	42	18	22	10	17	22	32	
EU	0	2	0	0	0	0	0	2	
Non-EU	0	1	0	1	1	1	1	0	
Turnover (2)	16, 89 %	20,64%	11, 32 %	9,91%	6,71%	7,41%	1 2 ,71%	12,50%	

2: Positive turnover rate: new hirings in the period/number at beginning period *100

Number of workers who took parental leave									
Туре	20	17	2018		20	19	2020		
	Men	Women	Men	Women	Men	Women	Men	Women	
Parental leave	0	13	0	14	1	21	2	26	
Returned to work after mandatory parental leave	0	0	0	0	0	1	0	0	
Returned to work after voluntary parental leave	0	13	0	14	1	20	2	26	
- of whom still at work 12 months after returning from parental leave	0	13	0	14	1	21	2	25	

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