



2023 IMPACT REPORT



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INTEGRA FRAGRANCES SPA

OUR COMPANY

Integra Fragrances develops customized olfactory identities for some of the most fascinating international brands by harnessing the power of smell to create unique experiences. It perfumes indoor and outdoor environments with its creations using an innovative proprietary remote-controlled technology.

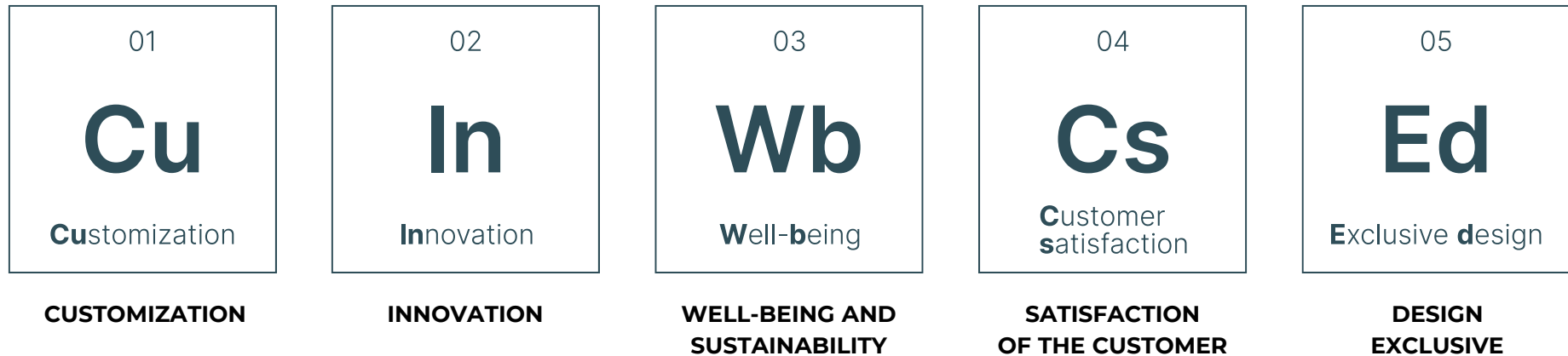
Founded in 2006, Integra Fragrances is among the leaders in offering a full range of olfactory branding services to luxury, fashion, hotel, and design companies, including banks, museums, airlines, and large yachts.

Olfactory branding is the innovative form of sensory communication that translates the essence of a brand into a unique scent that enhances its personality, distinctiveness and value.



INTEGRA FRAGRANCES SPA

OUR VALUES



[Learn more about our values and discover more about our Purpose. Visit the dedicated page!](#)

INTEGRA FRAGRANCES SPA

GLOBAL COVERAGE

+15 years
of experience in the field

+15 partner
fragrance houses

+5.000 devices
installed worldwide

+50 scented countries
In the world

+150k hours
of service and assistance



- Offices
- Scented countries

The Good Enterprise

THE REFERENCE MODEL

The Good Enterprise, guided by a systemic vision, goes beyond the purely profit-making purpose by pursuing both its good and the good of the context through a threefold purpose: to bring to the market a good product or service, which responds to the needs of society, pushing it in a positive direction; to create and organise work, offering opportunities for professional fulfilment to people; to produce wealth that falls, directly or indirectly, on the context.

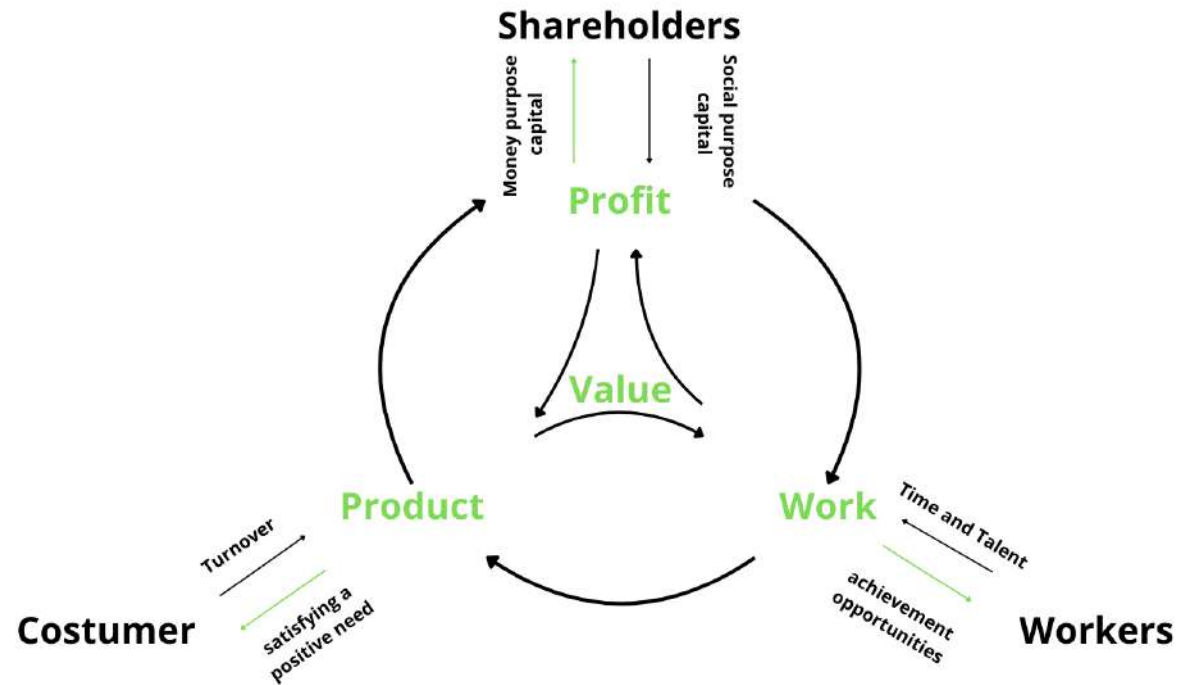
The Good Enterprise is committed to responsibly and sustainably managing all impacts on the community and the environment, in line with its characteristics and size.

Finally, it is concerned with transparency in the communication of the meaning of its actions, the promotion of participation within its organisation and the acquisition of the recognition and trust of its stakeholders.

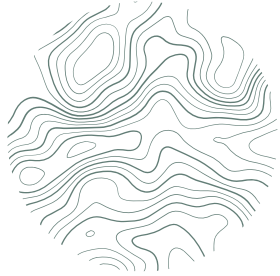
The results for each of these pillars are described separately and then examined systematically, highlighting relationships, mutual influences, and any discrepancies.

The last chapter of the report deals with the assessment of impacts on the Sustainable Development Goals (SDGs) defined by the UN in the context of the 2030 Agenda, broken down according to the specific impacts of the different assessment dimensions on the individual SDGs, the relevance of these impacts and the company's assigned performance rating.

The Good Enterprise Self-Assessment Tool represents a 'guide' to assessment and reporting, the outcome of which remains entirely the company's responsibility. The tool does not aim to give an objective rating nor does it represent a third-party certification of the contents reported, but it offers criteria and indications useful to the company that wants to 'look at itself from the outside' and tell its stakeholders about itself through this lens.



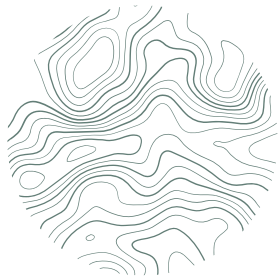
The 5 fundamental pillars: the basic vision of the report



Governance

Governance (1)

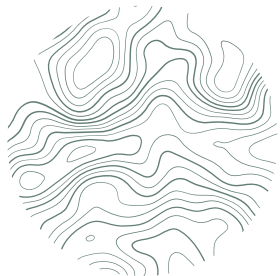
which observes the definition of the company's commitment, the adoption of consistent strategic processes, and the way results are managed and evaluated.



Value Creation

Value Creation through Product (2), Labour (3) and Economic Value (4), which observes the ability to produce an impact across the main pillars of any enterprise's activity. Each of these pillars is observed in 3 dimensions:

- the ability to create value;
- the fact that you create it to the satisfaction of your stakeholders;
- the ability to continue creating it in the long run.



Sustainability

Social and Environmental Sustainability (5)

which looks at all social and environmental dimensions relevant to the business, assessing the ability to manage them according to the principle 'Do no relevant harm'.

THE AIMS OF THE COMMON GOOD

Being Benefit for Integra Fragrances means adopting a winning logic without losing competitiveness. It means creating additional value by spreading an olfactory culture that respects the environment, customers, stakeholders and society as a whole.

Guided by a systemic vision and involving its stakeholders, Integra Fragrances intends to pursue a threefold objective:

- Market a quality product and service that meets the needs of civil society and promotes positive and responsible behaviour;
 - Provide people with opportunities for work and professional fulfilment;
 - Generate wealth that directly or indirectly benefits the context in which it operates;
 - To spread a culture of fragrance that makes society more aware of fragrance as a means of well-being.
-

INVOLVING STAKEHOLDERS

To meet their shared expectations, it is important to understand the role of stakeholders in an organisation.

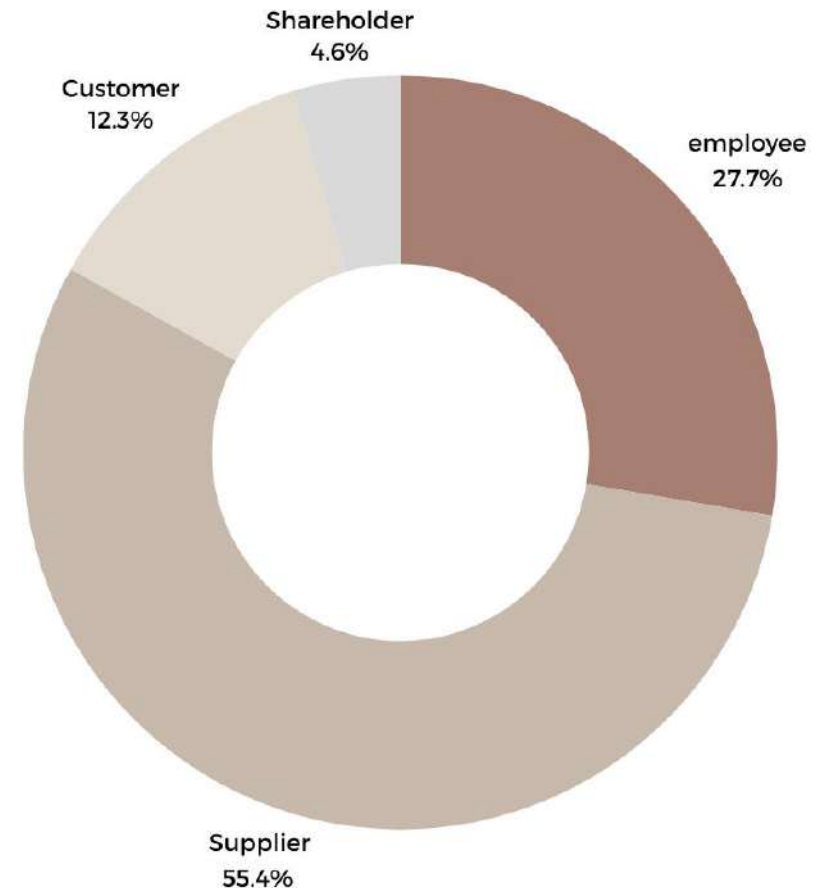
Stakeholders should be distinguished from shareholders and can include anyone with a significant interest in the success of the product/service.

Integra Fragrances involved its stakeholders in the third general survey in 2023.

Stakeholders were asked to provide their views on two distinct areas that would be useful in assessing shared sustainable development goals and actions for 2024.

Specifically, the questionnaires collected

- **Materiality**, specific relevance to areas of expertise;
- **Satisfaction**, and evaluation of the company in the areas of competence.



**65 STAKEHOLDERS
WERE INVOLVED**

INTEGRA FRAGRANCES

COMMITMENT

Throughout the year, the company continued its journey and sustainable transition, defining goals, actions and activities to achieve the commitment it made at the end of 2021 with its transformation into a Benefit Company.

In 2023, Integra Fragrances set up an internal multidisciplinary sustainability team, which became operational in January of the following year and which, through regular meetings and teamwork, aims to outline and implement the three-year impact plan.

The actions and activities summarised in the map on the right are the targets that the Sustainability Team, in consultation with the Shareholders' Meeting, aims to implement in 2024 and report on in the next Impact Report.



THE CREATION OF VALUE

ACTIVITIES SCHEDULED FOR THE 2024 YEAR SOCIAL AREA

TRAINING AND PROFESSIONAL DEVELOPMENT

Define a basic olfactory training programme for all employees.
Total training time 12 hours, spread over 4 moments during the year.

RELATIONS AND COLLABORATION

LAUNCHING OPERATION WELLNESS

In support of the collaboration between teams and employees working in two different locations and the involvement of individuals, the company will promote two annual team-building and sharing meetings, to be held in June and December.

The team building on 21.6.24 will take place at the Cà Shin site, an idea developed by the non-profit Cooperativa onlus Le Ali, which combines healthy food, a warm and welcoming environment and a focus on art, childhood and ecology. This activity aims to involve everyone, encourage collaboration and mutual trust, and work on emotional intelligence, which, when properly integrated with rational intelligence, allows for more effective decision-making.

ORGANISATIONAL CLARITY

To improve the communication and operation of departments and individuals, in harmony with the well-being and health of all employees, regular intra-departmental meetings will be established for the more cohesive achievement of common corporate goals.

THE CREATION OF VALUE

ACTIVITIES IN THE 2023 YEAR

On the following pages, you will find the results of the stakeholder surveys for the 2023 year and the company's shared value activities according to the Good Enterprise framework.

For comments, suggestions and information, please contact the Integra Fragrances Sustainability Team at: sustainability@integra-fragrances.com

You can also visit the company's sustainability page at the following link: <https://www.integra-fragrances.com/en/sustainability/>



THE CREATION OF VALUE

GOVERNANCE

CONSTITUTION OF THE SUSTAINABILITY TEAM

In 2023, an internal interdisciplinary sustainability team was established, which will become operational in 2024.

The team arose from the need to structure a working group that would deal concretely and systematically with the definition of corporate sustainability goals and the implementation of related activities.

The team meets regularly and consists of several professionals representing all business functions of Integra Fragrances.

CODE OF ETHICS

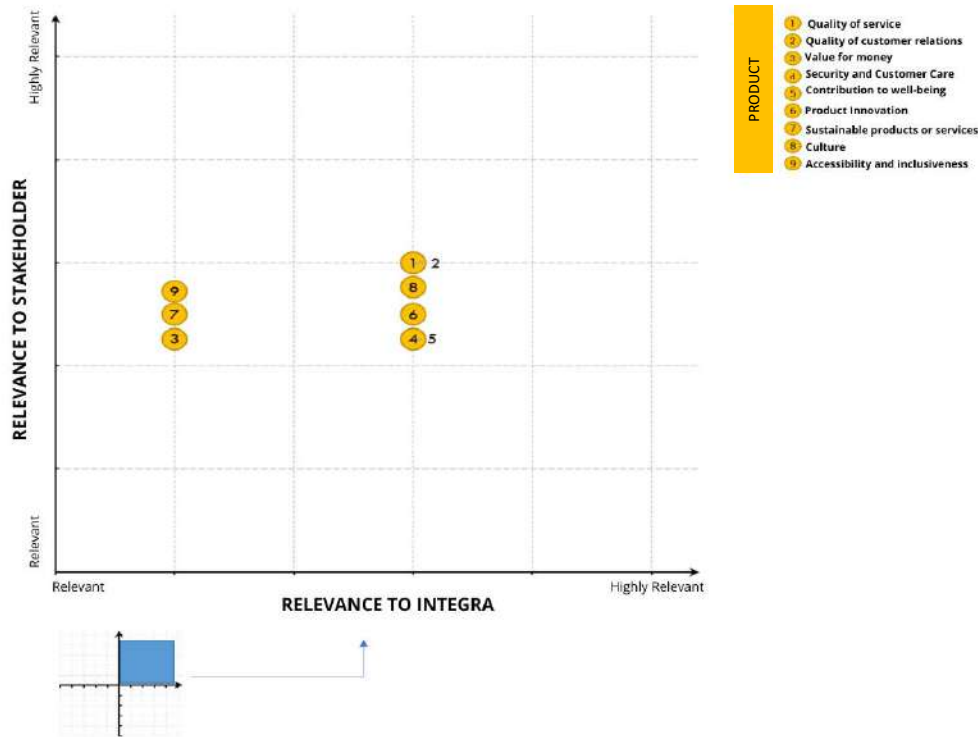
In 2019, the company formalised a code of ethics. The document constitutes the behavioural guidelines that employees, partners and management are required to respect daily, in line with the company's values.

You can consult the document on the company's website [by clicking here.](#)

THE CREATION OF VALUE: The Materiality Matrix

PRODUCT

A Benefit Society is called upon to create value by bringing a good product or service to the market, which responds to society's needs and pushes it in a positive direction. Concerning each of the proposed elements, the importance for the organisation in terms of strategy and value creation is noted.



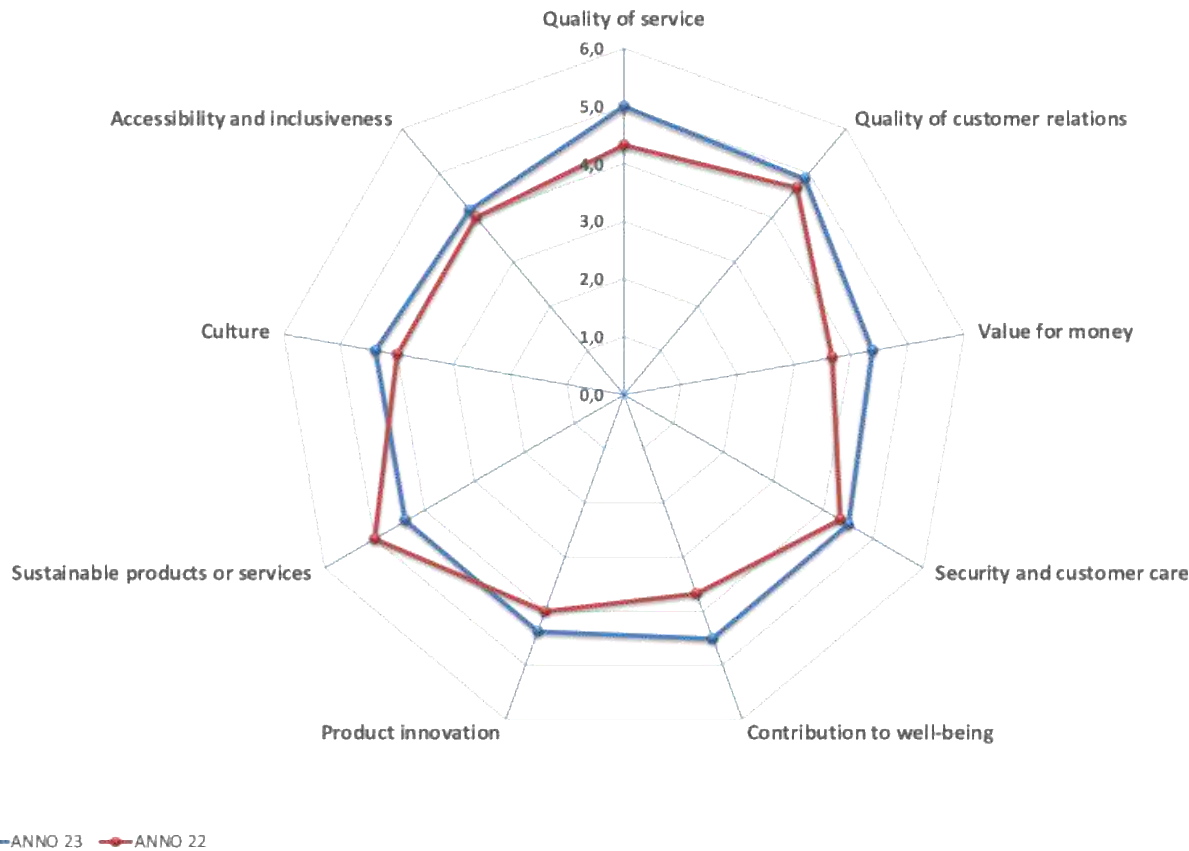
| Element | Materiality COMPANY | Materiality CUSTOMER |
|----------------------------------|---------------------|----------------------|
| Quality of service | 4 | 4,0 |
| Quality of customer relations | 4 | 4,0 |
| Value for money | 3 | 3,6 |
| Security and customer care | 4 | 3,6 |
| Contribution to well-being | 4 | 3,6 |
| Product innovation | 4 | 3,8 |
| Sustainable products or services | 3 | 3,8 |
| Culture | 4 | 3,9 |
| Accessibility and inclusiveness | 3 | 3,9 |

Benchmarks

0 - not applicable, 1 - not relevant, 2 - hardly relevant, 3 - fairly relevant, 4 - very relevant, NR - not detected

VALUE CREATION: Evaluation

PRODUCT



| Element | CUSTOMER Evaluation 23 | CUSTOMER Evaluation 22 |
|----------------------------------|------------------------|------------------------|
| Quality of service | 5,0 | 4,3 |
| Quality of customer relations | 4,9 | 4,7 |
| Value for money | 4,4 | 3,7 |
| Security and customer care | 4,5 | 4,3 |
| Contribution to well-being | 4,5 | 3,7 |
| Product innovation | 4,4 | 4,0 |
| Sustainable products or services | 4,4 | 5,0 |
| Culture | 4,4 | 4,0 |
| Accessibility and inclusiveness | 4,2 | 4,0 |

Benchmarks

0 - not applicable, 1 - highly critical, 2 - some problems, 3 - ok, but can be improved, 4 - well attended, 5- a good result, 6- a very good result, NR - not detected

INTEGRA FRAGRANCES SPA

OUR PRODUCTS AND SERVICES

SCENT MARKETING



Creating an olfactory identity for your brand

BROADCASTING SYSTEMS



Olfactory diffusion technology

TAILOR-MADE PRODUCTS



Customised finished products

VALUE CREATION: Measuring Actions and KPIs

PRODUCT

QUALITY OF SERVICE

The rating is given by summarising the areas in which the company operates, namely:

a. Creation of olfactory identity

In this area, the company has developed a high-quality process that yields excellent results and durability, while respecting safety;

b. Performing fragrance diffusion in the environment

3 macro-areas:

- Fragrance performance in the room: the solutions proposed are of excellent and consistent quality over time, with increasing know-how in ensuring note fidelity in-room application;
- Technical design and diffusion technology: the proposed solutions allow for high performance, verified in the field during installation (i.e. customer feedback);
- the company has structured its technical department (which, in addition to following up on new projects, provides after-sales assistance to acquired customers) in such a way as to distribute clear responsibilities by geographic area and thus oversee quality and end-customer satisfaction, identifying any technical criticalities in good time.

Operations do not show any critical issues from the point of view of the quality of the service offered, while the issue of measuring the degree of customer satisfaction at the level of the individual entry point is much more complex, although the high capacity to retain customers over time seems to demonstrate a good level of satisfaction.

VALUE CREATION: Measuring Actions and KPIs

PRODUCT

QUALITY OF CUSTOMER RELATIONS

Integra Fragrances makes the quality of its customer relationships one of its strengths, thanks to its ability to translate its customers' brand identity into fragrance (whether intended for ambient or finished product for sale, gifting or corporate communication) as part of a long-term branding strategy.

The results of the 2023 questionnaires confirm the company's commitment and work to create strong, long-lasting relationships with its customers. Overall, the company achieved a rating of 4.9 out of 6, an increase of 0.2 points compared to the year 2022.

PRICING EQUITY

Integra Fragrances pays particular attention to the price-quality ratio of its products. The company's steady growth in revenue continues to demonstrate its appreciation of the quality of service about the prices charged.

CUSTOMER HEALTH AND SAFETY

To protect its customers and end users, the company complies with all industry regulations. The use of fragrances is highly regulated and Integra Fragrances is compliant.

The company is investing in the development of internal capabilities related to fragrance development and regulatory oversight to further strengthen its position in this area.

VALUE CREATION: Measuring Actions and KPIs

PRODUCT

CONTRIBUTION TO WELL-BEING

By scenting the public environments of its customers around the world, Integra Fragrances contributes to people's well-being by providing a positive and special sensory experience that evokes pleasant emotions. In addition, an increasing number of olfactory experiences are promoted and delivered, reaching an ever wider audience. During the year, Integra Fragrances entered into a partnership and perfected its membership in the Accademia del Profumo, whose mission is to spread the culture of perfume and the well-being it brings.

PRODUCT INNOVATION

The company stands out as an innovator in its sector. The National Prize for Innovation awarded to Integra in June 2022 by the COTEC Foundation on behalf of the President of the Republic confirms its strong innovative capacity, a positive driving force for our country.

The innovation promoted by Integra covers two areas:

On the one hand, in fragrance development, where Integra is increasingly careful and competent in selecting the best partners to offer the most advanced extraction techniques and the most sustainable practices in fragrance production processes;

On the other hand, the technology used for room diffusion is becoming more and more advanced, to optimise fluid consumption and the number of maintenance operations, as well as constantly monitoring the air quality of the environments in which the equipment operates. We are also perfecting a neuromarketing study to measure the consumer's cerebral and therefore behavioural response to an olfactory experience.

VALUE CREATION: Measuring Actions and KPIs

PRODUCT

SUSTAINABLE PRODUCTS OR SERVICES

Self-assessment is not an indication of a lack of sensitivity or production difficulties but of a need and desire to study them in depth. From the point of view of olfactory diffusers, they have been designed with particular attention to the components and materials used. Their useful life of well over five years minimises waste and the impact of disposal at the end of their useful life.

In the area of fragrances, Integra Fragrances, in collaboration with its manufacturing partners, is sensitive to the environmental impact of the formulas it purchases and is demanding more attention to this issue.

In the area of packaging for the finished products it develops on behalf of its customers, Integra is paying increasing attention to the impact of the components used and their recyclability. Today, 100% of the finished products produced to date are fully recyclable thanks to the use of single-component materials.

CULTURE

Considering the size of the company, the approach to the diffusion of olfactory culture has been significant in terms of the number of people reached and the number of initiatives activated. The inclusion of this theme in the company's purpose shows that the company is not only interested in developing its economic activities but also in generating value from cultural themes, even if they are not directly related to economic production.

The activities through which the company disseminates olfactory culture include:

- Media publications, social media, lectures and conferences, public events;
- University workshops and field projects, dissertation support, university lectures;
- Academy for fragrance training of customer representatives.

VALUE CREATION: Measuring Actions and KPIs

PRODUCT

AUTONOMY AND PRODUCTIVE INDEPENDENCE

The size of the company and the business model itself do not allow for control of the supply chain. However, the company is working to ensure continuity in its services with a view to an ongoing, long-term relationship with customers.

We can divide the issue into three distinct areas:

- **Equipment:** As far as device production is concerned, supply chain control is achieved through the recent redesign of the technology, by carefully selecting each component and the suppliers that manufacture them;
- **Fragrances:** there are no product shortages thanks to the availability of the raw materials supplied by the Fragrance Houses in the quantities required;
- **The packaging of finished products (eau de toilette, home fragrances, candles, etc.):** the availability of packaging components is increasingly dependent on long-term planning and for significant quantities, which sometimes means that it is impossible to meet customers' requirements on time.

VALUE CREATION: Measuring Actions and KPIs

PRODUCT

INTERCEPTING AND REACTING TO NEEDS

The company's approach is tailored to each client. The lack of client awareness of the potential and application of an olfactory branding strategy requires Integra to carefully analyse the needs of each client according to their sector and positioning. In this sense, Integra's service includes active olfactory branding consultancy.

Evidence of this personalised approach to clients is the responses to end-of-year questionnaires, which show a high level of client satisfaction with Integra's ability to read and respond to their specific needs.

CUSTOMER ENGAGEMENT

The company continues to grow. It is consolidating its position in a relatively immature but growing market. In addition to maintaining its market share, the company is exploring new markets. The composition of the customer portfolio demonstrates the company's ability to establish and maintain long-term relationships with all of its major customers, thereby laying the foundations for better understanding and satisfying their needs and consolidating the relationship.

INTEGRA FRAGRANCES SPA

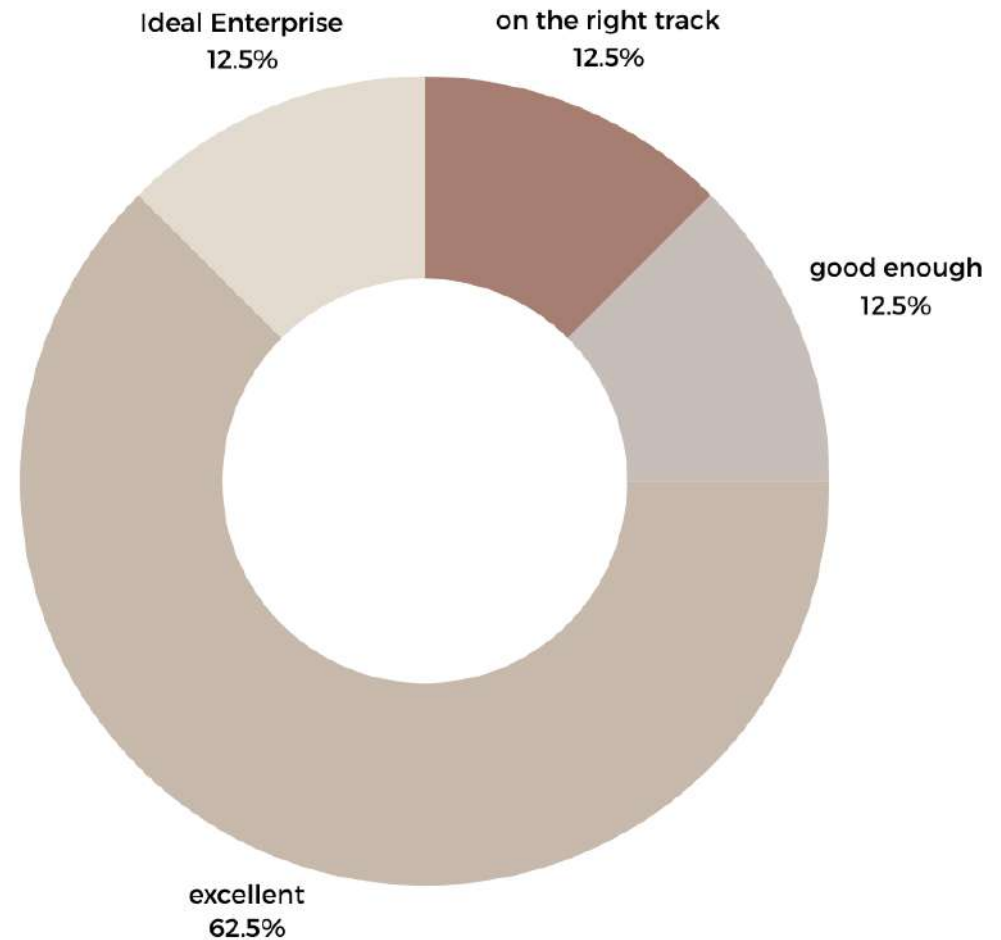
THE CUSTOMERS' POINT OF VIEW

In the light of the information you have, how do you assess this company's commitment to develop in harmony with society as a whole?

In 2023, Integra Fragrances involved its customers in filling out the company evaluation survey for the parameters of the Benefit Society.

The overall result of the survey is positive, confirming the company's commitment and focus on defining a customised offer that meets customers' needs.

The goal for 2024 will be to involve more customers in the survey and develop an even more sustainable offer.



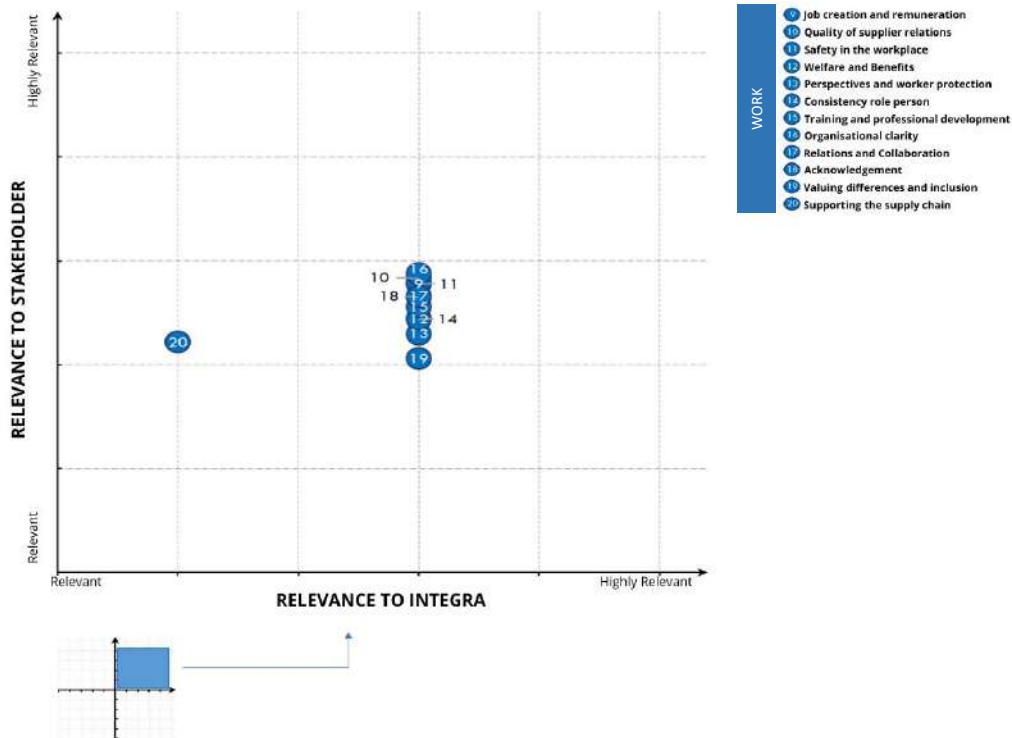
Benchmarks

A bad enterprise | An enterprise with some problems | An enterprise on the right track | A good enough enterprise | An excellent enterprise | The ideal enterprise

THE CREATION OF VALUE: The Materiality Matrix

WORK

A Benefit Society should generate value by creating and organising work, and by offering people opportunities for professional fulfilment. To each of the proposed elements, the importance for the organisation in terms of strategy and value creation is noted.



| Element | Materiality COMPANY | Materiality STAKEHOLDER |
|---------------------------------------|---------------------|-------------------------|
| Job creation and remuneration | 4 | 3,9 |
| Safety in the workplace | 4 | 3,9 |
| Welfare and Benefits | 4 | 3,7 |
| Perspectives and worker protection | 4 | 3,7 |
| Consistency role person | 4 | 3,7 |
| Training and professional development | 4 | 3,8 |
| Organisational clarity | 4 | 3,9 |
| Relations and Collaboration | 4 | 3,8 |
| Acknowledgement | 4 | 3,8 |
| Valuing differences and inclusion | 4 | 3,5 |
| Quality of supplier relations | 4 | 3,9 |
| Supporting the supply chain | 3 | 3,6 |

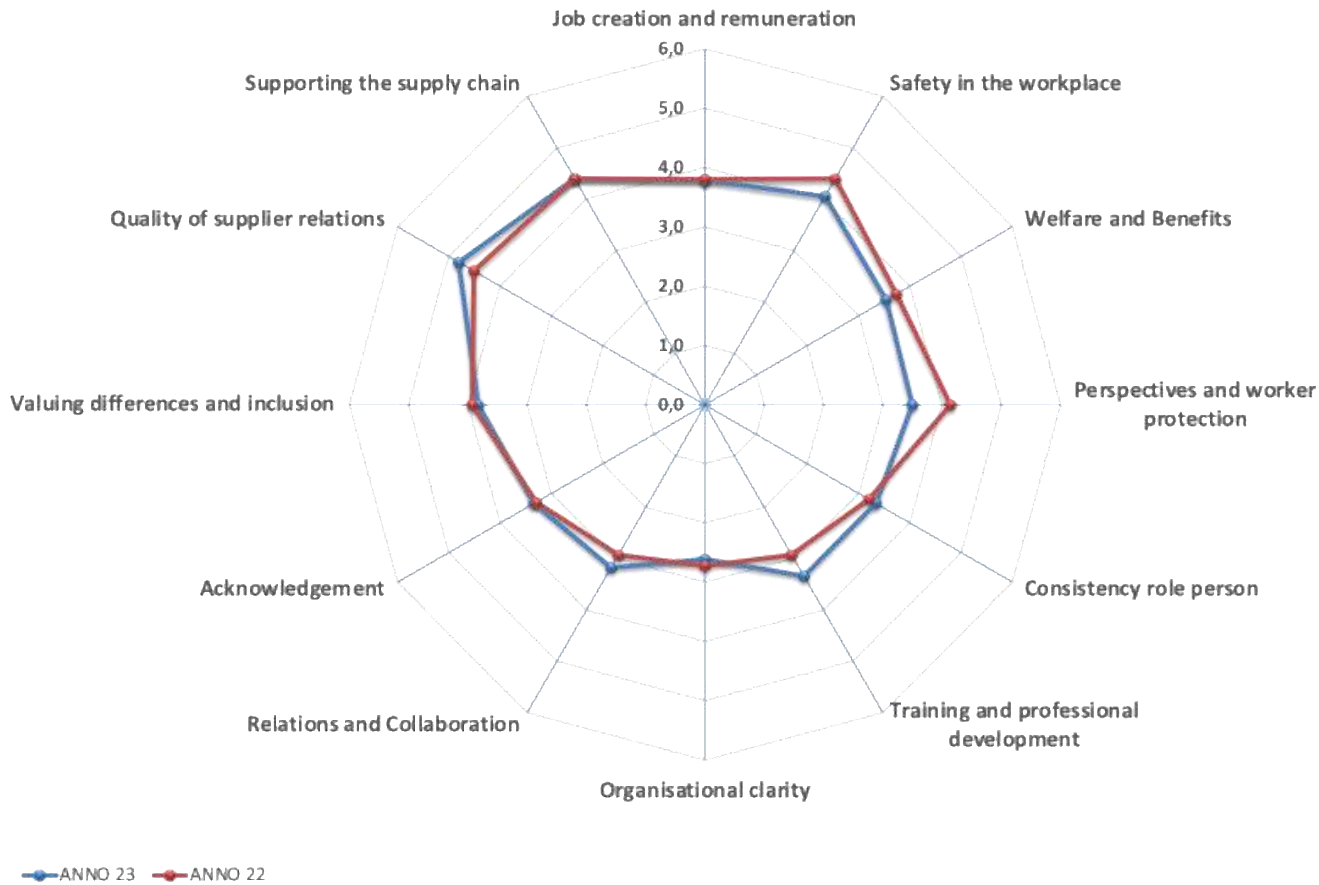
*Reference stakeholders: Suppliers, collaborators

Benchmarks

0 - not applicable, 1 - not relevant, 2 - hardly relevant, 3 - fairly relevant, 4 - very relevant, NR - not detected

VALUE CREATION: Evaluation

WORK



| Element | Evaluation 23 | Evaluation 22 |
|---------------------------------------|---------------|---------------|
| Job creation and remuneration | 3,8 | 3,8 |
| Safety in the workplace | 4,1 | 4,4 |
| Welfare and Benefits | 3,5 | 3,7 |
| Perspectives and worker protection | 3,5 | 4,1 |
| Consistency role person | 3,3 | 3,2 |
| Training and professional development | 3,4 | 2,9 |
| Organisational clarity | 2,6 | 2,7 |
| Relations and Collaboration | 3,2 | 2,9 |
| Acknowledgement | 3,3 | 3,3 |
| Valuing differences and inclusion | 3,8 | 3,9 |
| Quality of supplier relations | 4,8 | 4,5 |
| Supporting the supply chain | 4,4 | 4,4 |

Benchmarks

0 - not applicable, 1 - highly critical, 2 - some problems, 3 - ok, but can be improved, 4- well attended, 5- a good result, 6- a very good result, NR- Not Detected

VALUE CREATION: Measuring Actions and KPIs

WORK

JOB CREATION AND REMUNERATION

The anonymous surveys sent to employees show that this area continues to be well covered. The results for 2023 show that 70 per cent of employees are satisfied with the company's management of this aspect.

QUALITY OF RELATIONSHIP WITH SUPPLIERS

Despite its small size, the company takes great care to establish an ongoing and sustainable relationship with all of its suppliers, with a particular focus on those with whom it has the greatest contractual strength.

In the 2023 surveys, suppliers rated this aspect and gave the company an overall score of 4.8 out of 6, an overall improvement of 0.3 points compared to 2022.

VALUE CREATION: Measuring Actions and KPIs

WORK

SAFETY IN THE WORKPLACE

The company pays attention to safety issues. There are no critical issues in this area. The premises are modern, and equipped with technology for remote working and the workstations are comfortable, spacious and ergonomic. Employees are regularly trained in workplace safety.

In 2023, the company will focus its attention on the improvement and adaptation of internal policies on health and safety procedures for its employees.

ACTIVITIES CARRIED OUT IN 2023

All employees received general and specific safety training related to the type of work performed (December 2023), for a total of 8 hours each.

Regulatory and safety training in the handling of hazardous mixtures

In 2023, the company invested a total of 8 hours for the Fragrance Development, Commercial, Technical, Shipping and Logistics and Warehousing departments on the regulation, transport, labelling and safety of hazardous mixtures. Taught by an external regulatory consultant, the day's programme covered regulatory guidelines, legislation, protective equipment and instructions for their correct use.

VALUE CREATION: Measuring Actions and KPIs

WORK

WELFARE AND BENEFITS

In line with the expectations expressed in the questionnaires received, this area continues to be monitored by management to improve employee satisfaction. Smart working and maximum flexibility in working hours remain in place. The company has also introduced meal vouchers for all employees.

PERSPECTIVE AND PROTECTION OF WORKERS

The result of the last 2023 survey shows a slight drop in the area assessment, which lost 0.4 points compared to the 2022 results. The company aims to improve this result in 2024 by organising company team building and discussion moments during the year to share results and company performance, strengthening the relationship between employees and the company itself.

ROLE-PERSON CONSISTENCY

This topic emerged as one of the ones to be given the most attention in the 2021 employee questionnaires. In 2022, the company took up the challenge and demonstrated the relevance of the topic by personally and actively involving associates. Individual listening sessions were held with each employee, aimed at defining a function chart and organisation chart more in line with the company's reality, taking into account both the criticality of the process and the individual aspirations of each one. The process continued in 2023 with a review of job descriptions and the definition of flows and processes aimed at greater operational efficiency.

VALUE CREATION: Measuring Actions and KPIs

WORK

TRAINING AND PROFESSIONAL DEVELOPMENT

Depending on their role, position and aptitude, the company is committed to providing all employees with opportunities for professional development. Professional curiosity and the desire to grow are encouraged, so much so that each person's suggestion for areas of training is seriously considered. In 2023, to bring fragrance closer to employees less directly involved in fragrance creation, the company structured daily and weekly in-house olfactory training for the product, sales and marketing teams to enhance their knowledge of fragrance.

ACTIVITIES IN 2023

Olfactory training/fragrance:

The in-house olfactory training programme is aimed at those departments with the greatest need to develop and update technical skills in fragrance and perfumery, consisting of one hour per week on raw material olfaction, olfactory trends, new launches, and market-leading fragrances for men and women in Italy;

Olfactory refresher training at the Mouillettes & Co. training school, aimed at the departments most in need of developing and updating their technical skills in fragrance and perfumery, for a total of 16 hours dedicated to the new fragrances to be launched in 2023, olfactory and packaging analysis;

Olfactory update at Mouillettes & Co. for the fragrance development department, for a total of 8 hours dedicated to innovative ingredients, discoveries and new extraction techniques;

Basic training at Mouillettes & Co. for sales trainees: 24 hours in total, "Expertise 3GC" course.

Olfactory refresher course at Mouillettes & Co. for the Head of Fragrance Development: a total of 48 hours, "Evaluation Atelier" course;

Apprentice Training Register (with IFSOA): customised on-the-job training for the corporate account, totalling 60 hours.

VALUE CREATION: Measuring Actions and KPIs

WORK

RELATIONS AND COLLABORATION

The path started in 2022, following the 2021 surveys, towards a better identification of roles and greater organisational clarity will bring consequent benefits in interpersonal relations between colleagues. It is worth noting that, although this is unlikely to happen, team spirit and working together within the Company are generally good.

The company is particularly concerned about this issue because of its impact on employee motivation, productivity and well-being.

In 2023, the survey data shows an improvement in this area, with an increase of 0.3 points compared to 2022.

However, there are still several areas for improvement on which the company has begun to reflect to define its activities for 2024.

ACTIVITIES IN THE YEAR 2023

- Company dinner for all employees (September);
- Christmas party and team building activities to engage in a fun way and stimulate team collaboration (December).

VALUE CREATION: Measuring Actions and KPIs

WORK

ORGANISATIONAL CLARITY

During the year, the members and management continued their efforts to define a clear organisational chart, processes and procedures to increase organisational clarity.

The acquisition of new resources within the Integra Fragrances team brought further attention to this aspect and the need to formalise the roles and activities of individuals.

RECOGNITION

The above commitment by the company (and its partners personally) to improve organisational clarity and role coherence will also lead to consistent improvement in this area.

INTEGRA FRAGRANCES SPA

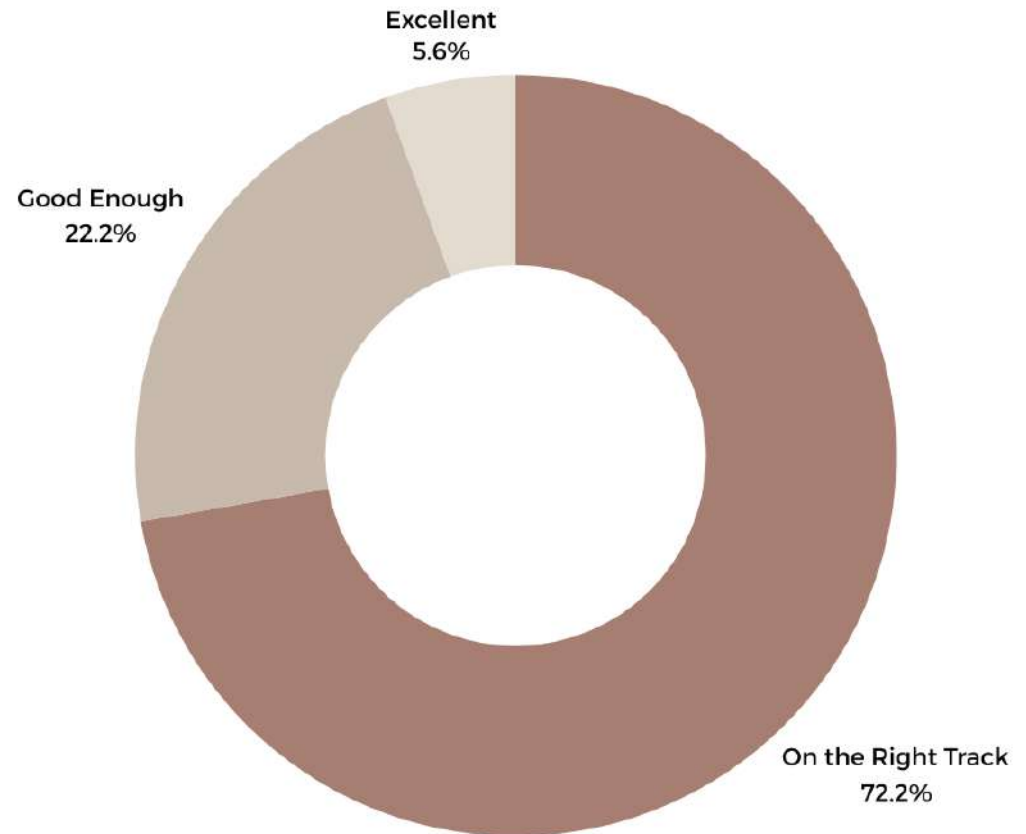
THE EMPLOYEES' POINT OF VIEW

In the light of the information you have, how do you assess this company's commitment to develop in harmony with society as a whole?

In 2023, Integra involved its employees in the compilation of the company evaluation survey to the parameters of the Benefit Society.

The overall result of the survey revealed areas for improvement related to training, organisational clarity, role-personnel consistency and recognition. The company, the board and the management have taken note and paid close attention to this issue.

The goal for 2024 is to improve on the results of the 2023 survey through concrete actions in line with internal needs to improve the perception and well-being of the company of all employees.



Benchmarks

A bad enterprise | An enterprise with some problems | An enterprise on the right track |
A good enough enterprise | An excellent enterprise | The ideal enterprise

INTEGRA FRAGRANCES SPA

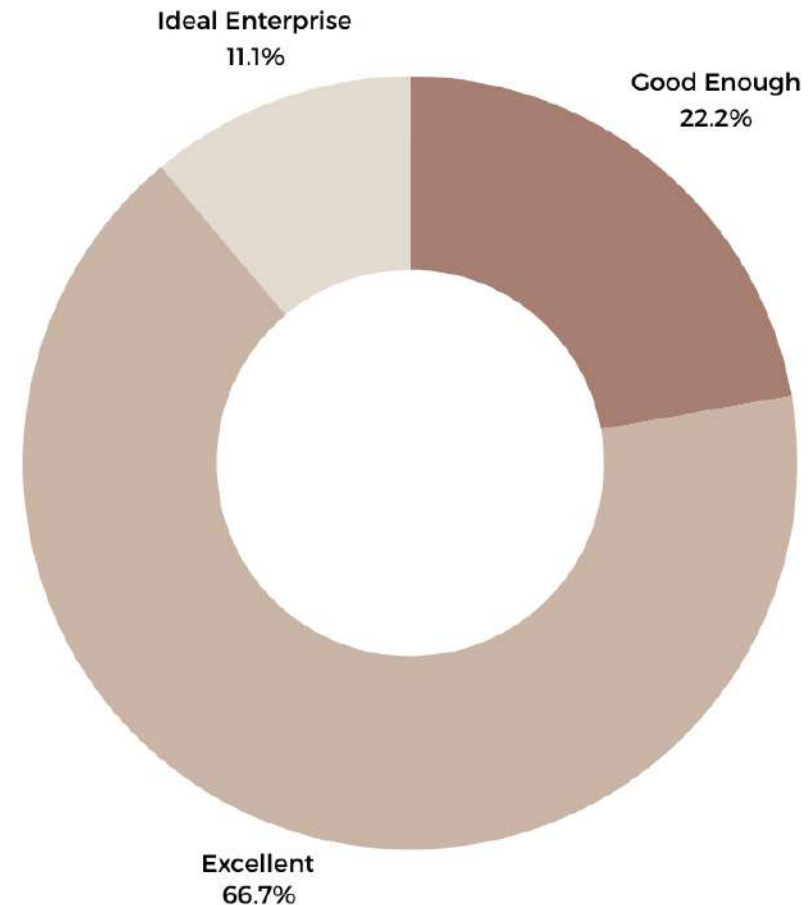
THE SUPPLIERS' POINT OF VIEW

In the light of the information you have, how do you assess this company's commitment to develop in harmony with society as a whole?

In 2023, Integra Fragrances involved its suppliers in the compilation of the company evaluation survey to the parameters relating to the Benefit Society, with a total of 36 people involved, compared to 17 in the year 2022.

The overall result of the survey is extremely positive and shows no areas for improvement, confirming the company's commitment and focus on establishing strong relationships with its suppliers.

The goal for 2024 will be to involve more suppliers in the survey and further promote the Benefit Society context also within the supply chain.



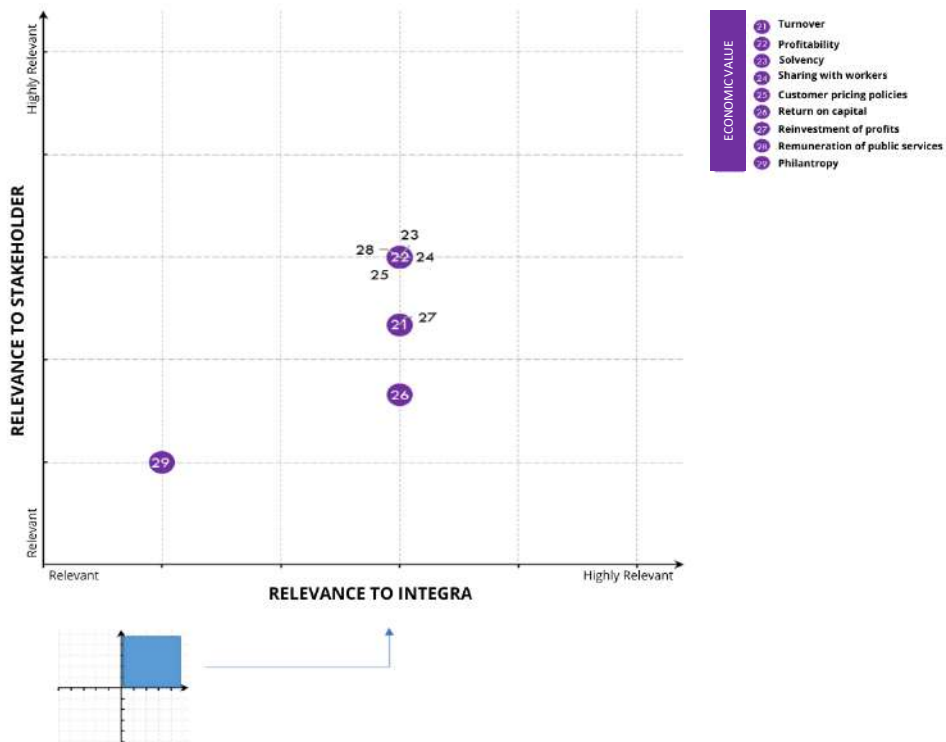
Benchmarks

A bad enterprise | An enterprise with some problems | An enterprise on the right track | A good enough enterprise | An excellent enterprise | The ideal enterprise

VALUE CREATION: The Materiality Matrix

ECONOMIC VALUE

A Benefit Society should create value by producing economic wealth and taking care to share that value with those involved in its creation.



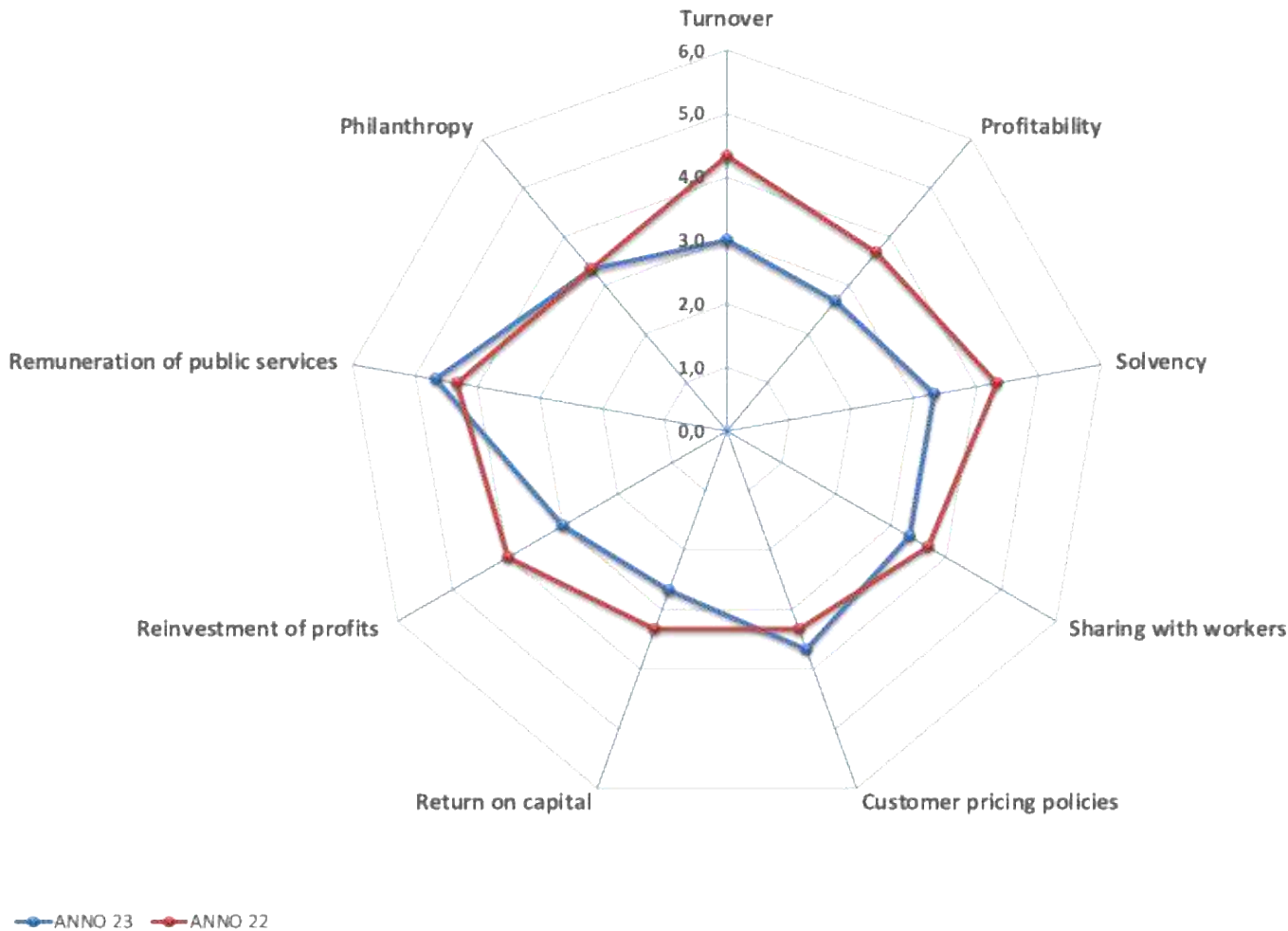
| Element | Materiality COMPANY | Materiality BOARD |
|---------------------------------|---------------------|-------------------|
| Turnover | 4 | 3,7 |
| Profitability | 4 | 4,0 |
| Solvency | 4 | 4,0 |
| Sharing with workers | 4 | 4,0 |
| Customer Pricing Policies | 4 | 4,0 |
| Return on capital | 4 | 3,3 |
| Reinvestment of profits | 4 | 3,7 |
| Remuneration of public services | 4 | 4,0 |
| Philanthropy | 3 | 3,0 |

Benchmarks

0 - not applicable, 1 - not relevant, 2 - hardly relevant, 3 - fairly relevant, 4 - very relevant, NR - not detected

VALUE CREATION: Evaluation

ECONOMIC VALUE



| Element | Evaluation BOARD 23 | Evaluation BOARD 22 |
|---------------------------------|---------------------|---------------------|
| Turnover | 3,0 | 4,3 |
| Profitability | 2,7 | 3,7 |
| Solvency | 3,3 | 4,3 |
| Sharing with workers | 3,3 | 3,7 |
| Customer pricing policies | 3,7 | 3,3 |
| Return on capital | 2,7 | 3,3 |
| Reinvestment of profits | 3,0 | 4,0 |
| Remuneration of public services | 4,7 | 4,3 |
| Philanthropy | 3,3 | 3,3 |

Benchmarks

0 - not applicable, 1 - highly critical, 2 - some problems, 3 - ok, but can be improved, 4 - well attended, 5- a good result, 6- a very good result, NR - not detected

VALUE CREATION: Measuring Actions and KPIs

ECONOMIC VALUE

INCOME

In 2023, the company continued its coverage of key customers, increasing and consolidating its revenues. The commercial strength of Integra Fragrances, combined with its strong focus on the needs of individual customers, enabled the company to close the year 2023 with a sales increase of almost 28% compared to the year 2022. In the coming years, the company aims to expand its business into new, unexplored sectors and geographies.

PROFITABILITY

During the year, the company achieved the growth it had set out to achieve and for which it had structured itself in the previous year, as evidenced by a significant recovery in margins.

VALUE CREATION: Measuring Actions and KPIs

ECONOMIC VALUE

SOLVIBILITY

The economic results, together with the attention paid to asset and financial management, guarantee the maintenance and consolidation of the economic, financial and asset soundness already shown by Integra in past years.

SHARING WITH WORKERS

Up to now, the company has tried to transfer a correct economic value to its employees based on its operating results, without, however, having an objective evaluation system for this purpose. The company therefore intends, for the coming financial years, to assess how this area can be improved.

CUSTOMER PRICING POLICIES

Given the high degree of customization that permeates all of the company's services, and taking into account the prices of its competitors, Integra Fragrances' prices are extremely fair. Prices are consistent and homogeneous within the same sector/end market, with differences between end markets due to the higher volume of work and additional services offered to the more demanding end markets. With the transformation into a Benefit Company, the company aims to develop, where possible, algorithms that enhance the various customer requirements.

VALUE CREATION: Measuring Actions and KPIs

ECONOMIC VALUE

RETURN ON CAPITAL

As shown by the results of the survey dedicated to them, shareholders confirmed their satisfaction with the results achieved so far, even in a context of profound changes.

REINVESTMENT OF PROFITS

The company leaves a preponderant portion of its net profit within its assets to support the growth and development of its activities. The results of the surveys showed the full support of the shareholders for the company's policies.

REMUNERATION OF PUBLIC SERVICES

The company is fully compliant with current regulations, accounting principles and tax laws.

VALUE CREATION: Measuring Actions and KPIs

ECONOMIC VALUE

PHILANTHROPY

For the third year, the company has chosen to support the social enterprise of **SEP (Social Enterprise Project)**, which aims to lift thousands of refugee women above the poverty line and restore their dignity through their talent and work. After supporting SEP, a B-Corp company, with the creation of a bespoke olfactory identity, a store scenting service and an initial range of scented candles for Christmas 2021, Integra Fragrances decided to support SEP with a new project in 2022: the transformation of the olfactory identity into a wearable fragrance and the gift of 1000 roll-on eau de parfums to be launched at the end of March 2023.

CAPITAL SOUNDNESS

The company can count on its means that are more than adequate for its needs, especially when compared to the limited use of third-party capital.

VALUE CREATION: Measuring Actions and KPIs

ECONOMIC VALUE

INVESTMENTS

Relative to its size, the company continues to believe in and invest in the technological development of its equipment, which is at the cutting edge of technology and a key differentiator from its competitors.

In parallel with growth, streamlining of business processes and improvement of services offered, the company is investing in digitalisation and equipping itself with increasingly efficient and advanced tools, software and management tools. In terms of fragrance development, the company continues to strengthen its links with manufacturers who have access to the best technologies, extraction techniques and neuroscientific measurements to enhance the impact of fragrance on people's well-being and lives.

INDEPENDENCE

The company pays close attention to this aspect, recognising the importance of independence in creating long-term value for all stakeholders. Integra Fragrances no longer has a single strategic supplier, but has pursued and continues to pursue a strategy of diversifying its so-called "strategic" suppliers, especially in its core business.

The internalisation of the realisation of its equipment is proof of this. Independence can still be improved, but the diversification of the customer portfolio is already underway. However, given the size of the company and its expected growth potential, this area is not a cause for concern.

INVESTOR CONFIDENCE

The survey completed by the shareholders show that the company enjoys their full trust and support.

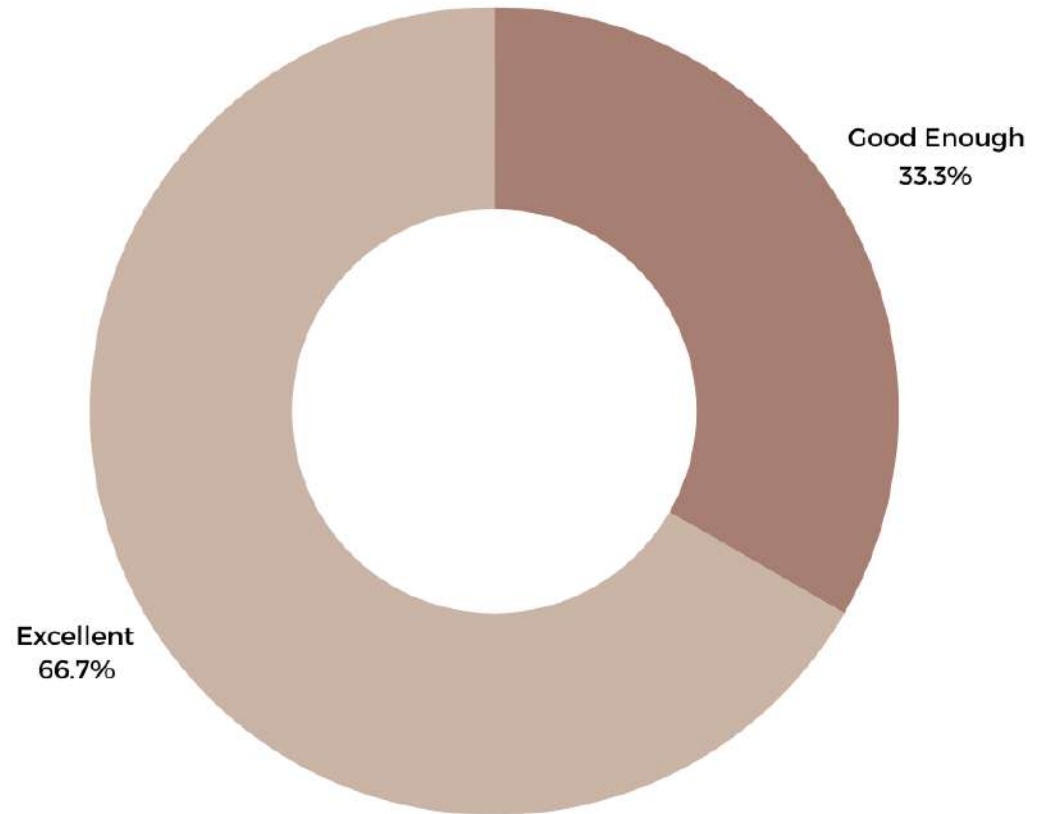
INTEGRA FRAGRANCES SPA

THE MEMBERS' POINT OF VIEW

In the light of the information you have, how do you assess this company's commitment to develop in harmony with society as a whole?

In the year 2023, Integra Fragrances involved its members in the compilation of the company evaluation survey concerning the parameters of the Benefit Society.

The overall result of the questionnaires is positive and shows the alignment and active involvement of members in the company's operations.



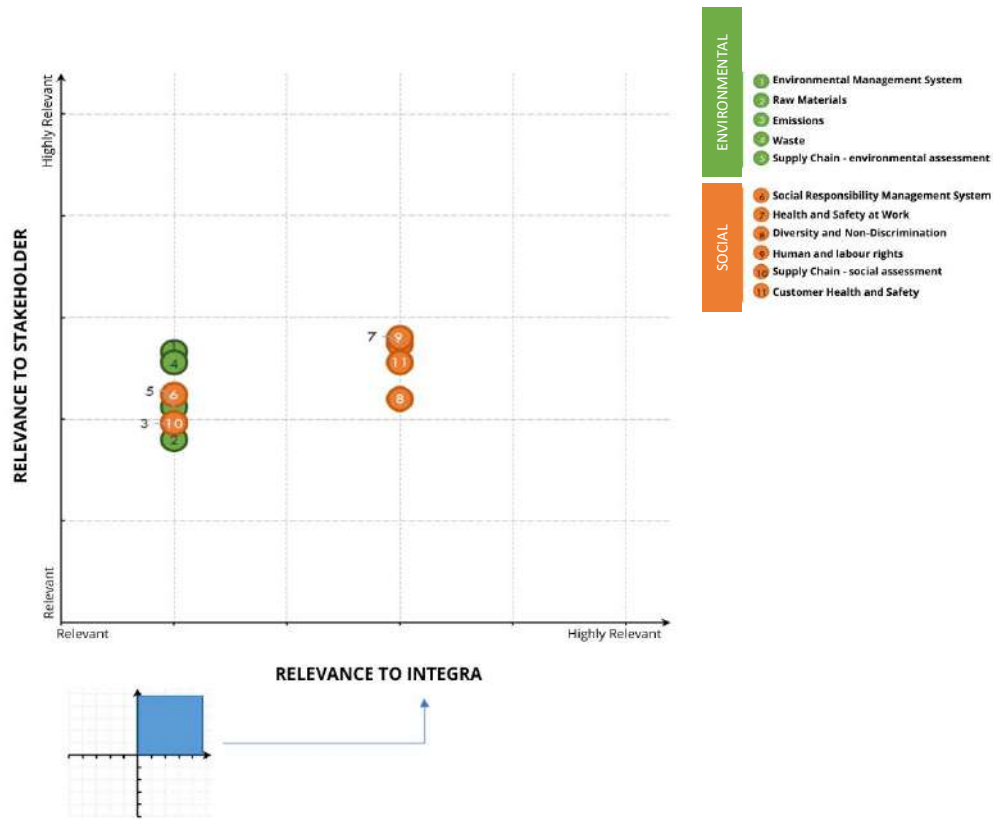
Benchmarks

A bad enterprise | An enterprise with some problems | An enterprise on the right track | A good enough enterprise | An excellent enterprise | The ideal enterprise

THE CREATION OF VALUE: The Materiality Matrix

SUSTAINABILITY

A Benefit Company, consistent with its characteristics and size, should manage its impact on the community and the environment in a responsible, sustainable and transparent manner.



***Stakeholders: board, clients, providers, collaborators**
Benchmarks
 0 - not applicable, 1 - not relevant, 2 - hardly relevant,
 3 - fairly relevant, 4 - very relevant

| Element | Materiality COMPANY | Materiality STAKEHOLDER |
|---|---------------------|-------------------------|
| Environmental Management System | 3 | 3,8 |
| Raw materials | 3 | 3,4 |
| Emissions | 3 | 3,5 |
| Energy consumption | 0 | 3,5 |
| Water and waste water | 0 | 3,5 |
| Ecosystem and Biodiversity | 0 | 3,3 |
| Waste | 3 | 3,8 |
| Supply chain - environmental assessment | 3 | 3,6 |
| Social Responsibility Management System | 3 | 3,6 |
| Health and Safety at Work | 4 | 3,9 |
| Local communities | 0 | 3,3 |
| Diversity and Non-Discrimination | 4 | 3,6 |
| Human and labour rights | 4 | 3,9 |
| Supply chain - social assessment | 3 | 3,5 |
| Customer Health and Safety | 4 | 3,8 |

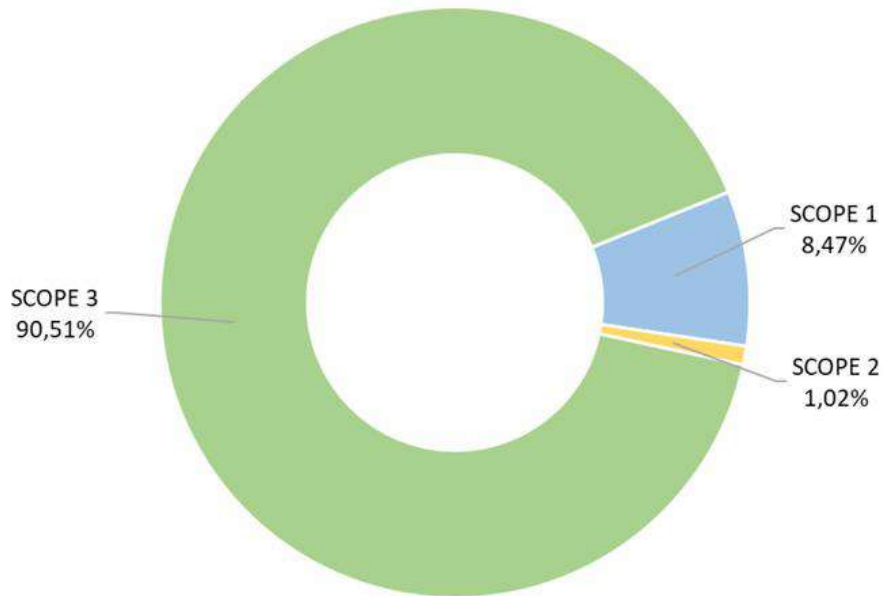
VALUE CREATION: Measuring Actions and KPIs

SUSTAINABILITY

EMISSION CALCULATION

In 2023, the company integrated into its Carbon Footprint measurement system - scope 01 (direct emissions) and Scope 02 (indirect emissions from energy) - the emissions in scope 03 (indirect emissions upstream and downstream of the supply chain), with the support of its technical partner **RETE CLIMA**.

Inventory GHG Integra Fragrances 2023



Distribution of impacts in the different Scopes

Direct emission sources (Scope 1) generate an emission of 52.42 tCO₂e, which corresponds to 8.47% of the total.

Indirect GHG emissions (Scope 2) are 6.57 tCO₂e, contributing 1.02% of the company's total GHG emissions.

Scope 3 GHG emissions are 581.53 tCO₂e, equivalent to 90.51 % of total annual emissions.

Going into the specifics of the Scope 3 categories, the largest emissions, in absolute terms, come from the purchase of products and services by the company (categories 1 and 2), in line with the company's business model.

VALUE CREATION: Measuring Actions and KPIs

SUSTAINABILITY

RAW MATERIALS

Integra Fragrances pays increasing attention to the packaging of its products to make them sustainable both in terms of the materials used and the circular economy. The product development team is engaged daily in researching environmentally sustainable and/or recycled materials.

Integra designed the new packaging to contain and transport its fragrance technology, focusing on the materials used, and weight during transport to limit emissions, recyclability and disposal after use.

In terms of fragrances, Integra is increasingly careful and sensitive in selecting as partners those fragrance houses that offer fragrances with a low environmental impact and are committed to having a positive impact on the local communities where the ingredients are extracted, as well as demanding transparency in measuring this impact throughout the product lifecycle.

ENERGY CONSUMPTION

From October 2023, the energy supplier for the Milan site (A2A) will certify in its invoices that the energy supplied comes from 100% renewable sources.

For 2024, Integra Fragrances aims to renegotiate the energy contracts of the Reggio Emilia site, which is currently not 100% renewable.

VALUE CREATION: Measuring Actions and KPIs

SUSTAINABILITY

WASTE

Packaging is one of the objectives that Integra intends to work on with its suppliers in the coming years, to improve collaboration with customers. The company pays great attention to the separate collection of personal water bottles to reduce the use of plastic bottles. Special liquid and solid wastes, however small, are handled by an ad hoc service that separates and recovers what is possible and then disposes of the rest, minimising the impact on the environment.

DANGEROUS WASTE MANAGEMENT

The company works with specialised companies to deliver and dispose of such waste.

SUPPLY CHAIN- ENVIRONMENTAL ASSESSMENT

The size of the company does not allow for total control, also due to the contractual dynamics with the supply chain, which does not always put Integra Fragrances in a strong bargaining position. However, a dialogue has been opened with suppliers, who will be asked at the end of the year to complete a satisfaction questionnaire about the company's operations. This will be the first step towards an ever more intensive involvement of the supply chain, to make them aware of the corporate issues that concern them and facilitate their participation in benefit and emission reduction targets.

Scope 3 carbon footprint measurement provides an opportunity to engage with suppliers on how they manage and monitor their impacts.

VALUE CREATION: Measuring Actions and KPIs

SUSTAINABILITY

SUPPLY CHAIN- SOCIAL ASSESSMENT

The size of the company does not allow for total control, also due to the contractual dynamics with the supply chain, which does not always put Integra Fragrances in a strong bargaining position. However, a dialogue has been opened with suppliers, who will be asked at the end of the year to complete a satisfaction questionnaire about the company's operations.

This is intended to be the first step in an ever more intensive involvement of the supply chain, to make them aware of the issues that concern them and facilitate their participation in the objectives from a benefit and community impact perspective.

CUSTOMER HEALTH AND SAFETY

The Integra Fragrances fragrance system is complemented by an air and surface disinfection protocol using two different safe and non-aggressive active ingredients. During the year, Integra continued to invest in R&D to establish an indoor air quality (IAQ) monitoring and management programme.

The Sustainable Development Goals

On 25 September 2015, the United Nations approved the 2030 Agenda for Sustainable Development, a global plan of action for people, planet and prosperity. The agenda was signed by 193 UN countries, including Italy, to share a commitment to ensure a better present and future for our Planet and the people who inhabit it.

The Global Agenda defines 17 Sustainable Development Goals (SDGs) to be achieved by 2030, divided into 169 Targets, which represent a compass to put Italy and the world on a sustainable path.

The SDGs on which the company makes a positive impact through its activities are summarised below:



Integra Fragrances pursues Goals 4, 5, 7, 8, 9, 12, 13, 15, 16 and 17 of the 2030 Agenda.

TABLE OF ELEMENTS DESCRIPTION - product

| Parameter | Element | Description |
|---------------------------------|---|---|
| CONTRIBUTION TO SOCIETY | CONTRIBUTION TO WELL-BEING | To achieve in a structural manner, through the provision of goods and services, a positive impact in the short and long term, on the customer's quality of life (or, indirectly, on the well-being of society). |
| | SUSTAINABLE PRODUCTS OR SERVICES | To offer products and services that, starting from the production process and/or throughout their life cycle, have as little impact as possible on the consumption, dispersion and/or damage of natural resources and whose offer to the customer (in terms of quality or price) does not compromise on human rights and the dignity of labour. |
| | CULTURE | Contribute to the cultural growth of the relevant sector, and society in general, through the sharing of information and knowledge. |
| | ACCESSIBILITY AND INCLUSIVENESS | Favouring the accessibility of the product to categories with less access to it, in terms of price, distribution, information provided, etc. |
| | PRODUCT INNOVATION | Focusing on continuous innovation with a view to improving service to people and society. |
| QUALITY OF THE OFFER | PRODUCT QUALITY | Offer a product/service that meets the customer's needs and fulfils the purpose for which it was purchased. |
| | QUALITY OF CUSTOMER RELATIONS | Taking care of the customer by combining product/service quality with a relationship characterised by friendliness, helpfulness and mutual trust. |
| | VALUE FOR MONEY | Propose a price congruent with the quality and customer value of the product/service and the target market. |
| | SAFETY AND CUSTOMER PROTECTION | Ensuring the highest safety standards for the customer at all stages of the product or service life. |
| SUSTAINABILITY OF SUPPLY | INTERCEPTION AND RATION TO NEEDS | Develop the ability to intercept market needs, react and adapt to changing markets. |
| | CUSTOMER LOYALTY | Create a solid and mutually beneficial relationship with customers, which can ensure the success of the company through the acquisition of market share (short-term return) and brand appreciation. |
| | AUTONOMY AND PRODUCTIVE INDEPENDENCE | Having direct control over production or being able to control the production chain, so as to be able to manage unforeseen events and thus provide continuity of service to the customer. |

TABLE OF ELEMENTS DESCRIPTION - Work

| Parameter | Element | Description |
|---|---|--|
| CONTRACTUAL COMMITMENT AND WELFARE | JOB CREATION AND REMUNERATION | Create work under fair and transparent conditions, correctly remunerated and contractualised, in a manner congruent with the sector, the stage of life of the company and the expectations of the workers (employees, collaborators, entrepreneur himself). |
| | QUALITY OF SUPPLIER RELATIONS | Guaranteeing suppliers satisfactory contractual conditions, seeking fairness and equity along the supply chain. |
| | SAFETY IN THE WORKPLACE | Providing a safe, welcoming, clean and well-maintained working environment. Ensuring the highest possible levels of safety, complying with existing regulations. |
| | CORPORATE WELFARE AND BENEFITS | Provide for measures to improve employees' private and working lives, and the reconciliation of the two. |
| | PERSPECTIVES AND PROTECTION OF WORKERS | Transferring to workers a sense of security with respect to their work and the solidity of the company, compatible with the company's stage of life. Provide, in the start-up phase, at times of company crisis or in situations of socio-economic emergency, the greatest possible transparency and precautionary measures. |
| SUSTAINABILITY OF THE ORGANISATIONAL MODEL | ORGANISATIONAL INNOVATION | Activate new ways of working and be able to adapt roles in the face of contextual changes, enabling the constant evolution of the organisation. |
| | COHESION WITH WORKERS | Create a solid and mutually beneficial relationship with the workers, so as to favour the success of the company through the effectiveness of the work done (short-term return) and full adherence to the company's project (long-term). |
| | COHESION WITH SUPPLIERS | Create a solid and mutually beneficial relationship with suppliers, so as to foster the success of the company through effective collaboration (short-term return) and partnership with the company (long-term). |

TABLE OF ELEMENTS DESCRIPTION - Work

| | | |
|--|--|--|
| DEVELOPMENT AND PARTICIPATION | ORGANISATIONAL CLARITY | Transmit to people a sense of their role within the company system, defining and communicating clearly and transparently roles, processes, choices, objectives (both individual and corporate) and other relevant company information. |
| | VALORISATION OF DIFFERENCES AND COMPLEMENTARITY | Providing an inclusive environment that fosters the full expression of each person in his or her uniqueness and diversity, guaranteeing everyone quality spaces for participation that enhance their contribution to the common outcome. |
| | SUPPORT FOR THE SUPPLY CHAIN | Strengthening the supply chain, with particular reference to small enterprises, through skills sharing, training, creation of economic-financial instruments, etc. |
| | ROLE-PERSONAL CONSISTENCY | Ensuring consistency between the role and the skills, aptitudes and aspirations of individuals, so as to foster their professional fulfilment. |
| | TRAINING AND PROFESSIONAL DEVELOPMENT | Provide people with opportunities for development by planning and sharing pathways to develop skills and capabilities through training and qualified experience. |
| | RELATIONS AND COLLABORATION | Stimulate collaboration, solidarity, team spirit among people, enhancing complementarity, confrontation and dialogue both among peers and between bosses and co-workers. |
| | VALUING DIFFERENCES AND INCLUSION | Guaranteeing inclusive conditions that favour the full expression of each person in their uniqueness and diversity; favouring access to work and the quality of participation also by categories facing particular difficulties in the labour market (young people, women, fragile categories, etc.) |
| | RECOGNITION | Recognising the contribution of individuals' work, valuing commitment and achievements, so as to foster satisfaction, motivation and participation in the project. |
| | PRESERVATION OF DISTINCTIVE COMPETENCES | Identifying and guarding the skills necessary for business activity, adopting effective ways to disseminate and maintain them adequate and safeguarded over time. |

TABLE OF ELEMENTS DESCRIPTION - Economic Value

| Parameter | Element | Description |
|--------------------------------------|--|--|
| FAIR DISTRIBUTION OF GENERATED VALUE | SHARING OF PROFITS WITH WORKERS | Ensure consistency between the company's economic results and the economic value generated for employees. |
| | REMUNERATION RISK CAPITAL | Create economic value for shareholders through the distribution of dividends and the increase in value of shares. |
| | REINVESTMENT OF PROFITS IN THE COMPANY | Supporting the financing needs of the company through the reinvestment of profits in the company. |
| | REMUNERATION OF PUBLIC SERVICES | Pay taxes, avoiding aggressive or evasive tax policies. |
| | PHILANTHROPY | Possible allocation of a part of the value produced by the company to community investments, in whatever form. |
| INCOME BALANCE | INCOME | Increasing the economic dimension of business. |
| | SOLVIBILITY | Having sufficient liquidity to meet its commitments to creditors. |
| | PROFITABILITY | Produce an economic result (EBIT- pre-tax) that is positive, consistent and coherent with the size and stage of life of the company. |
| | POLICIES OF PRICE TO CUSTOMER | Adopt pricing policies geared towards creating a fair margin for the company. |
| ECONOMIC SUSTAINABILITY | SOLIDITY HERITAGE | Balance the capital structure in terms of equity (equity) and debt (debt). |
| | INDEPENDENCE | Carefully and consistently manage the use of non-repayable grants, using them for investment and not for covering current operating costs; differentiate their clientele as far as possible; be aware of the risks associated with dependence on licences or authorisations and do everything possible to maintain them. |
| | COHESION WITH SHAREHOLDERS | To create a solid and mutually beneficial relationship with the shareholders, capable of ensuring the long-term success of the company, including through the exercise of patient capital. |
| | INVESTMENTS | Devise appropriate investment strategies to support future business development (e.g. R&D, machinery and equipment, technology, etc.). |

RECONCILIATION TABLE

| GRI | | GRI - SABI reconciliation table | | | BUONA IMPRESA |
|---------------|---|---|---|-----------------------------------|------------------|
| ESG | GRI Standards | Good Enterprise Self-Assessment Tool | | | |
| | | SECTION | DIMENSION | ELEMENT | |
| ENVIRONMENTAL | 301-1 | Social and environmental sustainability | Environment and Society | Raw materials | |
| | 301-2 | Product | Contribution to society | Sustainable products and services | |
| | | Social and environmental sustainability | Environment and Society | Raw materials | |
| | 301-3 | Product | Contribution to society | Sustainable products and services | |
| | | Social and environmental sustainability | Environment and Society | Raw materials | |
| | 302-1 | Social and environmental sustainability | Environment and Society | Energy consumption | |
| | 302-2 | Social and environmental sustainability | Environment and Society | Energy consumption | |
| | 302-3 | Social and environmental sustainability | Environment and Society | Energy consumption | |
| | 302-4 | Social and environmental sustainability | Environment and Society | Energy consumption | |
| | 302-5 | Social and environmental sustainability | Environment and Society | Energy consumption | |
| | | Product | Contribution to society | Sustainable products and services | |
| | 303-1 | Social and environmental sustainability | Environment and Society | Water and waste water | |
| | 303-2 | Social and environmental sustainability | Environment and Society | Water and waste water | |
| | 303-3 | Social and environmental sustainability | Environment and Society | Water and waste water | |
| | 303-4 | Social and environmental sustainability | Environment and Society | Water and waste water | |
| | 303-5 | Social and environmental sustainability | Environment and Society | Water and waste water | |
| | 304-1 | Social and environmental sustainability | Environment and Society | Ecosystem and Biodiversity | |
| | | Product | Contribution to society | Sustainable products and services | |
| | 304-2 | Social and environmental sustainability | Environment and Society | Ecosystem and Biodiversity | |
| | | Product | Contribution to society | Sustainable products and services | |
| | 304-3 | Social and environmental sustainability | Environment and Society | Ecosystem and Biodiversity | |
| | | Product | Contribution to society | Sustainable products and services | |
| | 304-4 | Social and environmental sustainability | Environment and Society | Ecosystem and Biodiversity | |
| | 305-1 | Social and environmental sustainability | Environment and Society | Emissions | |
| | 305-2 | Social and environmental sustainability | Environment and Society | Emissions | |
| | 305-3 | Social and environmental sustainability | Environment and Society | Emissions | |
| | 305-4 | Social and environmental sustainability | Environment and Society | Emissions | |
| | 305-5 | Social and environmental sustainability | Environment and Society | Emissions | |
| | 305-6 | Social and environmental sustainability | Environment and Society | Emissions | |
| | 305-7 | Social and environmental sustainability | Environment and Society | Emissions | |
| | 306-1 | Social and environmental sustainability | Environment and Society | Waste | |
| | 306-2 | Social and environmental sustainability | Environment and Society | Waste | |
| | 306-3 | Social and environmental sustainability | Environment and Society | Waste | |
| 306-4 | Social and environmental sustainability | Environment and Society | Waste | | |
| 306-5 | Social and environmental sustainability | Environment and Society | Waste | | |
| 307-1 | Social and environmental sustainability | Environment and Society | Waste | | |
| 308-1 | Product | Contribution to society | Sustainable products and services | | |
| | Social and environmental sustainability | Environment and Society | Supply Chain - Environmental Assessment | | |
| 308-2 | Product | Contribution to society | Sustainable products and services | | |
| | Social and environmental sustainability | Environment and Society | Supply Chain - Environmental Assessment | | |

RECONCILIATION TABLE

| GRI | | Reconciliation table IMPACT REPORT - GRI | | | BUONA IMPRESA |
|------------|---------------|--|--|---|------------------------|
| ESG | GRI Standards | Good Enterprise Self-Assessment Tool | | | |
| GOVERNANCE | | SECTION | DIMENSION | ELEMENT | |
| | | 103-6 | Governance | Vision and commitment | Background orientation |
| | 103-7 | Governance | Vision and commitment | Agency commitment | |
| | 103-7 | Job | Contractual commitment and welfare | Job creation and remuneration | |
| | 103-8 | Job | Contractual commitment and welfare | Job creation and remuneration | |
| | 103-12 | Economic Value | Economic Value Sharing | Philanthropy | |
| | 103-12 | Governance | Vision and commitment | Background orientation | |
| | 103-13 | Economic Value | Economic Value Sharing | Philanthropy | |
| | 103-13 | Governance | Vision and commitment | Commitment | |
| | 103-18 | Governance | Vision and commitment | Background orientation | |
| | 103-15 | Governance | processes and tools | Management processes | |
| | 103-15 | Governance | processes and tools | Management processes | |
| | 103-20 | Governance | processes and tools | Management processes | |
| | 103-21 | Governance | processes and tools | Processes and tools for sharing with stakeholders | |
| | 103-22 | Governance | processes and tools | Management processes | |
| | 103-24 | Governance | processes and tools | Management processes | |
| | 103-25 | Governance | processes and tools | Ethical processes | |
| | 103-26 | Governance | processes and tools | Management processes | |
| | 103-29 | Governance | processes and tools | sustainability processes and tools | |
| | 103-30 | Governance | processes and tools | Management processes | |
| | 103-35 | Work | Contractual commitment and welfare | Job creation and remuneration | |
| | 103-36 | Job | Contractual commitment and welfare | Job creation and remuneration | |
| | 103-37 | Job | Contractual commitment and welfare | Job creation and remuneration | |
| | 103-38 | Job | Contractual commitment and welfare | Job creation and remuneration | |
| | 103-39 | Work | Contractual commitment and welfare | Job creation and remuneration | |
| | 103-41 | Job | Contractual commitment and welfare | Job creation and remuneration | |
| | 103-41 | Work | Contractual commitment and welfare | Perspectives and worker protection | |
| | 103-43 | Governance | processes and tools | sustainability processes and tools | |
| | 103-43 | Governance | processes and tools | Processes and tools for sharing with stakeholder | |
| | 103-47 | Governance | processes and tools | sustainability processes and tools | |
| | 203-4 | Work | Contractual commitment and welfare | Job creation and remuneration | |
| | 203-1 | Economic Value | Creation of economic value | Turnover | |
| | 203-2 | Economic Value | Economic Sustainability Conditions financial | Capital strength | |
| | 203-5 | Work | Contractual commitment and welfare | Perspectives and worker protection | |
| | 203-4 | Economic Value | Economic Sustainability Conditions financial | Independence | |
| | 203-1 | Work | Contractual commitment and welfare | Job creation and remuneration | |
| | 203-2 | Work | Professional realization | Valuing differences and inclusion | |
| | 203-4 | Economic Value | Economic Value Sharing | Reinvestment of profits | |
| | 204-1 | Social and environmental sustainability | Environment and Society | Local Communities | |
| | 205-4 | Governance | processes and tools | Ethical processes | |
| | 205-2 | Economic Value | Economic Value Sharing | Remuneration of public services | |
| | 207-1 | Economic Value | Economic Value Sharing | Remuneration of public services | |
| | 207-2 | Economic Value | Economic Value Sharing | Remuneration of public services | |
| | 207-3 | Economic Value | Economic Value Sharing | Remuneration of public services | |
| | 207-4 | Economic Value | Economic Value Sharing | Remuneration of public services | |

Impact Manager