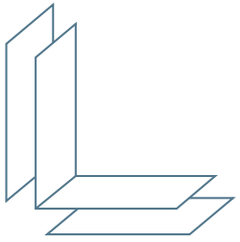
Sustainability Report

2019

LAMINAM

SUPERIOR NATURAL SURFACES

Index



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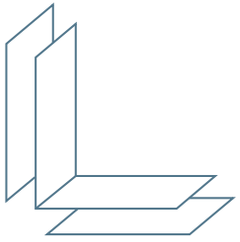
Letter from the Chairman



Dear readers,

While I am writing, the world is shaken by the COVID 19 pandemic-related emergency which has slowed down our lives and our production system. Laminam has taken all the necessary measures to safeguard the health and safety of its employees and to contrast and contain the diffusion of the virus. Moreover, we have implemented numerous initiatives to support our territory and the local and regional agencies and associations involved in the emergency.

At this time of difficulty and uncertainty for all of us, while preparing ourselves for recovery, it may be appropriate to share what we have done in these years and all the results we have reached with the hope to return soon to achieve furthers.
In this challenging context, I want to reinforce our commitment for securing a sustainable future and I am proud to introduce the first edition of Laminam's Sustainability Report, presenting the pillars on which we are willing to shape our strategy and our future.
This document is intended to present in a balanced and structured way all the initiatives and activities carried out during these years that describe our being a responsible Company.
Being a responsible Company means first of all generating and distributing value for all our stakeholders: from employees to the territory where we operate. In 2019 we reached Euro 129 million in turnover, consolidating our role as market leader and confirming the trend that, since 2009, sees our Company constantly grow year after year. The recent acquisition by the global

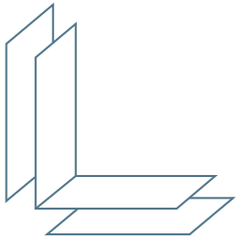
investment company Alpha Private Equity Fund 7 will further support our growth in international markets, leading Laminam towards an increasingly global leadership role.
We know that most of our success is linked to our ability to keep innovating, starting from our product, the ceramic slab, whose innovative features have allowed us to revolutionize the ceramic market. For us, innovating makes sense only if the results of the research are sustainable. In fact, we have always pursued a product innovation linked to the use of natural raw materials, product recyclability and durability as well as its capacity to promote a healthy environment. In this context we have introduced Hydrotect™, the revolutionary process that makes our slabs bio-active and IN-SIDE, our new technology that allows to create ceramic slabs with material continuity between body and surface characterized by the use of natural raw materials and water-based inks with low environmental impact.

Certainly the successes achieved in these years would not have been possible without the ideas and passion of our people, the driving force behind our innovation. During 2019, we have worked hard to foster an inclusive, constructive and safe working environment, with particular attention to cultivating and retaining our talents by strengthening training and team building activities, launching company welfare initiatives and structuring a Health and Safety management system. In addition, we have launched activities to consolidate our company identity, through a campaign to communicate our new mission, vision and corporate values.
Our commitment to sustainability implies a focus on reducing and mitigating environmental impacts throughout our value chain: from the suppliers to our production sites and the communities in which we operate. In 2019, we invested in new plants and technologies to reduce the environmental impact of our activities as for example the new emissions abatement system installed at Fiorano which is an evolution of the first innovative system installed in 2017 at the Borgo Val di Taro site. At the end of the year, we obtained the authorization from the Regional authorities for the project of expansion of the production plant in Borgo Val di Taro following the VIA (Environmental Impact Assessment) procedure which we voluntary undertook and provided us a comprehensive analysis of all the project's environmental impacts, facilitating an open and transparent dialogue with all the relevant stakeholders. During the year we launched a supplier qualification process which includes social and environmental criteria and will allow us to monitor the sustainability performance of our supply chain over the next years. With regard to our Italian plants we started a project to develop an Environmental management system that will be integrated with the Health and Safety management system concurring to an efficient management of all the environmental, health and safety aspects. Finally, in recent years, with the purpose of contributing to our local communities, we continued to build on our strong relationships with the territory by sponsoring and supporting cultural, sporting and architectural initiatives and creating opportunities for dialogue and participation with all stakeholders.

In the following pages we present our Company, starting from our products, our people and our operations. These are the pillars on which our success is based on and on which we intend to build our sustainability strategy in the coming years.

I hope you enjoy reading it,
Alberto Selmi

2. Sustainability highlights



+ 13%
OF GROWTH
With respect 2018

1°
PRIZE
In the “Growth” and “Design and Coverings” category of “LeQuotabili 19” by Pambianco

136
SURFACES
4
THICKNESSES
2
SIZES
Laminam counts on the widest product range in the industry

94%
OF EMPLOYEES HAVE A PERMANENT CONTRACT

1,360
HOURS OF VOLUNTARY TRAINING
provided in 2019 (+65% with respect 2018)

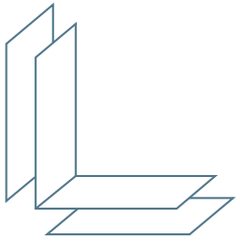
-26%
OF WORK RELATED INJURIES
with respect 2018

100%
OF THE PROCESS WATER RECYCLED

79%
OF METAL TRESTLES RECOLLECTED
in 2019 (+168% with respect 2018)

91%
OF UNFIRED CERAMIC SCRAP
is reused into the production process (+67% with respect 2018)

3.
About us



3.1 This is Laminam

Laminam was created in the early 2000s as an internal division of the System Group following the invention of the technologies to create large-sized, ultra-thin ceramic slabs which revolutionized the ceramic market giving new impulse to this mature sector.
In the first years of its life, the Company operated as a kind of research and development "laboratory" for large ceramic slabs, industrializing the product and testing its best applications in traditional and new sectors while the market was getting ready for a large scale commercialization. Starting from 2009, with the appointment of the current managing director Alberto Selmi, the definition of product offerings and the creation of the sales force, Laminam brand was effectively launched.
Today Laminam, with a consolidated revenue of Euro 129 million and 464 employees at group level, produces and offers a range of eclectic and versatile large-size ceramic surfaces used in many applications from the traditional and advanced architecture to the furnishing and design and distributed in more than 100 countries worldwide. In the last five years the Company registered an average compound annual growth rate (CAGR) of 27% demonstrating the success of an innovative business model that differentiates Laminam from its main competitors.
In 2019, turnover increased by 13% compared to 2018, 78% of which was made outside the Italian market, confirming the Company's international vocation.
Leveraging and capitalizing on the competitiveness factors that have characterized it over the years, Laminam aims, in the next years, at further increasing its market share and continuing its international expansion in terms of sales, production and logistics with the ultimate aim of bringing its products closer to the market.

Sales by Geographical Area (%)

Italy	22%
Europe	26%
Russia/Cis	13%
Middle East	6%
Asia and Oceania	19%
Americas	14%

“Le Quotabili 19”

In 2019, Laminam has received the first prize in the “growth” category by Pambianco, recording the highest 2018 growth percentage among all the product categories analysed.

The Company also triumphed in its own category, outperforming other 10 selected companies in the Design and Coverings sector, being the most prepared Company, in terms of capital requirements and positioning, to be listed in the stock exchange within 3 or 5 years. Pambianco, a strategic consulting Company and key publication for the world of economics and business, each year awards the “Le Quotabili” prize which focuses on around 80 companies representing the Made in Italy label in Fashion, Beauty and Design with turnover in excess of 50 million euros.

Le Quotabili analysis is based on figures for turnover, growth and EBITDA and also takes into consideration brand awareness, company size, export share and the market segment in which the company operates.

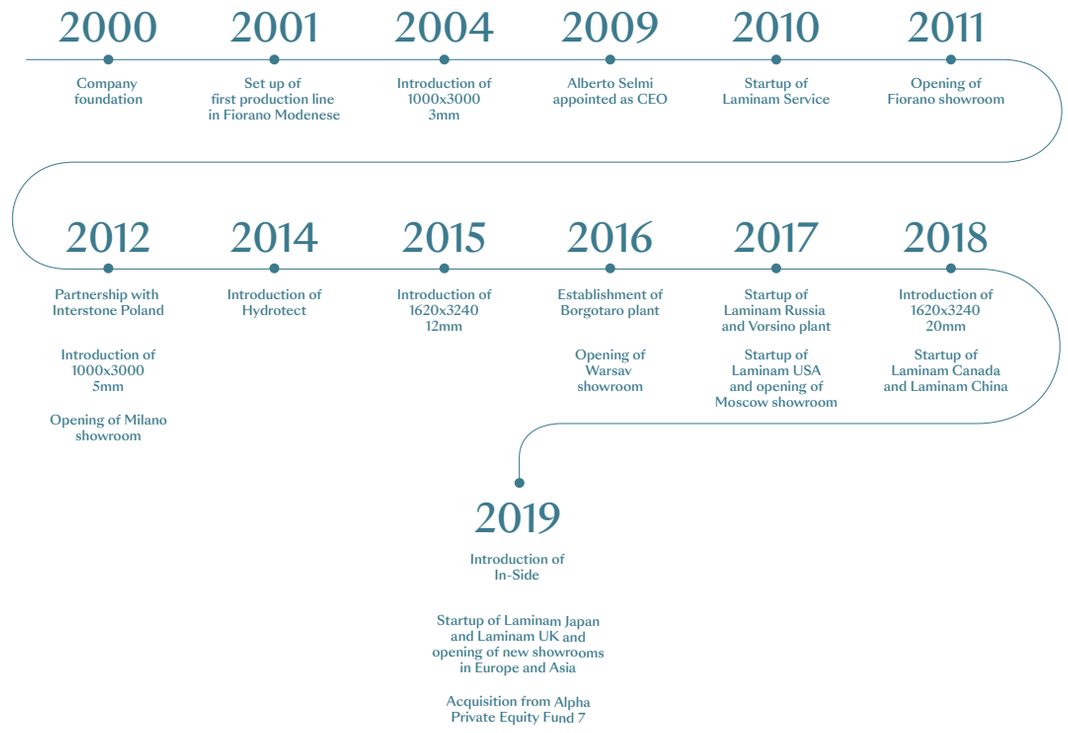
The Group headquarters are located in Fiorano Modenese, in the province of Modena in Italy. Laminam has three manufacturing plants (two in Italy and one in Russia), research and development and technology laboratories in Italy and Russia and one service company in Italy (Laminam Service). Moreover the Company has commercial branches (USA, Russia, UK, Canada, Japan, Germany, Poland and China), showrooms and a network of distributors worldwide.

The ceramic district of Sassuolo

The so-called “tile valley” is the world’s major district for the production of ceramic floor and wall tiles. It was born around the ‘60s, when the number of companies operating in the sector increased significantly thanks to the abundant availability of red clay and the possibility of finding skilled workforce from the surrounding agricultural areas. Later, the growth of the district was further boosted by the production of associated products such as ceramic adhesives, glazes and machinery, thus creating a real area-system.
The district has always been a cradle of innovation in the ceramic sector worldwide, starting from the invention of “cottoforte” in the 1960s, through the single-firing process in the 1970s to porcelain stoneware and finally large-sized, ultra-thin ceramic slabs in the early 2000s by Laminam. Today, the district includes around 300 companies employing a total of 18,000 people with a production around 400 million sqm of tiles (80% of the Italian production) and a turnover of 4 billion euros.[1]

[1] https://www.expomo.com/distrettidimodena/distretto-ceramico-di-sassuolo/

An uninterrupted history of success since the foundation



Main Projects

Laminam has been involved in the realization of significant architectural projects worldwide and is a partner of important companies in the Furniture and Design sector.

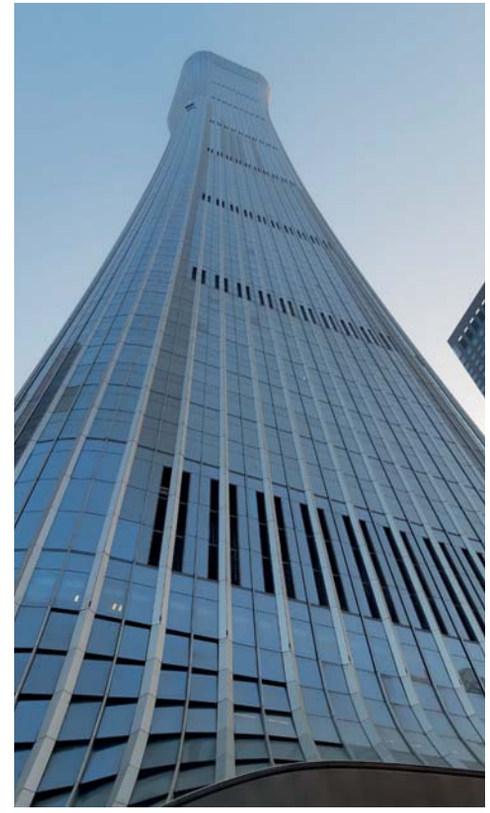
Here are some main recent examples:

CHINA ZUN TOWER
Beijing, China - 2019

Kohn Pedersen Fox Associates
(Laminam I Naturali / Bianco Statuario Venato Soft Touch finish)

The China Zun Tower, also called CITIC Tower, with its 528 meters-spanning 109 storeys is the tallest tower in Beijing and one of the 10 world's highest skyscrapers.
Located in the country's financial district, the building plays host to offices, conference rooms, stores and a hotel, and it also houses the main headquarters of the public investment group CITIC GROUP (China International Trust Investment Corporation) which built it and owns it. Its characteristic shape recalls the appearance of an ancient Chinese wine vessel which gives it its name: Zun. Laminam surfaces were used for all the interior cladding of approximately 70 storeys (30,000 sqm. in total) and of the main entrance (8,000 sqm.).

The 1620x3240 mm Laminam surfaces were applied side-by-side to ensure the continuity of the vein patterns.



HOTEL NODO,
Santiago de Chile, Chile - 2019

(Laminam / Hydrotect™ technology)

The Hotel Nodo, completed in 2019, is the first building in Chile whose exterior facades, entirely cladded with Laminam ceramic slabs with Hydrotect™ technology, have self-cleaning and air purifying capabilities.

Thanks to Hydrotect™ technology, the 2,300 sqm of facades of the hotel will have the same air purification effect as one and a half hectares of woodland or eliminate the quantity of nitrogen produced by more than 180 cars travelling a distance of 30 km.

COPPER SHELL HOUSE (Private house)

Moscow, Russia - 2019

Fedorova Architects
(Laminam Oxide / Moro and Laminam I Naturali / Pietra di Savoia Grigia Bocciardata)

The Copper Shell House is a private house constructed in the Serebryaniy Bor region close to Moscow, a highly populated area immersed in the vegetation of a natural park.

The countryside in which the house is set has influenced both the choice of structure and the materials used. The decision to use ceramic slabs has to do with respect for the environment and the desire for an extremely durable product.

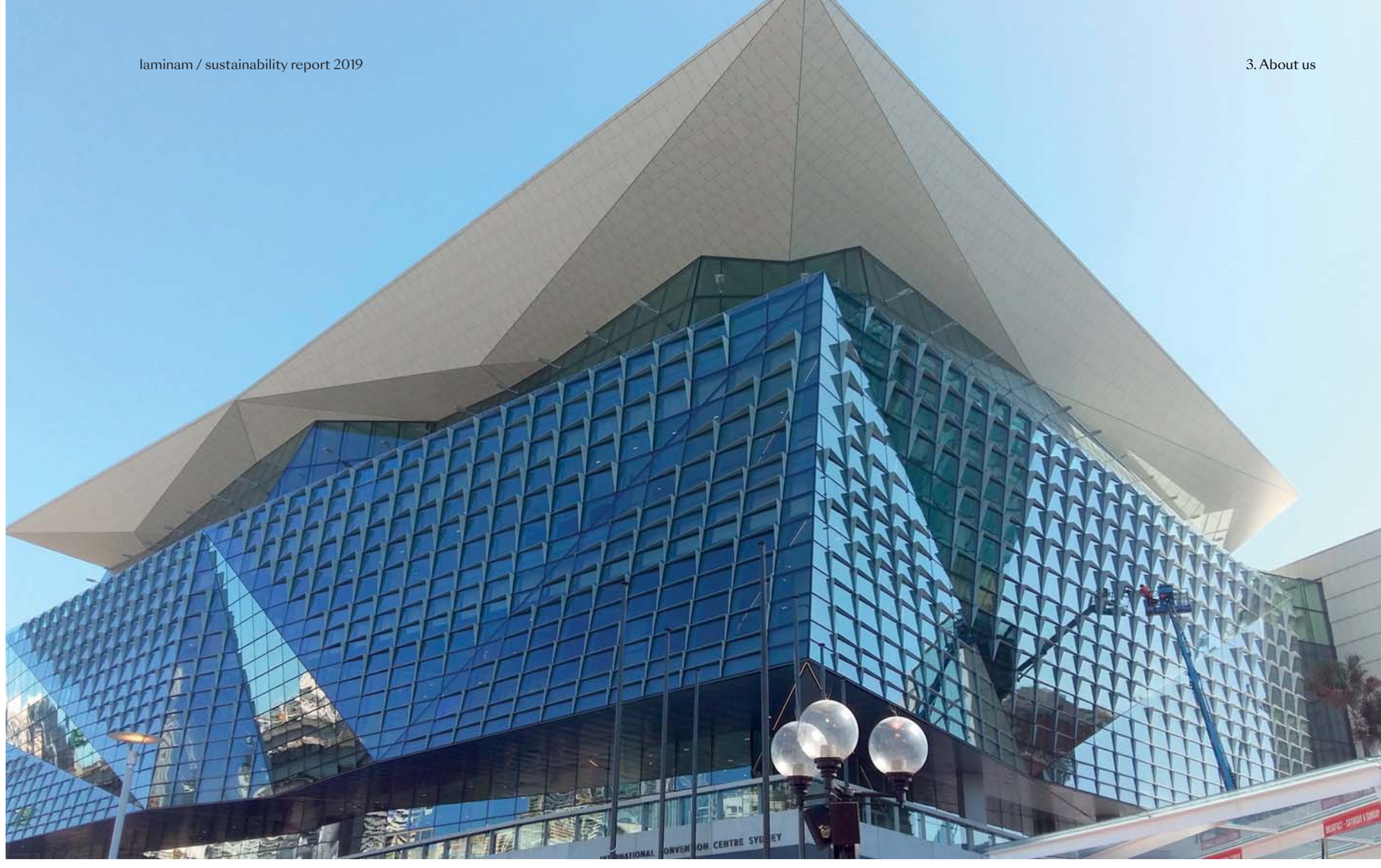
On the one hand, the environmental compatibility of Laminam surfaces and the fact that they are made from natural raw materials mean added value for the surrounding landscape while, on the other hand, their excellent resistance to external stresses, UV rays and temperature fluctuations make them the ideal material for use in construction.

INTERNATIONAL CONVENTION CENTRE

Sydney, Australia - 2018

Hassell+Populous (Glenn Scott)
(Laminam Oxide/ Bianco, Ventilated Facades)

The Darling Harbour Live International Convention Centre in Sydney, built by the joint venture Hassel+Populous, is a genuine transformation of Darling Harbour, a key area in the city of Sydney, through the construction of a complex of three public buildings that have given rise to the birth of an outright new neighborhood.
The Convention Centre stands out for the large floor-to-ceiling windows and the iridescent whiteness of the building's facade made with Laminam ceramic slabs in 5 mm thickness, with an Oxide Bianco finish.
Thanks to an exclusive layering technique, the Oxide surfaces reproduce the effect of oxidized metal that reacts to the atmospheric agents, to sunlight and to the passing of time, giving rise to unprecedented and sophisticated 3D effects.



MERCEDES-BENZ DEALERSHIP

Heilbronn, Germany - 2019

Graft
(Laminam Calce / Nero)

Laminam was chosen for the exterior of the new Mercedes-Benz dealership in Heilbronn whose facade is a perfect example of the certified bonding application system, executed in accordance with the German car manufacturer's brand guidelines.
This application technology, the bonding system with structural adhesive (Sikatack), allows for the use of 5 mm thickness slabs on facades.
The slab bonding process, whether vertical or horizontal, takes place directly on a universal metallic sub-structure thanks to the use of appropriate structural adhesives, thereby ensuring total freedom of composition and fast installation in the yard.

During 2019 Laminam has developed numerous projects related to the furnishing sector and in particular to the world of kitchen design, where the intrinsic features of Laminam slab make it a privileged material for kitchen countertops. In particular, the ceramic slab is a hygienic surface, suitable for contact with food and resistant to heat, fire, stains, scratches or detergents.

The Laminam slab becomes a second skin for horizontal counters, but also for the backsplash and lining of cabinet doors and furniture.

MITTEL CUCINE
2019

(Laminam Calce / Tortora)

BAX KÜCHENMANUFAKTUR ,
2019

(Laminam Seta / Liquorice)

ZAMPIERI CUCINE,
2019

(Laminam I Naturali / Noir Desir)

3.2 Laminam's commitment to sustainability

Laminam's activities have always been driven by a commitment to responsibility which means continuous listening and dialogue with stakeholders, capacity to avoid or mitigate potential impacts related to the Company's operations through the use of sustainable technologies, a continuous search for sustainable products starting from natural raw materials up to their complete recyclability.

"Being green comes step by step. It's an attitude that may be present in a company's heritage, but it needs to be reinforced every day; it's a way of working that is revealed daily, in every strategic choice; it's a social responsibility and a duty, now more than ever.

Laminam was born green and intends to stay that way."

In 2019, Laminam has made a major step forward in its sustainability path leveraging on the sustainable initiatives and activities carried out over the years. The Company has started a strategic and prospective reflection to identify the key areas that define its sustainability, to structure a framework to support and guide all its sustainability activities.

The first activities carried out during 2019 led to the identification of the **sustainability pillars** upon which the Company intends to base its sustainability strategy in the coming years:

- **Our governance**, related to Laminam's governance system and tools set up to ensure compliance with the regulatory frameworks and Company values.
- **Our products**, related to Laminam's product and to all the activities to guarantee its quality, safety and sustainability.
- **Our people**, related to Laminam's people and the Company's initiatives to ensure their training, development, safety and wellbeing.
- **Our operations**, related to Laminam's operations, from the suppliers to the production sites and the communities in which they operate and to all the initiatives launched by the Company to avoid or mitigate its related potential impacts.

Moreover, each pillar has been associated with Laminam's **material topics** identified through a materiality analysis, according to which, a topic is considered to be material when impacting the Company's business and strategy, for example in terms of growth, cost or risk and, at the same time, it is important for the company's stakeholders. For more details on the Laminam's Material analysis please refer to the "Methodological Note" section of this report.

Finally, starting from the results of the "The Italian Ceramics Industry for the Sustainability Objectives of the UN Agenda 2030" study, and on the basis of its material topics, during 2019 Laminam carried out an analysis on the Sustainable Development Goals (SDGs) to which, through its products and activities, it can contribute the most. This analysis made it possible to identify 9 SDGs, in relation to the 4 pillars of sustainability, to which the Company wants to contribute significantly.

Laminam sustainability pillars and material topics

Pillar

OUR GOVERNANCE

Continue to grow and create value in compilance with the regulations and with respect to our values

Material topic

- Business ethics
- Management of regulatory framework
- Economic performance

SDG	ACTIVITIES
	• The value generated and distributed • Laminam's growth • Le Quotabili 19

Pillar

OUR PRODUCTS

QUALITY, SAFETY AND INNOVATION ARE THE KEY ENABLERS OF LAMINAM'S PRODUCT SUSTAINABILITY

Material topic

- Innovation
- Sustainable product design
- Product Quality and Safety
- Responsible marketing and labelling

SDG	ACTIVITIES
	• Hydrotect: the bioactive ceramic
	• "IN-SIDE" • Hydrotect™: the bioactive ceramic • Low radioactivity ziriconium • "Absolute white"
	• Hydrotect™: the bioactive ceramic • "IN-SIDE"
	• LEED and BREEAM Certification • EPD Certification • Packaging reduction project • Circular economy practices of the district

OUR PEOPLE

PASSION, EXPERTISE AND SAFETY OF LAMINAM'S PEOPLE ARE THE HEART OF THE COMPANY'S BRAND AND LEGACY

- Talent development and retention
- Occupational Health and Safety

SDG	ACTIVITIES
	• Training procedure for new hires • "Vento in poppa" • Training for installers • "Scuola in posa" • Master in Ceramic Business and Technology of Unimore • Introduction to the history and culture of design
	• Welfare initiatives • Level II contract renewal • Health and Safety management system project • "Vento in poppa" • "Family Day" • "Costruiamo valori"

OUR OPERATIONS

ENSURE SUSTAINABILITY ALONG THE ENTIRE VALUE CHAIN

- Energy management
- GHG Emission and Climate change
- Water and waste management
- Air quality
- Supply chain management
- Local Communities

SDG	ACTIVITIES
	• Water treatment and recirculation • Environmental management system project • Environmental impact assessment of Borgotaro plant
	• Photovoltaic roof • Environmental management system project • Environmental impact assessment of Borgotaro plant
	• Photovoltaic roof • Environmental management system project • Environmental impact assessment of Borgotaro plant
	• Circular economy practices of the district • Environmental management system project • Environmental impact assessment of Borgotaro Plant • Odor emissions abatment system

The Italian ceramic industry for the UN 2030 Agenda

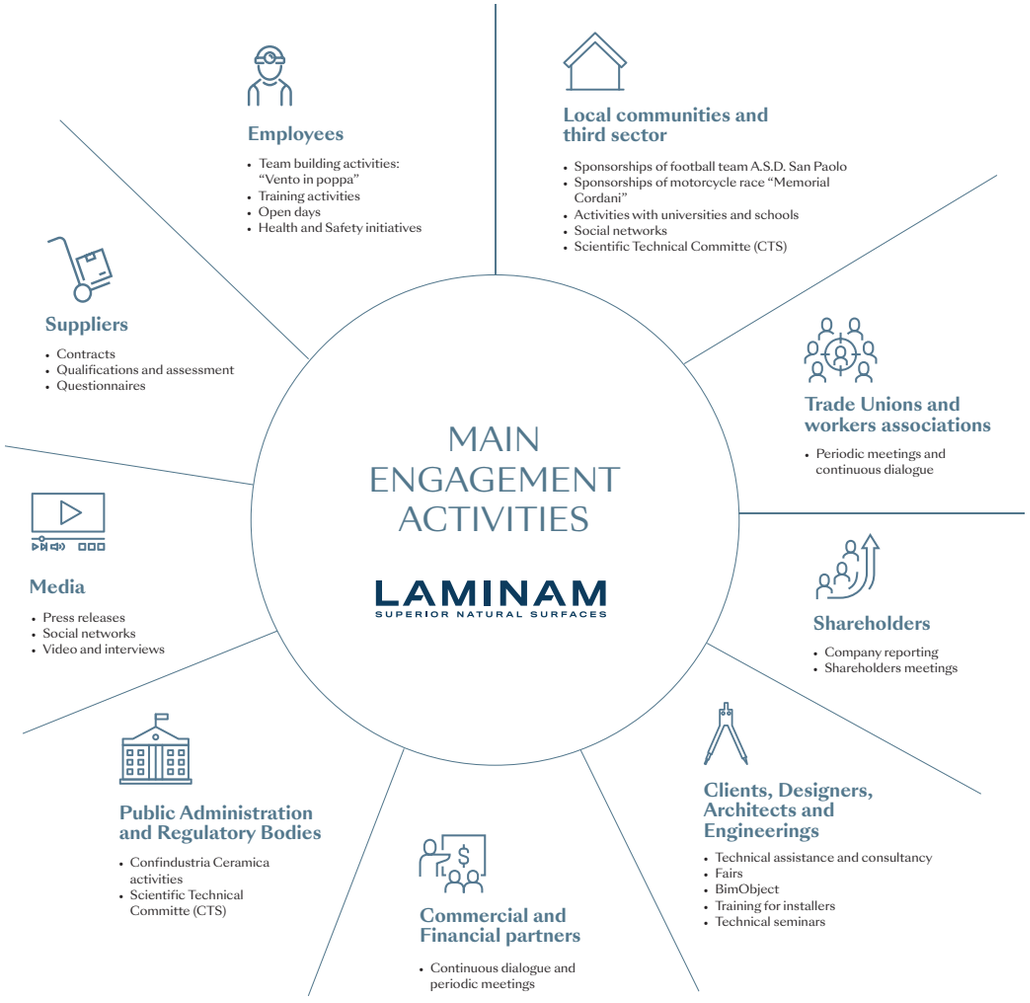
In September 2015, the United Nations approved the Global Agenda for Sustainable Development and its 17 Sustainable Development Goals (SDGs) to be achieved by 2030. It is an action plan whose implementation requires states, productive sectors, businesses, financial institutions, non-governmental organizations and civil society to direct their programs towards these goals. The Italian ceramic sector, which has implemented various actions towards the sustainability of products and processes and has historically developed a close relationship with the territory and society, can find in the SDGs a guide to direct its strategies in the different declinations of sustainability.

During the year, as part of the initiatives of the Festival of Sustainable Development 2019, the seminar "The Italian Ceramics Industry for the Sustainability Objectives of the UN Agenda 2030" was held, in which was presented an analysis on the projects, initiatives and practices developed by the ceramics sector in recent years that can contribute to sustainable development objectives. The study shows that the total of 55 projects identified focuses on 9 SDGs and in particular on Goal 12 (Responsible Production and Consumption) with 23 practices, Goal 9 (Enterprise, Innovation and Infrastructure) with 7 projects and Goal 8 (Decent Work and Economic Growth) with 6 projects.

Laminam Stakeholders

Laminam recognizes the importance of a clear and effective communication towards its stakeholders as foundation of a lasting and trustworthy relationship capable of directly and indirectly influencing business development. Furthermore, communication towards external stakeholders plays an important role in the creation of the Group's image. Therefore, Laminam is committed to maintaining truthful, accurate, timely and coordinated communication at Group level in accordance with Company policies, pro cedures and the Code of Ethics.
The following figure presents the key stakeholders mapped by Laminam taking into account the areas of Company activity and the main communication channels and engagement tools used by the Company. Nine relevant categories of stakeholders have been identified.

Laminam main stakeholders and engagement activities



Laminam is a member of Confindustria Ceramica, UNICMI (National Association of Metal Construction Industries of Building Envelope, Windows and Doors), and the Green Building Council Italy.

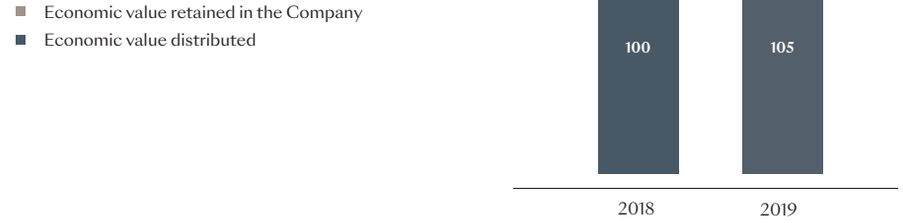
CONFINDUSTRIA CERAMICA

GBC Member

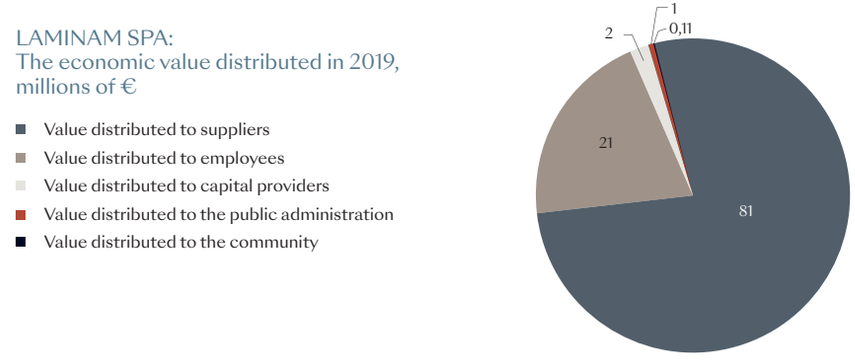
UNICMI UNCSAAL - ACAI

Every year, Laminam S.p.A., through its activities, generated and distributed value to its stakeholders. In 2019, the total value generated by the Company was Euro 121 million, of which approximately 87 % was distributed. Over Euro 105 million was distributed in the form of payment of suppliers of goods and services (Euro 81 million), payment of employees (Euro 21 million), interest to capital providers (Euro 2 million), taxes to the public administration (Euro 1 million) and charitable contributions to the community (Euro 0,11 million).

LAMINAM SPA: The economic value generated, distributed and retained, millions of €



LAMINAM SPA: The economic value distributed in 2019, millions of €



3.3 Governance, ethics and compliance

The Laminam Group is composed by the Parent Company, Laminam S.p.A, and 9 subsidiaries of which 6 directly controlled by Laminam S.p.A. (Laminam Russia, Laminam Service, Laminam USA, Laminam Canada, Laminam UK, Laminam Germany) and 3 joint ventures (Interstone Poland, Laminam China and Laminam Japan).

Group structure

In June 2019, Alpha Private Equity Fund 7, an independent Pan-European Private Equity firm, specialized in mid-market buyouts, acquired the control of Laminam S.p.A. and its subsidiaries. Laminam's governance structure is characterized by the presence of the following bodies: Board of Directors and Board of Statutory Auditors. An independent auditing firm has also been appointed.

Board of Directors

Laminam is governed by a Board of Directors which is invested with wide powers for ordinary and extraordinary management of the Company. Laminam's current Board of Directors is composed of 5 directors who meet quarterly to discuss issues related to the management of the Company.

ALBERTO SELMI	Chairman and Managing Director
VALENTINA PIPPOLO	Director
EDOARDO LANZAVECCHIA	Director
MASSIMO PENCO	Director
PASQUALE CAVALIERE	Director

Board of Statutory Auditors

The Board of Statutory Auditors monitors the Group's compliance with the law, with the principles of proper administration and the adequacy of the organizational, administrative and accounting structure and its functioning, as well as the independence of the independent auditors.

MAURIZIO SALOM	Chairman
NICOLA GIOVANNI IBERATI	Auditor
STEFANO FERRARI	Auditor
MONICA ANTONIA CASTIGLIONI	Deputy auditor
PAOLA SIMONELLI	Deputy auditor

Ethics and compliance

Since 2015, to ensure compliance with law, the correct operation and reliability of the Company, and the protection of its reputation and know-how, Laminam has adopted an organizational, management and control model to prevent the crimes included within Italian Legislative Decree 231/2001. The so-called "Model 231", approved by the Board of Directors on the 7th of October 2015, defines the rules of conduct for all employees and the processes, areas, "sensitive" activities and associated controls.
To oversee the correct functioning and compliance with the Model 231 Laminam has appointed a Supervisory Board composed of two external members to ensure the respect of the regulatory requirements regarding autonomy, independence and continuity.
An integral part of the Model 231 is the Code of Ethics, which regulates all relations between the Company and external parties, such as suppliers, clients and the Public Administration. These relations must be characterized by loyalty, honesty, integrity, fairness, good faith, transparency, efficiency and openness to the market in respect of the interests of all Stakeholders.
The adoption of Model 231 and the Code of Ethics and the implementation of a quality management system, certified according to the standard ISO 9001, set the Company's regulatory framework ensuring the operations compliance with applicable national and international standards and best practices.
Confirming the effectiveness of the measures adopted by the Group, no violations of anti-corruption laws, no legal action relating to anti-competitive, anti-trust and monopolistic practices have been recorded in the reporting period. Moreover, no significant sanctions or fines regarding socio-economic compliance have been received during the reporting years.

Confirming the Company's ongoing focus on environmental compliance, on November 22, 2019 the PAUR (Provvedimento Autorizzatorio Unico Regionale - Comprehensive Regional Authorization Permit) and the related VIA (Valutazione Impatto Ambientale - Environmental Impact Assessment) procedures were concluded with a favorable resolution by the Emilia Romagna regional authorities, which issued the authorization for the project of expansion of the production plant in Borgo Val di Taro.
In the last 2 years Laminam has been subject to numerous environmental audits and inspections by regulatory agencies, out of which no significant environmental non-compliances emerged. The minor notifications highlighted by these controls have been promptly managed by the Company in accordance with the best industrial standard.

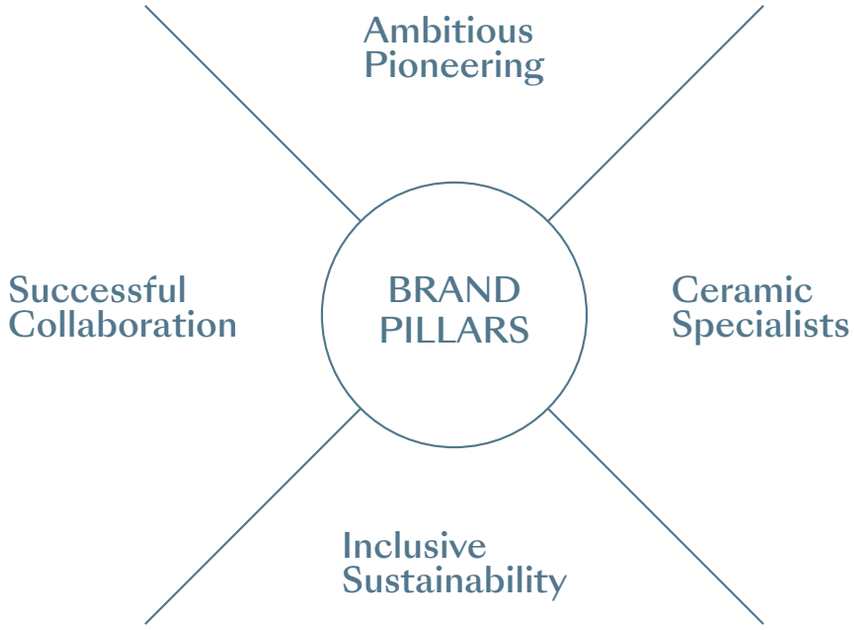
Our Vision

"We are designers of our own spaces, seeking uniqueness. It's a natural impulse, as experience follows inspiration, form follows beauty."

Our Mission

We create superior surfaces to inspire designers, architects and people in shaping places to live, work and enjoy.
Thanks to our talented people, we set trends of elegance and quality using state of the art technologies to ensure timeless products, exceptional performance, sustainable processes.

Our Brand Pillars



Ambitious Pioneering

For the first time we have revolutionized the world of ceramic production, creating large-format surfaces of minimal thickness. As first, then, we elevated them bringing innovation to the architecture and design market. Once again, for the first time we brought continuity between mass, surface and edge. Innovation is part of our history and our future. We are pioneers.

Ceramic Specialists

Our work has always been focused on enhancing the beauty of our surfaces and the natural properties of ceramic, through creative research and advanced technological processes.
Our endless pursuit of innovation allows us to constantly evolve and discover new possibilities on multiple applications in traditional as well as advanced architecture, in interiors and in design.
Every day we define new market standards, improving our surfaces design and performance, aiming at sustainability and safety.

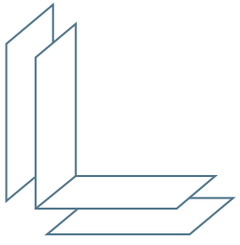
Inclusive Sustainability

Laminam's activities have always been driven by a commitment to responsibility and sustainable growth. Our active listening and responding to all our stakeholders defines our approach to transparency and accountability at every level. Attention to our territory is paramount; we try to avoid or mitigate potential impacts related to the Company's operations through the use of sustainable technologies and closed-cycle production processes. Starting from natural raw materials up to total recyclability, our products are completely sustainable. We ensure training, development, safety and welfare of all our employees as strategic assets of our growth strategy and Company's legacy.

Successful Collaboration

Our work is based on solid partnerships with our clients to deliver smarter and better.
The project management program is a premium support service available to all our clients (architects, designers, façade engineers, distributors, retailers, fabricators and installers) from the design phase to after sales; a customer success oriented approach that involves both our teams and suppliers in defining innovative solutions, exchanging knowledge and expertise.

4.
Our products: “Continuous innovation”



“Growth is a huge challenge.

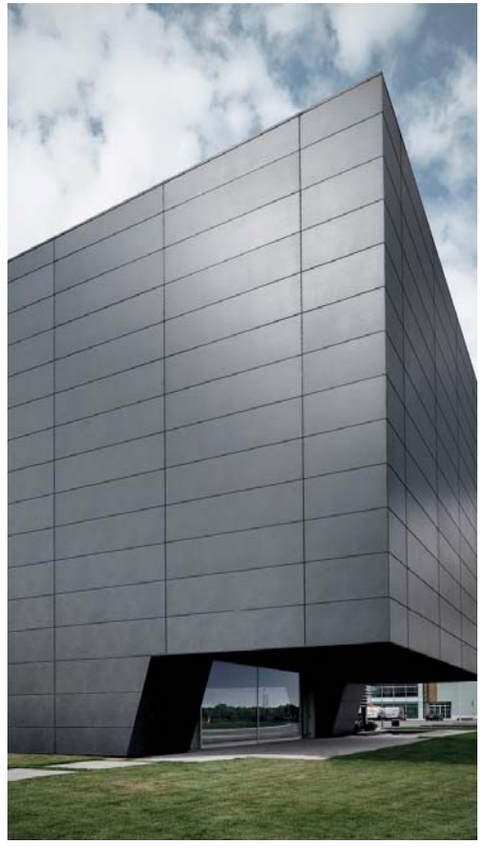
It all starts from a few fundamental concepts: innovation, brand, people and clients. When all these notes play in harmony, growth can be achieved through internal channels.
Above all when the conductor is an innovative product that creates a new market.”

Alberto Selmi, CEO of Laminam

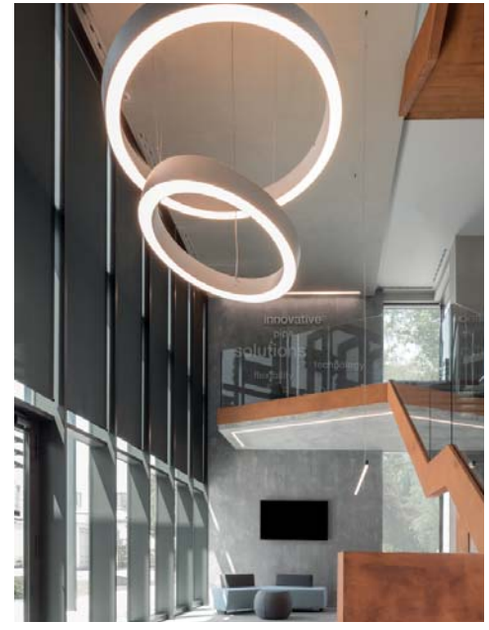
4.1 Superior natural surfaces

The Company philosophy has always found its strengths in product and process innovation. In fact, Laminam was the first Company in the world to have industrialized the production process for the production of ceramic slabs of large size and minimum thickness, introducing new solutions for the use of ceramic.
These large surface slabs - in sizes from 1000x3000 mm up to 1620x3240 mm and thicknesses ranging from 3 to 20 mm - are now available in 136 surfaces (Laminam counts on the widest product range for ceramic slabs in the industry), used today for three main applications:

- **External Facades**
  the use of Laminam’s slabs for covering building facades allows to protect them from atmospheric elements offering the advantage of considerably increasing the thermal-acoustic insulation.



- **Interior architecture**
  Laminam ceramic slabs can be used in interior architecture, as a flooring and wall covering application. The slab’s specific characteristics of low thickness and large size make it suitable for the design of all kinds of space, from public and commercial buildings to residential contexts.

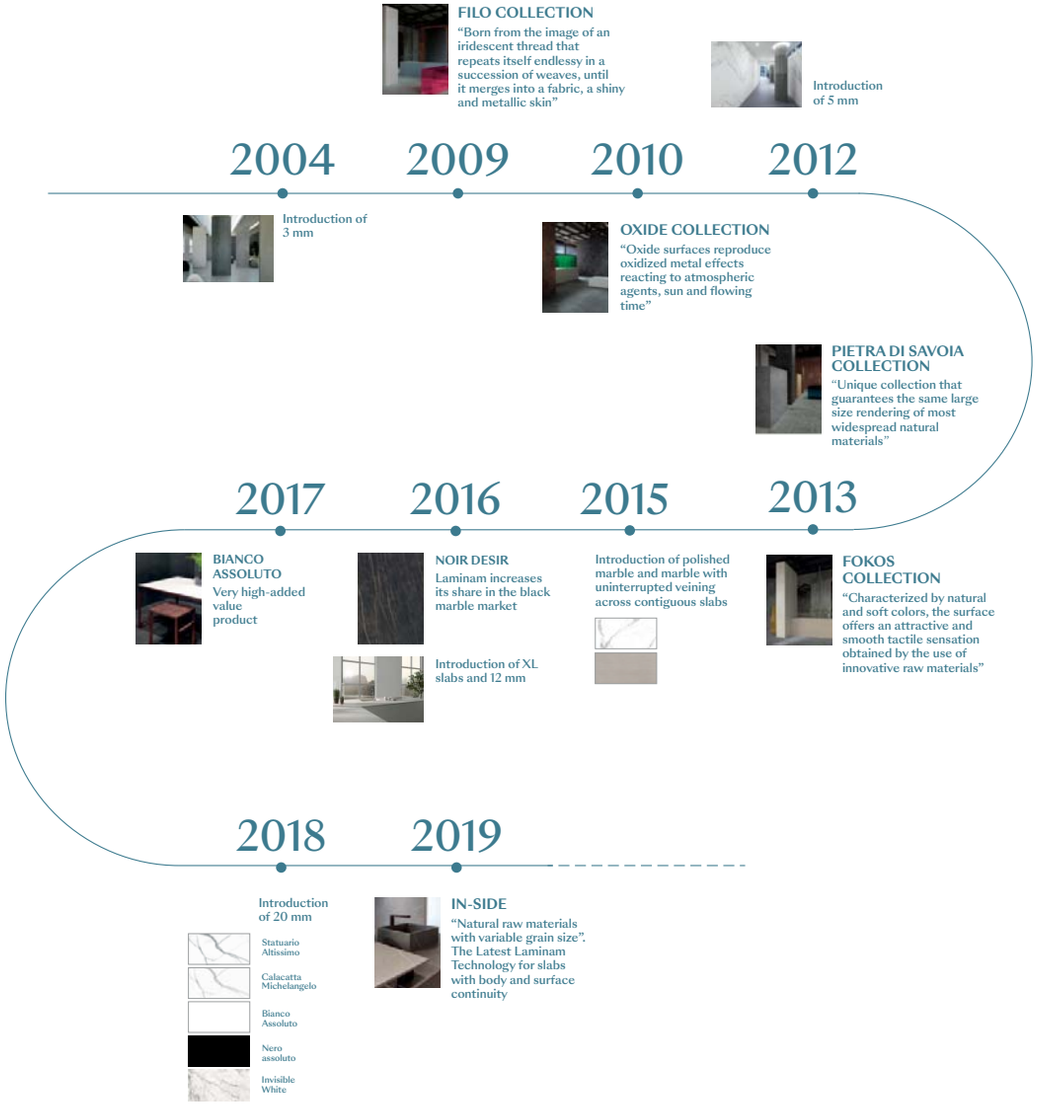


- **Furnishing & Design**
  the stability of the ceramic slab and its resistance make it an excellent material for all horizontal indoor and outdoor surfaces. In particular, being a hygienic surface, suitable for contact with food and not allowing the formation of mold, bacteria and fungi, it’s perfect for bathroom and kitchen tops and tables.

4.2 Continue to innovate in pursuit of maximum sustainability

Supporting all Laminam research and development projects is the pillar of sustainability: for Laminam, innovating makes sense if the results of the research are sustainable.
For this reason the Company pursues innovation aimed at the continuous improvement of the sustainability characteristics of its products such as the **use of natural raw materials, recyclability** and **durability** as well as the ability to **promote a healthy environment** (see Hydrotect™: the bioactive ceramic).
Furthermore, in recent years, great attention has been dedicated to the search for sustainability solutions related to the decoration of surfaces. In this context, the introduction of water-based inks allows to guarantee the inalterability of the characteristics and chromatic properties of the slabs, as well as to improve their sustainability (see IN-SIDE).
The research and development in Laminam consists of two departments: the R&D laboratory and the Technology Laboratory. Thanks to this structure, the Company is continuously able to enrich its product offering and to improve production processes satisfying both in number and for design complexity every customer request.
The Research & Development department has the task of guiding product research and development activities on the basis of its ability to capture and interpret market trends regarding, for example, materials and colors. During its everyday activity, R&D team is in continuous dialogue with other Company’s departments as well as suppliers and customers to constantly improve the value proposition.
To ensure the correct implementation of the needs and technical-commercial objectives of the project, the Sales & Business Development department is involved. Moreover, the Technological Laboratory participates in the product development activities carrying out feasibility studies and evaluations in terms of processing costs. Finally, a fundamental input to the product development activity comes from the data and the analysis performed by the Quality department on the anomalies and claims received by the clients and from the related corrective actions.
The Company safeguards its product innovation through specific patents managed by the Research and Development department which, in collaboration with the Legal department, guarantees the applicability of the protective regulations on patents and intellectual property.

The milestones of Laminam innovation



IN-SIDE

“IN-SIDE” is the first series of ceramic slabs with material continuity between body and surface that has been created thanks to a new production technology based on the blending of natural raw materials with variable grain size which results in a material mélange typical of natural stones.
The IN-SIDE slabs’ unicity arises from the desire to recreate on the large slabs the materiality of natural stones of Italian origin, also recovering materials formerly used in architecture.
The new Laminam product represents an absolute novelty among ceramic slab producers also on a technological level, further confirmation of the Company’s innovative spirit. In addition to high technical performance, IN-SIDE has high sustainability features such as natural raw materials and the use of water-based inks with low environmental impact.
Moreover, as well as guaranteeing high-level technical performance in terms of its resistance and durability, IN-SIDE also responds to the aesthetic demands of the furnishing and architectural world, thanks to the material homogeneity between body and surface even after the processing required to obtain the finished product (cutting, drilling, edging). The effect is clearly visible when looking at the edge of the slab, in that the material has the same aesthetic as a natural surface.
The mixes were initially studied in laboratory and are the result of a series of technical evaluations to establish their real suitability for use within the Laminam production process.
The technology used for the graphic part is fully digital, with the final coverage obtained with water-based inks.
IN-SIDE surfaces can be used as vertical cladding and indoor flooring, for building facades and outdoor floor tiling as well as in furnishings,
such as tops for kitchens, bathrooms and tables and vertically for the furniture itself. IN-SIDE collection is available in the series: Pietra Piasentina, Pietra di Cardoso and Porfido Marrone.

PIETRA PIASENTINA TAUPE
PIETRA PIASENTINA GRIGIO
“Extracted from the earth, technologically carved. Natural raw materials, purified by water, are given a new lease of life in the form of a hard-wearing surface, which stretches up to 1620x3240 mm with the appearance of genuine natural stone”

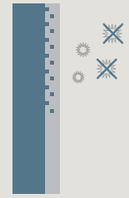
PIETRA DI CARDOSO NERO
PIETRA DI CARDOSO GRIGIO
“From Italy like the natural stone that inspires it, compact and resistant: a fine material with a delicately refined aesthetic. Used since ancient times due to its appreciated colours, resistance and processing ease, it is still found today in historic city centres of medieval origin. A sandstone comprising grains of sand reinterpreted in a slab created from raw materials of variable grain size, combined to create the same material effect.”

PORFIDO MARRONE
“More than a stone, it is a real rock. A natural element that has its roots in antiquity, a “timeless” product and, thus, one that is ever current. From the magmatic rock, fruit of volcanic power, the slab reproduces rather than imitates the very same tones and veining thanks to the technological innovation that is IN-SIDE. Ideal for outdoor flooring as well as in the classic applications of natural stone, the large size facilitates installation in large-scale spaces.”

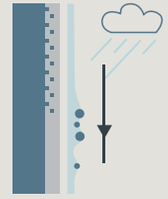
Hydrotect™: the bioactive ceramic

Hydrotect™ is an innovative eco-compatible material that, thanks to the action of titanium dioxide (TiO_2), light and humidity in the air, activates a natural chemical and biological reaction accelerated by photocatalysis which generates positive actions in terms of antibacterial properties, abatement of pollutants and surface self-cleaning from organic and inorganic substances in the air.
In the presence of light, in fact, the high oxidizing power of TiO_2 causes water to break down into oxygen and hydrogen, allowing numerous organic compounds to be destroyed. The oxidizing action of TiO_2, combined with the characteristics of ceramics, has paved the way for a new generation of covering materials with self-cleaning properties, able to purify the air and fighting bacteria: the bioactive ceramic.
Thanks to the partnership with Toto, which has developed and patented this application, Laminam is able to use Hydrotect™ treatment on almost all its slabs, thus offering a product with strong intrinsic sustainability features such as the ability to purify the air by reducing pollutants and providing an antibacterial action - verified according to the standard ISO 27447 - which also helps to eliminate unpleasant odours. Finally, thanks to their self-cleaning capacity, external facades made with Laminam slabs treated with Hydrotect™ allow to reduce the costs related to cleaning and maintenance operations on the surfaces.

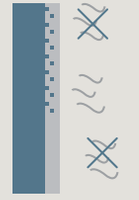
Antibacterial
Bacteria are broken down when they come into contact with the slabs.



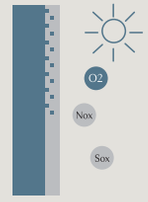
Self-Cleaning
Thanks to ultra-hydrophilic properties, when it rains, a water film is formed, which detaches eliminates dirt.



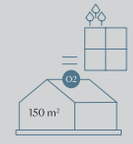
Anti-odor
The antibacterial effect helps to eliminate unpleasant odors deriving from the spreading of bacteria and germs, even in the complete absence of light.



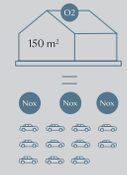
Air purification
When the sun shines on the material, it responds by creating active oxygen on the surface. When pollutants come into contact with the active oxygen, the are neutralized.



HYDROTECT
Photocatalyst technology by TOTO

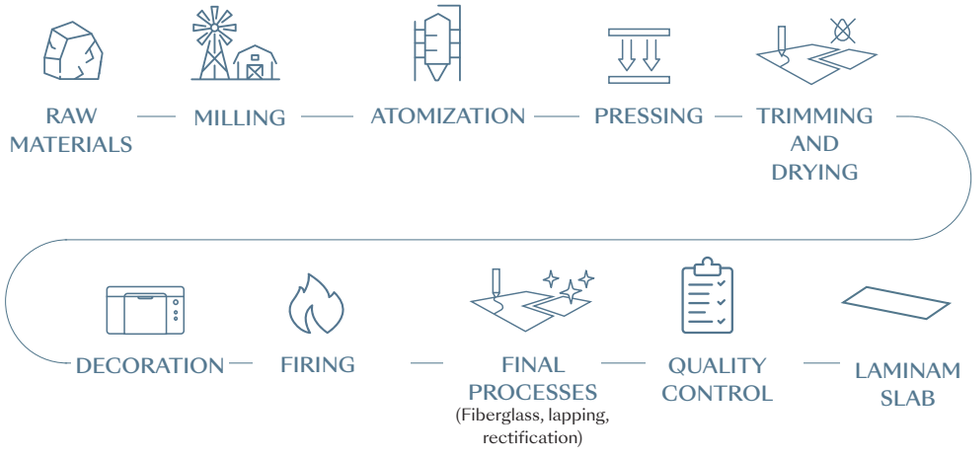


A Hydrotech™ coated house (150 smq approx) purifies the same amount of air as a forested area about the size of four tennis courts (1000 smq approx.)



It eliminates the same amount of NOx produced by 11 cars driving 30 km/h for 24 hours.

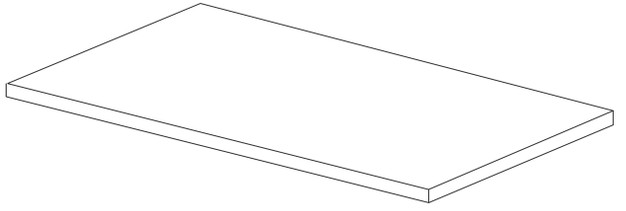
Laminam’s slab production process
How a Laminam’s Slab is created



The production process for the creation of a Laminam’s slab is characterized by innovative, highly automated and digitalized methods and technologies which increase its energy efficiency and safety while reducing its environmental impact.
A Laminam slab is made from natural raw materials: clays, sands and feldspars which, after being subjected to quality controls, are treated and milled. Afterwards, inorganic and eco-compatible colors are added to the milled raw materials to pigment the base, after which they are mixed and subjected to the spray drying process that considerably reduces humidity.
The granulated material obtained in this way, unlike the traditional technique that involves the use of molds, is spread on a mobile tape and subjected to uniform pressure with the freedom to expand. In this way any internal tension is released, obtaining a perfectly regular surface. The slabs thus obtained are sent to the trimming unit which removes the rough and jagged edge and to a dryer to reduce residual moisture. Subsequently, the slabs are decorated using sophisticated digital inkjet equipment which makes it possible to obtain a chromatic and grain size variability which makes the range of obtainable decorations almost unlimited. Finally, the slabs are preheated and fired in the kiln at temperatures over 1200 degrees centigrade. Upon leaving the kiln, the slabs are subjected to a computer integrity that allows to discard the defective ones.
In some cases, at the customer’s request or for safety reasons related to the future use of the slab (e.g. for external facades), the slabs are reinforced by pasting a fiberglass that increases their mechanical properties. Afterwards they can be lapped using special industrial sanding machines and the use of special abrasive scales obtaining a polishing that makes the slab similar to marble, and rectified if a custom-made product is required. At the end of the production process, the material is subjected to quality control which divides it into first, second choice and scrap.

Raw materials
Average composition of a Laminam Slab

Mixtures and raw materials research and development is performed by the Technological Laboratory department with the aim of identifying innovative mixture capable of adding value to final products. Moreover, this department carries out raw materials’ selection ensuring the highest quality and reliability while maintaining their cost-effectiveness. In the last years, the Technological Laboratory department has adopted a range of innovative tools that allow it to deal with various research topics such as: performing accurate controls on raw materials, semi-finished and finished products, carrying out technological research activities aimed at the replacement or introduction of new components and developing new original mixtures (see Low radioactivity zirconium, The “absolute white”: a new white glassy mixture).



25-35% Clay

0-9% Alumina

30-55% Feldspar

9-25% Other componets

Low radioactivity zirconium

Zirconium or zirconium silicate is a common mineral which, due to its refractive index and hardness, is similar to diamond and is therefore used in jewelry and costume jewelry. The high refractive index means that, once micronized, the mineral forms a white powder with a very strong opacifying power, able to whiten any mixture in which it is used. Its availability in large deposits and resistance to high temperatures make it particularly suitable for use in ceramics. However, for geochemical and mineralogical reasons, Zirconium in nature is always slightly radioactive due to the presence in its crystals of minimal amounts of radioactive elements such as Uranium and Thorium.
For this reason, in Italy and Europe, regulations that allow the commercialization of Zirconium only with radioactivity lower than 5.0 Bq/g have always been in place. In recent years, very strict Chinese regulation that, through specific analyses and inspections, allow import only of products containing very small quantities of zirconium has been introduced. In the last years, to proactively respond to these very strong limitations, the Technological Laboratory carried out research activities with the aim of both reducing zirconium silicate in the mixtures and identifying on the market a mineral as free as possible from radioactive elements.

Based on the results obtained both in the Laminam laboratory and in external laboratories, it was decided to introduce a new zirconium silicate obtained from selected minerals. This new material guarantees the same technical performance and the contribution of the same amount of white in the mixture in which it is used, while significantly reducing its radioactivity.
The supplier guarantees that this new material has specific properties related to the presence of natural uranium and natural thorium (Ra+Th <= 3.3 Bq/g) which allow Laminam to fall within the strict Chinese import regulations, even with the whitest mixes.

The “absolute white”: a new white glassy mixture

The Technological Laboratory has developed an innovative white ceramic mixture, transparent to light, obtained through the use of unconventional raw materials for the ceramic industry.
The project started with the replacement of clays and feldspars with noble raw materials from sectors such as the glass, crystal and porcelain industry. These materials, thanks to the low content of chromophore ions, few tens of ppm, allow the development of an extremely high white index (L index) mixture.
These raw materials have been combined with components typical of glazes that have made it possible to obtain a ceramic mass that, in terms of colour and optical properties, resembles high-end translucent porcelain. This new and original mixture allows to widen the possibilities of digital decoration from an aesthetic and chromatic point of view, expanding the possibility of developing new items.
The fine-tuning of the formula and the industrialization of the mixture called “absolute white” required a great research work that covered all the industrial phases: it was necessary to optimize all the phases of the process by searching and finding the most suitable conditions for this new dough. Moreover, as indirect benefit of this research activity, the use of raw materials from other sectors has reduced the Company’s dependence on the normal supply channels of the ceramic industry.

The main raw materials used in the production of Laminam ceramic slabs are clay, feldspar and sand of certified origin: these natural substances are qualitatively selected scrupulously to ensure a homogeneous composition, free of impurities. Depending on the type, Laminam slabs contain from 20% to 40% of pre-consumer recycled material (i.e. reused industrial waste) as certified by the LEED and BREEAM Certification (see "Product Certifications"). Moreover, since they are made from natural raw materials, the slabs can easily be milled and recycled in other production cycles. Most of materials purchased by the Company are of natural origin; in 2019, about 94% of the materials purchased were clays, feldspars and sands.

The remaining 6% consists mainly of glass, glazes and pigments (about 4% of the total) and in smaller quantities of glues and fibers (about 1% each) used in case the slabs need to be reinforced for safety reasons related to their future use (e.g. for external facades).
In 2019 the quantity of materials purchased amounted approximately to 67,336 tonnes, a decrease of 10% compared to 2018 (75,160 tonnes). This decrease is due in particular to the lower quantities of natural raw materials purchased during the year (9% less than 2018) linked both to a slight decrease in production and an increase in the quantity of raw waste reused in to the production process (+67% compared with 2018).

Materials	Unit of measurement	2018	2019
Total natural raw materials (Clays, feldspars, sands)	**tonnes**	**70,084**	**63,430**
Total semi-finished materials	**tonnes**	**5,076**	**3,906**
Glass, glazes and pigments	tonnes	3,634	2,421
Glues	tonnes	980	1,015
Fibers	tonnes	462	470
Total purchased materials	**tonnes**	**75,160**	**67,336**

Towards a sustainable packaging: loading systems improvement and packaging optimization

Laminam's sustainable innovation in recent years has also focused on packaging design with the aim of limiting the amount of material used, minimizing storage space and reducing the environmental impact linked to transport.
In this context, for overseas transport, a new loading system for the 1620x3240 slabs has been introduced. Through a new loading support it is now possible to store into the twenty-foot containers higher number of slabs respect with the past systems. The so-called "Big Frame", in-fact, allows to double the loading capacity per unit of transport reducing at the same time the quantities of packaging used. In addition, at the end of 2019, the trestle system used to store the 1620x3240 slabs has been redesigned to increase its capacity. This activity has allowed to increase by more than 20% the loading capacity of each trestle with significant benefits in terms of reduction both of CO_2 emissions related to transport and packaging material.
Finally, to further reduce the consumption of packaging material, the Company has in place with major clients re-entry agreements for the metal trestles and for the wooden boxes, which in this way can be reused indefinitely.
In addition, for the wooden boxes, to extend their life as much as possible, Laminam concluded a contract for their regeneration.
In addition, a solution is currently being studied to introduce recycled plastic packaging material.

Confirming the effectiveness of the packaging reduction initiatives implemented, in 2019, the Company has decreased of approximately 35% the quantity of packaging materials purchased respect with 2018.

This reduction is mainly related to the decrease in the quantity of metal trestles and wooden boxes purchased during the year, which is respectively about 55% and 30% and is partially related to the recollection activity performed by the Company. In fact, around 437 tonnes of metal trestles (+168% compared to 2018), approximately 79% of the quantity purchased, and 350 tonnes of wooden boxes (+1,650% compared to 2018), approximately 11% of the quantity purchased, were recollected from customers during the year.

Packaging material purchased	Unit of measurement	2018	2019
Metal trestles	tonnes	**1,226**	**555**
Wooden boxes	tonnes	**4,402**	**3,073**
Plastic material	tonnes	164	151
Total packaging materials	**tonnes**	5,792	3,779

Packaging material recollected	Unit of measurement	2018	2019
Metal trestles	tonnes	**163**	**437**
Wooden boxes	tonnes	**20**	**350**
Total packaging materials	**tonnes**	183	787

4.3 Ensure and maximize product quality and safety

Constantly ensuring the quality and safety of its products is an essential condition to guarantee a lasting relationship with current customers and the expansion of the business towards new customers and to ensure the Company a leading position in the market.
For this reason Laminam has adopted a quality policy focused on understanding and satisfying the needs of the end customer who uses the products supplied, and a quality management system in compliance with the International Standard ISO 9001.
In accordance with the quality policy, within the annual budget, quality objectives are defined and monitored on a quarterly basis through the Quality report, which is the reference framework for the entire Laminam group of companies.
Product quality and safety are monitored right from the design phases, in order to limit the causes of product breakage or malfunctioning. Moreover, a qualification process based also on quality aspects is performed on raw materials before being purchased for use in production. Subsequently, the purchased raw materials are subjected to controls and only the lots judged suitable are accepted and made available for production. The material that is found to be non-compliant during the checks is isolated to prevent its accidental forwarding into the production cycle.
At the end of the production process, all the slabs are subjected to quality and safety controls.
The Quality department has the task of ensuring the correct application of the quality system, monitoring regulatory developments, ensuring compliance with current applicable regulations and standards on establishing product guidelines and procedures. The Quality department has also the task of monitoring the performance of the quality indicators and promoting the analysis of the root problems for the definition of improvement plans and corrective actions. Finally, Quality department performs internal audits to evaluate the efficacy of the management system.

During the reporting period no sanctions regarding product quality and safety have been reported.

Product certifications

The different application sectors have specific technical requirements for which Laminam slabs offer the best guarantees of suitability as demonstrated by extensive tests.
In the last years, to the technical requests coming from traditional sectors as the interior architecture or external facades, technical requests to guarantee the use of the slabs in the furnishing sector have been added, towards which the company immediately focused on.
Regarding countertops, in 2019, Laminam, in addition to the traditional certifications of resistance and absolute suitability for food contact, has obtained two important certifications: NSF/ANSI 51-2019 Certification and the Kosher Certification.
Moreover, at the end of the year, the Company has started the path to obtain the SASO quality mark which has been issued in March 2020 following the successful outcome of the audit.

Below some of the main product certifications:

EPD Product
The Environmental Product Declaration (EPD) is a voluntary declaration, verified and certified by third parties, which follows specific product category rules (PCR) and standards (UNI EN ISO 14040), and provides transparent and comparable information on the environmental impact of a product during its life cycle in accordance with EN 15804.
Laminam 3+ and Laminam 5 are certified with a product specific EPD by a third party.

GBC Member

LEED and BREEAM Certification
Laminam is a member of the Green Building Council Italy, the most important association which promotes the reduction of buildings' negative impact on the environment through the LEED certification.
LEED and BREEAM are international certification schemes for buildings that evaluate their sustainability throughout their life-cycle, from the design to the construction phase. They are based on the attribution of credits for each specific environmental criterion, such as construction products with a high level of eco-sustainability.
Laminam's slabs are certified in accordance with ISO 14021 for containing at least from 20% to 40% of pre-consumer recycled material (i.e. reused industrial waste) and for having an high solar reflectance index (SRI), thus contributing to obtaining credits in the LEED and BREEAM certifications.

Russian building sector certification
Laminam 3+ is certified to be used in the Russian building sector

Russian fire regulations certification
Laminam slabs are in compliance with the Russian fire regulations

Russian hygiene regulations in the building sector certification
Laminam slabs are certified to be in compliance with Russian hygiene regulations in the building sector

China Quality Certificate
The China Quality Certificate mark (CCC) certifies the safety of products sold on the Chinese market.

UPEC certification
The French flooring material quality certification (UPEC) certifies that a flooring product is suitable for use in a certain room for a sufficient and reasonable duration.

ITB Certification
The Building Research Institute (Instytut Techniki Budowlanej - ITB) has certified the quality of Laminam’s slabs according to polish requirements.

SASO certification
The SASO (Saudi Standards, Metrology and Quality Organization) mark is a mandatory quality certification for Saudi Arabia market that indicates a product’s compliance with the country’s standards.

C-TPAT– USA Certification
The C-TPAT (Customs - Trade Partnership Against Terrorism) certification is managed by the U.S. Customs and Border Protection Agency (CBP) which certifies the security of the distribution chain like for example protected warehouses, personnel access control, security controls for subcontractors.

Naval certification
This certification certifies according to the fire Protection requirements of Marine Equipment Directive (MED) 2014/90/EU, including the requirements and testing standards of Regulation (EU) 2018/773 that Laminam slabs a with a thickness range from 3,5 mm to 20,5 mm are a low frame-spread material and can be used as surface materials and floor coverings for naval applications.

Kosher Certification
Laminam’s slabs are certified Kosher Parve, i.e. they meet kasherut requirements and are therefore suitable for coming into contact with food without contaminating it.

National Standard Food Certification
NSF International certifies that the products appearing on its list comply with specific standards for safety, quality, sustainability or performance.

Customer satisfaction monitoring

Product quality and safety are also safeguarded through the monitoring and evaluation of client satisfaction, an activity carried out by the Sales & Business Development department in collaboration with the Quality department.
Timely reaction to client problems is essential to increase the responsiveness of the global system and accelerate any corrective actions on the product. For this reason, the Sales & Business Development department has a reference role for clients, guaranteeing a rapid and effective connection with them and immediately reporting any type of anomaly both in terms of quality and logistics service. Through this information and the analysis of the parts, it is possible, afterwards, to start corrective actions.
In this context, the complete traceability of the product is essential to be able to trace back to the production process and identify the day, month, year and production shift.
Each Laminam finished product, in fact, is identified by a code that contains characteristic data such as product type, size, choice and tone, quantity and date of manufacture. With this information and thanks to the digital documentation, in which the results of the controls in production are reported, it is possible, step by step, to trace to the controls made on the raw materials.
In order to verify the actual level of clients’ satisfaction and to improve any shortcomings of both product and service, the Company has set up appropriate indicators that are constantly monitored. Among these, the non-quality index compares the smq of slabs contested during the year with the total smq sold.

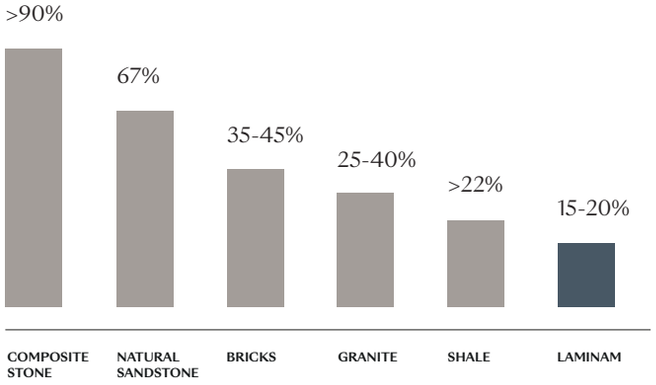
In 2019, the overall value of the non-quality index and its improvement over the two-year reporting period confirmed Laminam’s commitment to design and manufacture of high-quality products.

Product labelling

On each Laminam slab is present a recognition label which contains sensitive information about code, shade, size, date and time, quality and finishing. Moreover, the label refers to the Company’s website where the technical product information can be found. All Laminam products are accompanied by technical documentation and instructions for the correct installation and use to be provided to the clients. In particular, the safety information sheet contains information on the composition of the material, its correct and safe handling, storage and disposal.
Laminam has developed a guide that provides good practice for the processing and final manufacturing of Laminam slabs in order to protect the health and safety of the involved operators. The guide identifies the main risks associated with the installation and processing of a Laminam slab and the safety measures to mitigate them. In particular, slabs wet cutting allows to eliminate the potential risks related to the exposure to inhalable dust.

Laminam materials present some of the lowest levels of risk found in building materials, including materials of natural origin.

Average content of crystalline silica in construction materials (Finished Product)*



*Graph drawn up through information received from the following sources:
-https://www.safeworkaustralia.gov.au/silicada (Silica Exposure Guidelines of the Australian Government)
-Guidelines for occupational exposure to free crystalline silica preparatory documents - Work and Health, Silica Italian Network , Regions Coordination – ISPESL – ISS – INAIL

No complaints were received in relation to compliance with marketing and communication laws during 2019 and 2018.

Two minor reports related to product labelling and, in particular, in relation to compliance with ISO 13006 Standard which defines quality standards for ceramic tiles were received in 2019 regarding two shipments. No similar complaints were received in 2018.

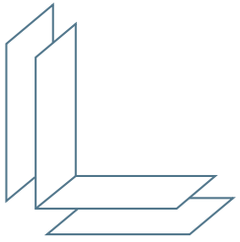
Support architectural design

Laminam’s Project Management department is made up of a team of multilingual engineers able to support architectural firms in choosing the most suitable system and the most performing material according to design needs. In particular, Laminam offers a range of solutions and services such as the support for the drafting of drawings and installation diagrams, preliminary feasibility studies, stress and deformation studies and technical tests on the resistance and properties of the material.
Moreover, Laminam is the first manufacturer of ceramic slabs in the BimObject product gallery. Architects, engineers and building professionals from all over the world can design any building by accessing the Laminam product gallery and with a few simple steps, they can choose from the finishes, sizes and thicknesses available in the catalogue. The Laminam gallery in BimObject also offers all the facade installation systems already tested and certified for each country.

Training for installers

The installation of large ceramic slabs, such as those of Laminam, is an activity that requires qualified installers with the necessary expertise. For many years now, Laminam has been organizing training courses for installers, professional technicians, construction companies and retailers with the aim to bring expert operators capable of handling a Laminam slab into the market. The courses, which foresee a theory part and a practical part during which cutting, drilling and laying demonstrations are carried out, have seen the participation of numerous people during the year. In particular, since 2010, the Company has organized 22 courses, involving over 600 Italian installers, to which are added many other courses organized in Italy and abroad for foreign installers.

5.
Our people: “People & Ideas”



Laminam’s success is deeply linked to its people, the driving force behind the Company’s innovation. Thanks to their ability to think in a different way, to innovate starting from the material and not to suffer the constraints imposed by established practices, Laminam is able, day after day, to maintain a leadership position on the market, continuously proposing cutting-edge products and solutions. The Company’s ability to innovate, however, starts from a deep knowledge of the methods, techniques and products of the ceramic sector. A knowledge matured in over forty years by the System Group that Laminam inherited and made its own.

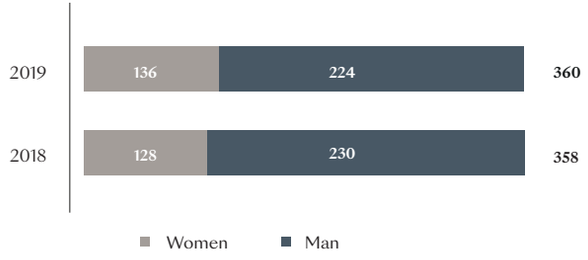
Today Laminam employs a total of 464 people, mainly distributed at the plants and offices of Fiorano Modenese, Borgotaro and Dobrino, up 8% on the 2018 workforce (430).

Regarding the Italian sites, in 2019 the number of employees was 360 showing an increase of 1% compared to 2018 (358). In addition, during the year, Laminam S.p.A. operated 3 trainees, 11 sales employees hired on foreign law contracts according to the countries where they work, 7 employees located in Laminam Russia and 52 temporary workers.

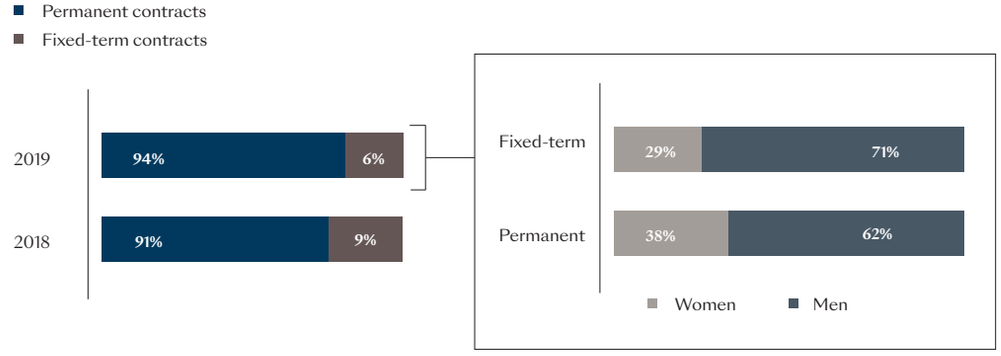
Women account for 38% (136) of the total Laminam’s workforce, figure higher than the industry average, and increased by 6% compared to 2018 (128). **Laminam’s workforce is relatively young, with about 83% of employees are than under 50 years old and 21% are under 30 years old.**

Laminam prefers permanent contract to fixed-term ones as a means of promoting human resources retention and development. In 2019, 94% (339) of employees are on permanent contracts, with an increase of 5% compared to the previous year (324). Around 38% (130) of them are women. The remaining 6% (21) of employees are on fixed-term contracts and 29% (6) of this figure are women. Approximately 96% (345) of the employees have a full-time contract, an almost constant value during the two years reporting period (346 in 2018). Only 4% of employees have part-time working arrangements and approximately 93% of these part-time workers are women. All Laminam’s employees are covered by the collective bargaining agreement for employees in the ceramic industry.

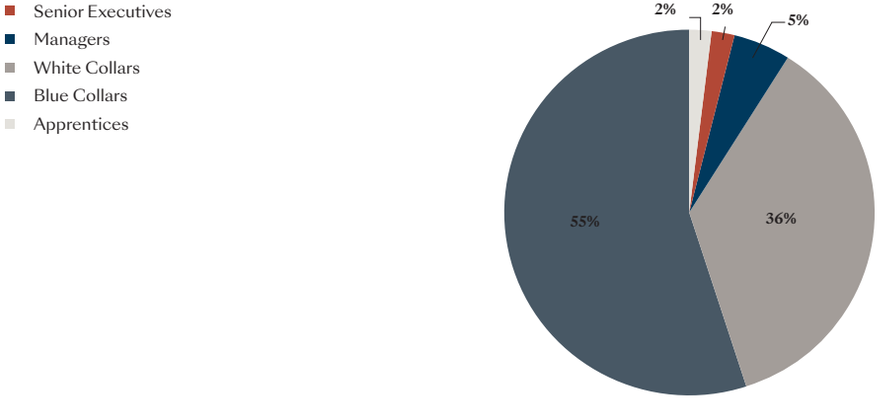
Employees by gender, number



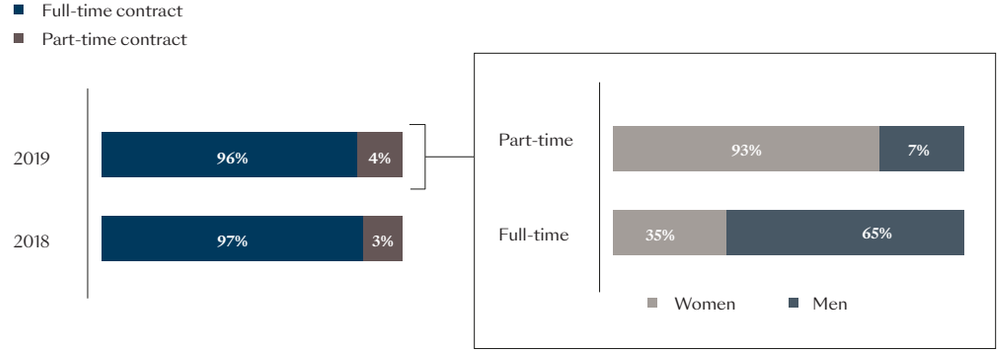
Employees by contract type, percentage



Employees by category, percentage



Full-time vs part-time contract, percentage



5.1 Maintain an attractive workplace

Laminam is committed daily to building a working environment where people can feel valued and grow both professionally and personally. An inclusive environment, free from any kind of discrimination and open to diversity, where every individual can express his or her full potential and where merit is recognized and excellence fostered.
With the aim of spreading a culture of teamwork, strengthening ties between its employees and involving them in the development of the Company itself, during 2019 the Human Resources department launched numerous team building initiatives.
In particular, in 2019 the “Costruiamo Valori” (“Let’s build values”) workshop was held, which involved the department heads of the Group’s Italian plants through an activity on corporate values aimed at integration and the creation of a shared corporate culture. The workshop included three mixed working groups that were involved through innovative methods and techniques aimed at encouraging free discussion such as the use of Lego and the World Café methodology. Moreover, during December 2019, the “Family Day” was held, a day dedicated to all employees and their families organized at the Company’s headquarters of Fiorano Modenese to celebrate and exchange greetings for the Christmas festivities.

Laminam, through its welfare initiatives, intends to concretely support its employees by providing services and solutions to improve their life, health coverage, initiatives and conventions.
During the year, as part of the trade union bargaining activity carried out by the Human Resources department, the second-level supplementary contract was renewed, which defines a performance bonus for employees as well as for workers on permanent contracts.
The Company is currently considering the possibility of structuring a package of benefits that covers all its employees’ needs with initiatives and agreements for education, sport, culture and leisure. In addition, a policy on flexible working hours for employees returning from maternity leave is being tested.

Laminam meets talent

Talent and innovation are profoundly connected in terms of development. Being able to attract the best talents is therefore fundamental in order to continue to maintain the role of innovator in the sector, especially in a context like the one of the ceramic district of Sassuolo where the demand of specific professional skills is strong.
Over the last years the Company has implemented various actions to make Laminam known as a working environment, investing in external communication, in meeting and orientation initiatives for students and young people looking for employment and strengthening partnerships with universities and colleges. In particular, in 2019, the first edition of the **2nd level Master in Ceramic Business and Technology of Unimore** (University of Modena and Reggio Emilia and Alma Mater Studiorum - University of Bologna) was launched with the aim of training new professional figures for the ceramic industry. Laminam participated in the training course through meetings held at the Fiorano headquarters on the theme of production phases for large formats.

In July, the Company launched the initiative “Laminam Meets IED”, a meeting with the students of the IED summer course held in the Laminam showroom in Milan on the themes of interior design.
In the course of the year, Laminam has participated in numerous events with the aim of meeting young students, such as the roundtable dedicated to the design during the Talent Harbour Week organized by NABA (New Academy of Fine Arts), the Career day of Unimore and meetings with the Institute of Higher Education “Zappa-Fermi” of Borgo Val di Taro. The fruitful collaboration with the latter led the Company, in 2019, to hire 3 students graduated from the Institute. Moreover, during the year Laminam was one of the protagonists of the training event promoted by the Fondazione Architetti Treviso for the correct use of ceramic slabs as indoor and outdoor cladding.
Finally, in April 2017 the training course “Scuola in posa” (School of posing) for the students of the High School A. Volta of Sassuolo ended. This 3 year extracurricular project had the objective of sharing knowledge and practical notions on the theme of laying, a sector of specialization in continuous evolution, fundamental for the ceramic industry. The students who participated, moreover, had the possibility to visit companies working along the entire production chain of the ceramic slabs (from conception to creation) and to make a real laying of cladding material.

5.2 Develop technical and soft skills

Laminam’s commitment and attention towards its people is reflected in the promotion and implementation of training activities in order to guide and strengthen individual skills and to develop better management skills. Laminam considers training an investment whose return benefits both the Company, which can count on increasingly qualified personnel, and its employees as an opportunity for upgrading their skills and professional enrichment.
The employees’ development activity is managed by the Human Resources department with the triple aim of: developing the technical and professional skills of its employees, involving them in the development of the Company itself and increasing and spreading a common Company culture.

As part of the training activities, the Human Resources department, in collaboration with each specific department, defines an annual training plan on the basis of an analysis of training needs and according with the development objectives assigned. The effectiveness of the training is monitored and evaluated through learning questionnaires that are filled in by the individual participants.

The catalogue of courses provided during the year focused in particular on the areas of Design, Safety, Languages and Team Building with a total of 2,732 hours of training provided, approximately 7.6 hours per employee slightly increased compared to 2018 (7.5 hours per employee) when approximately 69% of the training provided was on health and safety topics, a type of activity that is carried out on a two or five-year basis depending on training levels and workers’ risks. Considering, instead, the voluntary training provided during the year an increase of 65% is registered, from 825 hours at the end of 2018 to 1,360 hours at the end of the reporting years. In the following tables, a breakdown of the hours of training provided over the two-year period 2018-2019, broken down by category and gender is shown.

Hours of training per employee category	Unit of measurement	2018	2019
Senior Executives	hours/employee	8.6	11.1
Managers	hours/employee	8.1	16.9
White Collars	hours/employee	8.9	7.3
Blue Collars	hours/employee	6.1	4.3
Apprentices	hours/employee	21.7	76.6
Total	**hours/employee**	**7.5**	**7.6**

Hours of training per gender	Unit of measurement	2018	2019
Female	hours/employee	6.9	7.7
Male	hours/employee	7.8	7.5
Total	**hours/employee**	**7.5**	**7.6**

Moreover, to strengthen organizational skills and teamwork management, the “Vento in poppa” training project was held between June and September.

“Vento in poppa” (With the wind at your back)

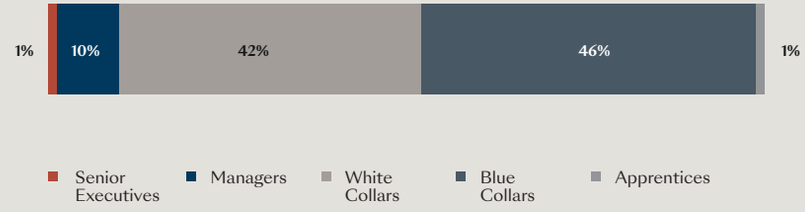
“Vento in poppa” is a training course which involved 14 employees of the Quality Department with the aim of strengthening the ability of the entire team to work in group. The project included an initial monitoring phase of the team’s work activity and an individual coaching phase followed by classroom training. At the end of the project, participants were able to experience and strengthen what they had learned during two days of sailing activities in which, in addition to learning the basics of sailing, they participated in a final race that tested their spirit of collaboration and sharing.
Given the success of this first pilot edition, for the next few years the Human Resources department is planning to extend this training format to other departments.

The new applications of Laminam slabs as a furnishing object and the future business development possibilities that the design sector offers to the Company, make it increasingly necessary to develop skills and knowledge previously not required in the ceramic sector. In this context, during the year, with the aim of developing a shared language and culture on design, a training course titled “Introduction to the history and culture of design” was organized. The course, which was held over 2 days through frontal classroom lessons, involved 43 employees among area managers, promoters, key account managers and belonging to the marketing and technical office department. In addition to developing for its employees the basic tools to better deal with customer relations, the course provided technical support aimed at creating an in-house design documentation center.
Furthermore, during the year a training procedure for new hired employees in the commercial, customer service and project management department was formalized with the aim to provide the knowledge of the Company’s macro processes. In particular, the procedure defines the roles and responsibilities, the timing and the training modules that must be provided ranging from Company presentation, health and safety training to specific sections depending on the entry department.

Performance evaluation process

Laminam believes that in order to involve the employees in its business development it is essential to clearly share the Company’s objectives and strategies. For this reason, a cascade process has been structured, involving managerial figures in the formalization of the objectives for their area of competence. All employees undergo a performance evaluation process that includes a communication phase (feedback) and is linked to a reward system as defined by the new second-level supplementary contract. In addition, an MBO program has been set up for employees who are assigned individual goals. During the year 146 employees underwent a performance evaluation process, 22% more than in 2018. Around 32% of them are women.

Employees receiving performance evaluation by category, percentage



5.3 Ensure the health and safety of our people

Laminam promotes and supports health and safety in the workplace through the EHS department which, with the help of the various Company functions, ensures compliance with health and safety regulations for all Company processes.
The Company aims for the best standards in terms of occupational safety, health and well-being of its employees. In this context, the high level of automation achieved in its plants has made it possible to reduce health and safety risks for the employees and significantly increase their wellbeing.
Laminam is currently working on the development, for its Italian sites, of an integrated management system for the Health&Safety and the Environmental aspects which in the next years will be integrated with the current Quality management system. The new model, for which the Company intends to obtain a certification with respect to the ISO 45001 and 14001 standards, will make it possible to manage in an integrated and efficient way all the health and safety aspects relating to the Group’s sites. This model will also be extended to the Russian plant over the next years. During the year, the Company has started numerous activities to improve the health and safety of its employees. In particular, in collaboration with the workers’ safety representatives, tests to identify the most suitable personal safety equipment for Laminam plants’ workers were carried out and innovative cut-resistant gloves and fiber sleeves were introduced for wrists and forearms protection. Moreover, the on-site infirmary has been made permanently available to allow access at all times, and all employees have been involved in the responsible management of the first-aid kit.
In addition, the procedures for access to the company’s logistics areas for external personnel have been updated and translated into several languages and new security equipment requirements have been introduced. With regard to the lifting equipment, a specific control system has been introduced through a safety checklist and a new procedure for the correct use of the equipment itself has been introduced. In addition, the internal injury events reporting system includes recording of near misses events. An in-site internal procedure of injury event evaluation and of the related corrective action reporting has been introduced.
Finally, during the year, in collaboration with the HR function, the EHS department has concentrated its efforts on the training activities in the health and safety field. In particular, 1,372 hours of training were provided during 2019.

In the first months of 2020, the Company, in response to the COVID 19 pandemic-related emergency and according to the national provisions, to safeguard the health and safety of its employees and to contrast and contain the diffusion of the virus, has adopted a specific protocol which regulates all the Company activities during the emergency and has created a Task Force. This group, composed by the company’s responsible persons, the safety deputy, the company’s physician and the representatives for workers’ safety, has the task of constantly monitoring the evolving situation and to define the best measures to take. Moreover, all the necessary personal protective equipment (e.g. protective masks, gloves) has been distributed to all employees and a communication system to support all the employees has been implemented.

Confirming the effectiveness of health and safety measures implemented by the Company, during 2019, Laminam registered 14 injuries, a lower number compared with 2018 (19). Moreover, none of them was classifiable as “high-consequence work-related injuries” (more than 6 months of absence).
In line with the decrease by 26% in the number of injuries, the recordable injury rate fell by 22% to 23.96 in 2019, compared with 30.9 in 2018, indicating that, with the same hours worked, the risk of having an incident is lower.
Moreover, the injuries recorded in 2019 were less severe compared with 2018; the severity index, in fact, shows a decreasing trend of 27% between the two years.
During the reporting period, no occupational diseases have been recorded.

Employee injury rates	Unit of measurement	2018	2019
Total number of work related injuries – recordable injuries	number	19	14
of which commuting injuries	number	0	0
of which high consequence work-related injuries	number	0	0
of which fatal injuries	number	0	0
Recordable injury rate	**Number of recordable injuries / worked hours * 1,000,000**	**30.9**	**23.96**
Severity index	**Days of absence / worked hours * 10,000**	**4.83**	**3.53**

6. Our operations: “Three factories, one technology”

Laminam’s origins are linked to the innovative production technology for large-sized, ultra-thin ceramic slabs invented in the early 2000s and based on an exclusive system for compacting extremely selected and refined clays and feldspars. Starting from this technology, over the years, the Company has developed a completely new production process, characterized by innovative methods and highly automated technologies typical of 4.0 industry such as digital slab decoration systems, tem consisting of automatic laser-guided vehicles.
Laminam’s production model is based on three plants located in Italy and Russia. The main plant is in Italy, in Fiorano Modenese, in the heart of the Modena province. A second plant is located in Borgotaro, in the Parma Province and is entirely dedicated to 1620x3240 mm slabs while the third plant is in Russia in the Vorsino Industrial Park, not far from Moscow, and is dedicated exclusively to the production of 1000x3000 mm slabs.

Fiorano Modenese
(Modena, Italy)

>2 Million of smq/year

Inaugurated in 2001, it's the Group's main plant, located in Fiorano Modenese, in the heart of the ceramic distric of Sassuolo. This site produces all types of large ceramic slabs from 1000x3000 mm up to 1620x3000 mm with thicknesses ranging from 3 to 12 mm.

Borgo Val di Taro
(Parma, Italy)

>1 Million of smq/year

Joining the Group in 2016, the plant of Borgo Val di Taro in the province of Parma is dedicated to the production of slab measuring 1620x3240 and 12 mm and 20 mm thicknesses.

Dobrino Village
(Moscow, Russia)

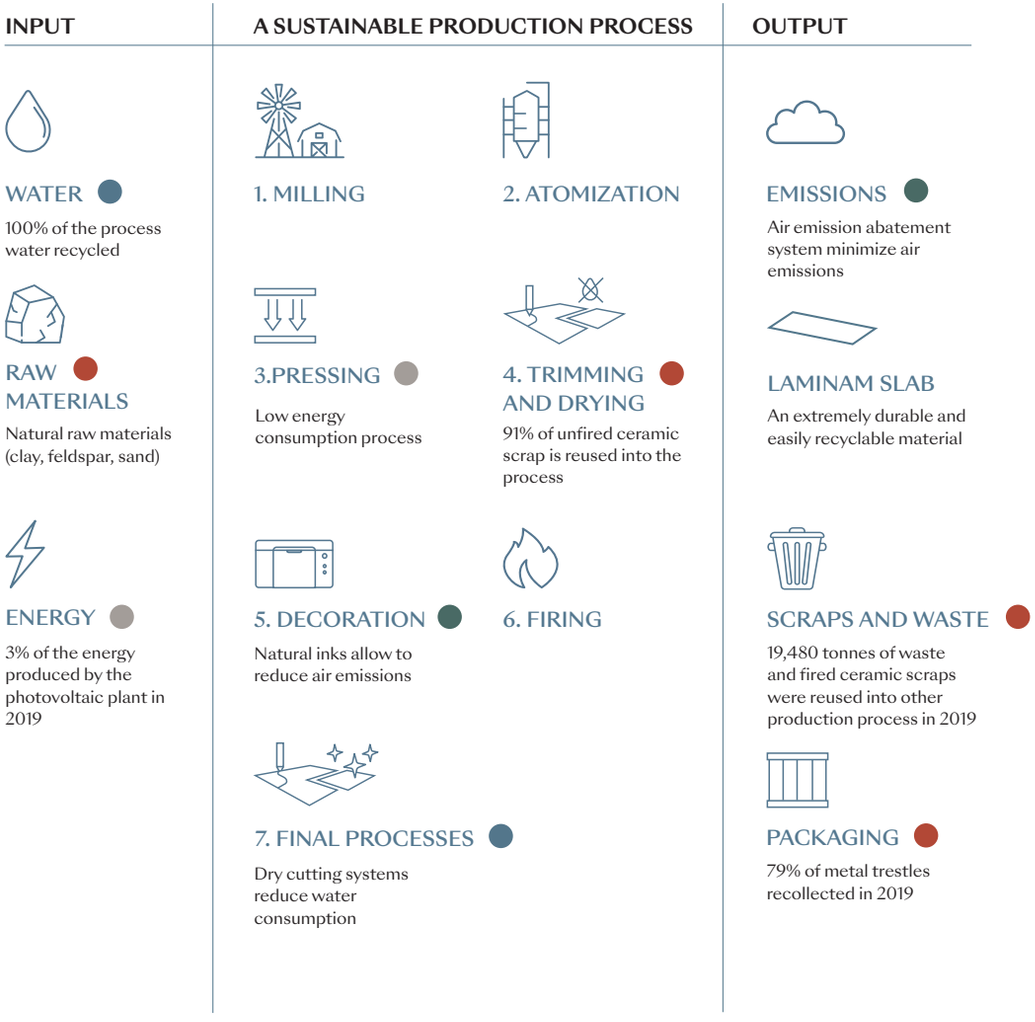
>1 Million of smq/year

It is the Group's most recent plant, inaugurated in 2017. It's located in the Vorsino Industrial Park, an important industrial area in the Kaluga Oblast about 100 km from Moscow. With this plant, entirely dedicated to the production of ceramic slabs in the 1000x3000 mm format, with 3 and 5 mm thickness, Laminam has become the first producer of ceramic slabs in Russia.

6.1 Reduce and minimize our environmental impacts

Laminam's commitment to reducing and mitigating its environmental impacts focuses on management of the performance of its production sites and is reflected through tangible actions and initiatives aimed at complying with the most demanding standards and parameters, continuous improvement of processes, and research of sustainable technologies.
This approach ensures that every phase of Laminam's production process is developed to ensure maximum efficiency and a low environmental impact, starting from the pressing process with low energy consumption, the dry cutting systems that reduce water consumption, the water treatment systems that allow to reuse all the process water, the air emission abatement systems that minimize air emissions up to the recycling of waste into other production process thus reducing the consumption of new resources. Moreover, the photovoltaic plant installed on the Fiorano Modenese site's roof with an estimated capacity of 1,387 MWh, allowed in 2019 to generate from renewable sources about 3% of the Company's energy consumption, avoiding the emissions of 290 tonnes of CO_2 into the atmosphere.

Laminam’s production process sustainability aspects



Laminam and Circular Economy

Many aspects of Laminam’s production process and of the ceramic slabs itself can be associated to a circular economy model aimed at minimizing both raw materials and energy consumption and waste production, creating reuse and recovery flows and maximizing product life.
Laminam’s production process, in fact, allows to reuse most of the production scraps. Approximately 91% of unfired ceramic scrap is reinserted into the production cycle thus avoiding the extraction, transport and use of new raw materials and related environmental impacts such as greenhouse gas emissions and generated waste.
Water consumption is an important aspect of the production phase: thanks to the waste water treatment systems, all process water is recycled and reused in the production cycle. In 2019, 53,909 cbm of water were treated and re used in the production process allowing to avoid the consumption of new water resources. Another important factor from a circular economy perspective is waste management.
Laminam, in fact, has developed synergies with local companies that use its production waste as raw materials within their production process. In this way, in 2019, 19,480 tonnes of waste (i.e. unfired ceramic scrap, fired ceramic scrap, sludge and dust) were reused in another production process, thus avoiding the costs and environmental impacts related to their disposal. Laminam’s slab itself is an extremely durable and easily recyclable material. Moreover, the lower thickness compared to other ceramic products, reduces the quantity of needed raw materials and the environmental impacts related to transportation due to the slab’s low weight.
Finally, the digital decoration allows to reduce ink and water quantities, allowing a further reduction in the environmental impact related to the slabs’ production.

The environmental aspects of the Italian sites are managed by the Environmental, Health and Safety (EHS) department in compliance with the most binding standards and criteria. Both sites hold an “Integrated Environmental Permit” (AIA - Autorizzazione Integrata Ambientale) which covers air emissions, noise impact, raw materials balance, waste management and water balance and according to which, annually, the EHS department drafts a report containing data related to Laminam’s environmental performance. Moreover, the plants’ greenhouse gas emissions are regulated by the “European Union Emissions Trading Scheme” (EU ETS), a system that regulates the exchange of greenhouse gas emission certificates related to the production process.
Starting from 2019, the emissions of particulate and nitrogen oxides of the Italian sites are regulated by the “Agreement on emissions to protect the air quality of the Ceramic District” which, as the EU ETS scheme, introduces a system of emission certificates (see “Voluntary agreement on air emissions”).

Environmental Impact Assessment of Borgo Val di Taro

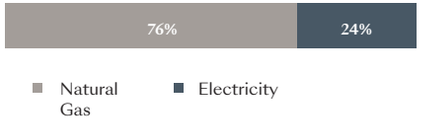
On November 22 2019, the Emilia Romagna regional authorities issued a favorable resolution regarding the PAUR (Provvedimento Autorizzatorio Unico Regionale - Comprehensive Regional Authorization Permit) and the related VIA (Valutazione Impatto Ambientale - Environmental Impact Assessment) for the expansion project of the Borgo Val di Taro production plant. This resolution closes a process initiated over a year ago with the decision to submit the plant development project to a voluntary environmental impact assessment (VIA) procedure. This is a unique case in the ceramics sector, as the VIA procedure normally applies to industrial plants with significant environmental impact (e.g. steel mills, refineries or power plants).
In addition to providing a complete analysis of all the project’s impact factors on the territory, the VIA also allowed starting a shared path with citizens and to initiate an open and transparent debate on the territory itself. In particular, the VIA tool evaluates in detail both the current site activity and the activity planned with the site’s extension with respect to the impacts on soil and subsoil, water, air quality, environmental impacts related to waste and noise production, traffic and urban planning.
The favorable resolution issued by the region confirms that the project configuration identified by Laminam is environmentally sustainable and meets all the regulatory requirements and best standards.

Energy consumption and emissions

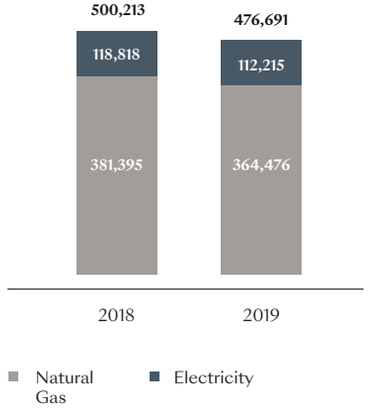
Laminam’s energy consumption is related to the natural gas and electricity mainly used for heating the kilns. The ratio between direct energy consumption (76% out of the total), i.e. natural gas consumption, and indirect energy consumption (24% out of the total), i.e. electricity consumption, remains constant over the two year of analysis.

In 2019, total energy consumption was 476,691 GJ, slightly decreased by 5% compared to the previous year (500,213 GJ). This decrease is mainly due to the slightly decrease in production during the year. The energy consumption per finished product in stock, in fact, is practically constant over the two-year reporting period with a value of 0.14 GJ per square meter of finished product in stock. With regard to natural gas consumption, the graph shows that in 2019 there was a decrease of 4.4% compared to 2018. Similarly, indirect energy consumption in 2019 shows a decreasing trend of 5.6% respect with 2018. During the year, moreover, part of the consumed electricity, about 28,546 GJ (+1.3% compared to 2018), was produced through the photovoltaic plant installed on the roof of the Fiorano Modenese site.

Energy consumption composition, %



Direct and indirect energy consumption, GJ



Energy consumption	Unit of measurement	2018	2019
Direct energy consumption			
Natural gas	S cbm	10,803,460	10,324,219
	GJ	381,395	364,476
Indirect energy consumption			
Electricity	kWh	33,005,009	31,170,884
• of which auto produced from renewables	kWh	798,471	808,595
Electricity	GJ	118,818	112,215
• of which auto produced from renewables	GJ	28,188	28,546
Total energy consumption	**GJ**	**500,213**	**476,691**

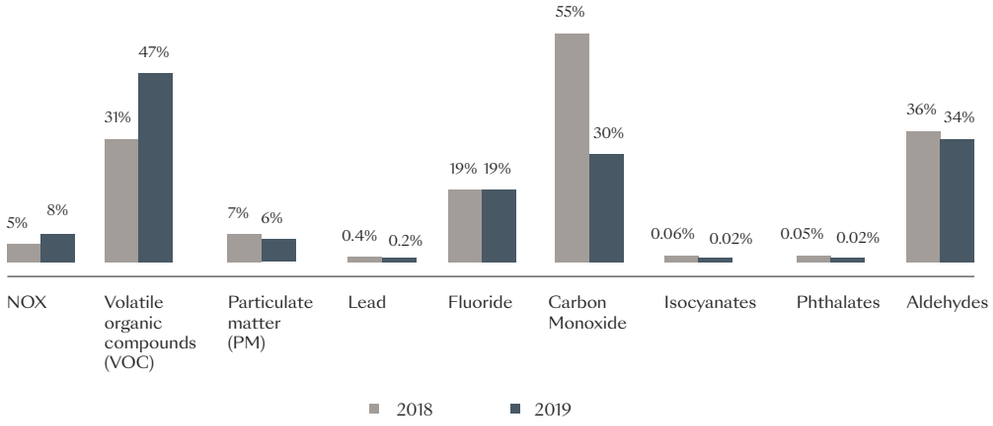
In 2019, total CO_2 emissions amounted to 32,316 tonnes of CO_2, a decrease of 2% compared to 2018 (32,992 tonnes of CO_2) related to the decreased in the energy consumption due to the slightly decrease in production recorded during the year. The emission intensity per finished product in stock, in fact, is practically constant over the two-year reporting period with a value of 0.01 tonnes of CO_2 per square meter of finished product in stock. Consistent with the trend in energy consumption, it can be seen that CO_2 emissions are mainly due to the natural gas consumption (Scope 1 emissions), which accounts for 66% of the Company total CO_2 emissions. With respect to Scope 1 CO_2 emissions which are related to the natural gas consumption, a value of 21,416 tonnes of CO2 was recorded in 2019. As regards Scope 2 CO_2 emissions location based, in 2019 the figure is equal to 10,900 tonnes of CO_2 while the Scope 2 CO_2 emissions market based are equal to 14,674 tonnes of CO_2.

CO_2 emissions	Unit of measurement	2018	2019
Scope 1 emissions	tons of CO_2	21,430	21,416
Scope 2 emissions - location based	tons of CO_2	11,562	10,900
Scope 2 emissions – market based	tons of CO_2	15,565	14,674
Total CO_2 emissions (Scope 1 emissions + Scope 2 emissions - location based)	**tons of CO_2**	**32,992**	**32,316**

Laminam also monthly monitors emissions of other pollutants associated with production at its plants as reported in the following table. As it can be seen, **emissions to air** present different trends during the reporting years but **are always largely lower than the authorized flows** as highlighted by the following graph where the emitted quantities are represented as a percentage of the authorized quantities.
In January 2019, an innovative abatement system with activated carbon was installed at the Fiorano Modenese site to further reduce the odor impact linked to production activities. This plant is an evolution of the prototype system installed in 2017 at the Borgo Val di Taro site, which at the time was the first prototype in the world applied to ceramic process fumes.

Other air emissions	Unit of measurement	2018	2019
NOx	kg	15,848	24,142
SOx	kg	6,306	13,070
Volatile organic compounds (VOC)	kg	11,998	17,984
Particulate matter (PM	kg	2,196	1,839
Lead	kg	1	0,5
Fluoride	kg	293	294
Isocyanates	kg	0.8	0.3
Phthalates	kg	0.7	0.5
Aldehydes	kg	3,466	3,240

Emissions to air as percentage of the authorized quantities, %



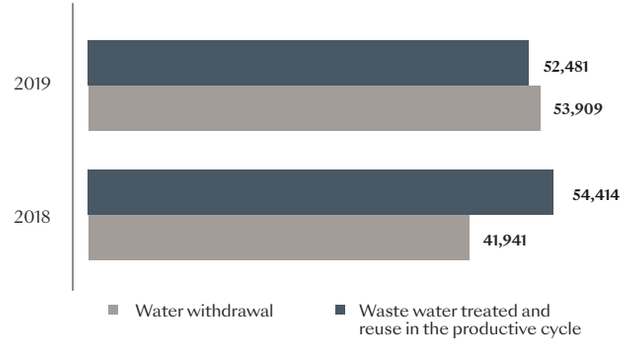
Voluntary agreement on air emissions

On 7 December 2019, ten mayors from the Modena and Reggio Emilia ceramic district, representatives of the Emilia Romagna region, the provinces of Modena and Reggio Emilia, Confindustria Ceramica and Arpae (regional agency for environment protection) signed the "Voluntary Territorial Agreement on the containment of emissions".
The voluntary agreement, in continuity with the "Protocol for the control and reduction of polluted emissions in the ceramic district of Modena and Reggio Emilia" of 2009, aims to create a system for evaluation and regulation of atmospheric emissions generated by ceramic companies in the Modena and Reggio Emilia districts. This unique experience at national level aims to encourage companies to continuously improve their environmental performance and to address their direct and indirect impacts, contributing to the improvement of the district's air quality.
In particular, the Agreement, which is valid for 5 years, aims to limit particulates and nitrogen oxides emissions through the introduction of a system of exchangeable emission certificates.
In addition, the agreement establishes that companies which adopt actions to reduce emissions and improve the environment, energy, transport efficiency and green areas have the possibility of using the avoided emissions as certificates available for new productive investments.
Laminam has actively collaborated with Confindustria Ceramica in the development of the voluntary agreement on air emissions.

Water and waste management

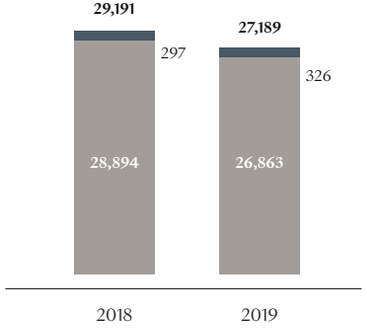
Water consumption in 2019 totals 52,481 cbm decreased by 4% compared to the previous year (54,414 cbm) and is mainly related to the raw materials milling, and slab's glazing and lapping. The introduction of dry cutting systems within Laminam's production process has allowed to reduce water consumption linked to the rectification phase.
The water used at the Fiorano Modenese site (25,450 cbm in 2019) is withdrawn from the industrial water public mains, thus avoiding any impact on the deep aquifer. Also at the Borgotaro site, most water is extracted from the public mains, while limited quantities are extracted from surface wells, which therefore do not impact on the deep aquifer and does not require any treatment processes such as potabilization.
At both sites, all the process water is recirculated back into the production system after being treated by an internal clarifier and sedimentation plant in a sort of closed system. In 2019, this water recycling system made it possible to avoid the consumption of 53,909 cbm of water from natural water resources, about 29% more than the volume of water recycled in the previous year (41,941 cbm).

Water consumption, cbm

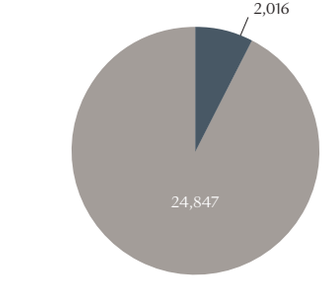


Waste generated in 2019 amounted to 27,189 tonnes of which about **99% were non-hazardous waste** (26,863 tonnes) and the remaining 1% hazardous waste (326 tonnes). Total waste generated during the year decreased by 7% compared to 2018 (29,191 tonnes).
The non-hazardous waste consists mainly of wood and cardboard packaging material sent for recycling, sludge from process water treatment and production waste (i.e. fired and unfired ceramic scrap). The latter (i.e. process water treatment sludge and production waste) are sent to local companies which reuse them in their own production process, thus creating an efficient circular economy system. In 2019 19,480 tonnes of process water treatment sludge and production waste were reused in another production process, thus avoiding the costs and environmental impacts related to their disposal.
Approximately 92% (24,847 tonnes) of the total non-hazardous waste produced in 2019 were sent to recovery as reuse, recycling, composting and energy recovery while the remaining 8% (2,016 tonnes) were sent to incineration, landfill or on-site storage.
The main hazardous waste includes spent oils, solid waste produced by the air emission treatment, packaging with dangerous substances residues and insulating material. Approximately 21% (68 tonnes) of the total hazardous waste produced in 2019 were sent to recovery as reuse, recycling, composting and energy recovery.
All plant's waste is delivered to external authorized disposal companies.

Waste produced, tonnes



Non-hazardous waste produced by disposal, tonnes



6.2 Responsibly manage our supply chain

Ensure sustainability along the value chain also means managing risks and opportunities related to the company's supply chain. Therefore, Laminam focuses on respecting and promoting best practices in terms of product quality, respect for human rights and working conditions, health and safety and environmental responsibility along its supply chain. Laminam's supply chain consists of suppliers of raw materials, finished products and services mainly located in Italy. However, considering the origin of the main raw materials, i.e. clays, feldspars, sands and colorants, and the quantities purchased, about 62% of these goods purchased in 2019 comes from extra European Union territories, mostly from Turkey and Ukraine, where, respectively, most of the feldspars and the clays used by the Company are extracted. Raw materials purchased from European Union territories, approximately 38% of the total raw material purchasing considering the quantities, are mainly colorants and sands of Italian origin. Considering, instead, the economic value of the purchased raw materials it can be seen as the percentages are completely inverted. In the European Union, in fact, mainly inks, colorants and whitening agents are purchased which, although in low quantities, have a high value (69,5% on the total), while in Extra EU countries raw materials with low value are mainly purchased (30,5% on the total).
The choice of sourcing Feldspar from Turkey and clays of Ukrainian origin is due to the high quality of these products both in terms of low iron content, a factor that makes it possible to obtain very clear mixes suitable for all types of decorations, and in term of technical performance of the resulting ceramic product.
However, given the political instability in both countries, to ensure business continuity in the long term, the Company has developed a mixture consisting of Feldspars, Sand and clays of European origin which is already in use for some products (see The "absolute white": a new white glassy mixture).

Purchasing per area of origin of raw material*		Unit of measurement	2019
Considering the quantities purchased	EU	%	38
	Extra EU	%	62
Considering the economic value of the purchasing	EU	%	69.5
	Extra Eu	%	30.5

***raw material considered are clays, feldspars, sands and colorants**

Supply chain management is performed by the Purchasing department, ensuring compliance with the quality standards laid down by Company procedures and economic purchasing parameters, specific environmental requirements and correct labor practices and business continuity. In particular, raw material supplier’s management is carried out in collaboration with the Technological Laboratory, which is responsible for mixes development and raw materials selection, and with the Quality department, which oversees the aspects of its competence.

Starting from 2019, as part of the development project of an integrated quality, environment and safety management system and with continuous improvement objective, the Company has implemented an annual qualification and monitoring process, for all suppliers, through a voluntary questionnaire including aspects related to quality, respect for human rights and working conditions, environment and health and safety. During the year, all Laminam suppliers were asked to complete the questionnaire. In addition to the questionnaire, each year, the qualified suppliers’ performances are monitored with respect to quality and delivery times.

6.3 Create value for the people and communities in which we operate

For Laminam, being a responsible Company means supporting the territory and the communities where it operates, dialoguing with all stakeholders and financing local projects and initiatives. In this perspective, over the years, Laminam has supported numerous projects that have involved different actors including local organizations, institutions and public administration, university and sports associations and that can be grouped in three main areas: architecture and culture, sport and stakeholder engagement.

In 2019 in particular the value of sponsorships and donations made by the company amounted to Euro 109 thousands, approximately 43% more than the value distributed to the community by the Company during the previous year (Euro 76 thousands n 2018).

An important direction that has characterized the initiatives supported by Laminam in recent years is the promotion of architecture and culture. In 2019 the Company launched “#Architecture Short Talk”, a series of short documentaries starring international architects who, through analysis and narration about their work, describe how Laminam products integrate into their architectural project.

In this context is included the exhibition “Tribute to Giorgio Gaslini - Total Musician” held in 2018 at the Milan showroom of the Company which, through a musical performance, wanted to commemorate the pianist, composer, conductor and jazz musician who lived between Milan and Borgo Val di Taro. In the same year, the Company supported the Milan National Museum of Science and Technology and in particular contributed to new iLab Leonardo space renovation, the scientific experiments dedicated area.

In 2017, with the aim of enhancing the link between architecture and territory, the “VAA - Vignola Archives of Architecture” project was launched, involving 15 architecture students from 5 international universities (see “VAA - Vignola Archives of Architecture”).

VAA - Vignola Archives of Architecture

VAA Vignola Archives of Architecture is a 5-year project developed in collaboration with the Vignola Foundation, which aims to create a research center on contemporary architecture. The initiative, which is part of the requalification project of the historic Palazzo Contrari-Boncompagni, was launched in 2017 with the involvement of 15 students from five prestigious European universities (University of East London, Royal Academy of Art The Hague, Delft University of Technology / The Berlage, Accademia di Architettura di Mendrisio, Lisbon Architecture Triennale) for one week of research and experimentation on the ceramic production theme. During the workshop, five ambassadors accompanied the students through a creative path which analyzed the slab production phases translating it into a classical architectural element.

Regarding the initiatives for support of local sports activities and events, during the year, Laminam has continued to support the women's football team "A.S.D. San Paolo" of Modena which plays in the Italian C League and has sponsored the "Italian Cycling Championships" held in the territories of the upper Val di Taro. In this context, the Company sponsored the "Festival Sportivamente", a four-day event dedicated to disabled sport that took place in Sassuolo In the previous years, the Company also supported the "Valtarese Basket" which, with the Under 20 women's team, called "Laminam", was among the best 20 teams in Italy in 2018 and sponsored the 13th "Emanuele Cordani Memorial" an enduro bike race held in the territory of Bedonia.

In recent years, the dialogue and stakeholder engagement activities carried out with associations and local communities have been very significant for Laminam. In particular, in the context of the project to expand the Borgo Val di Taro production site and of the Borgotaro Air Quality Assurance Board (Tavolo di Garanzia per la Qualità dell'aria di Borgotaro) between 2018 and 2019, the Company has participated to, and promoted, numerous meetings and dialogue initiatives with the local community, including, for example, the open days dedicated to citizens during which, through a guided tour, it was possible to visit the Borgo Val di Taro production site and learn about the slab's production process. In this context can be mentioned all the initiatives implemented to promote transparency between the Company and the territory, like the Company's communication campaign on Facebook, the voluntary procedure of VIA (see "Environmental Impact Assessment of Borgo Val di Taro") performed on the project for Borgo Val di Taro site's extension and the Technical and Scientific Committee's activities.

During 2020, in the context of the COVID 19 pandemic-related emergency, Laminam implemented numerous initiatives to help the territory where it operates. Moreover, the Company supported through donations the Regional Healthcare System and collaborated with local agencies and the Civil Protection to provide them with personal protective equipment (PPE) such as masks, protective suits and gloves.

Borgotaro Air Quality Assurance Board

The Borgotaro Air Quality Assurance Board was created in 2018 by the Emilia-Romagna Region following reports of odor discomforts and non-specific health-related symptoms experienced by a part of the Borgotaro population, with the aim of carrying out objective insights. The Board was a participatory experience to which many local stakeholders, such as institutions, economic activities, environmental associations and Laminam itself have adhered.
In this context, a Scientific Environment/Health Technical Committee (CTS) consisting of 15 technicians including doctors, biologists, chemists and toxicologists was appointed with the aim of defining a shared analysis method aimed at the study of Borgotaro's air quality and the analysis of health profiles. The committee was supported by the National Research Council (CNR) and the Higher Institute of Health (ISS). In particular, the National Research Council (CNR) was tasked with carrying out environmental analyses, which also covered Laminam's production activity, which voluntarily participated.
On the basis of the environmental data collected, in 2019, the Borgotaro Air Quality Assurance Board issued a final report, resulting from the work of the entire Committee, which highlights an excellent quality of Borgotaro's air and excludes any correlation between the non-specific health symptoms underlined by a part of the population and the industrial activities, including Laminam, which are perfectly integrated within the territory. In order to confirm the above, with a voluntary VIA procedure, the Environmental Integrated Authorization (AIA - Autorizzazione Integrata Ambientale) has been granted to Laminam for an expansion of Laminam industrial site in Borgotaro.

7. Methodological Note

This Report has been redacted in accordance with the GRI Sustainability Reporting Standard defined in 2016 by the Global Reporting Initiative (GRI), according to the "In accordance - Core" option which provides for the reporting of at least one GRI indicator for each relevant topic.

This document has been prepared according to the GRI reporting principles for defining report content:

- **Stakeholder Inclusiveness:** Laminam main stakeholders and their expectations and interests have been taken into account in the materiality analysis definition of the content of this report.
- **Sustainability Context:** Laminam performances reported in this document are presented in the wider sustainability context of the Company business.
- **Materiality:** The topics reported have been identified in terms of their relevance for the Group and its stakeholders.
- **Completeness**: the report includes coverage of material aspects and their boundaries, sufficient to reflect the most significant economic, environmental and social impacts of Laminam activities, allowing assessment of the Company's performance in the reporting period.

Moreover, to ensure the quality of the reported information, in the Report drafting, the GRI reporting principles for defining report quality have been applied:

- **Accuracy:** the reported information is sufficiently detailed for an understanding and assessment of the Laminam's sustainability performance in the reporting period.
- **Balance:** the contents of this Report provide a balanced view of Laminam's performance in the reporting period.
- **Clarity:** the choice of clear and accessible language and the use of graphs and tables to represent Company performance is provided in a manner that makes the information understandable and accessible to stakeholders using the Report.
- **Comparability:** the indicators presented in the Report are reported for the 2018-2019 two-year period and accompanied by comments on their performance that allows comparison with the Company's performance over time.
- **Reliability:** the information presented in the report has been gathered, analyzed and validated by the managers, with the assistance of a consultancy firm. The economic data corresponds with the data in the financial report.
- **Timeliness:** the Report considers events occurring after 31 December 2019 that could be significant for assessment of the Company's performance by its stakeholders.

7.1 Materiality Analysis

Laminam's material topics were identifies through a Materiality analysis in accordance with the GRI reporting principles for defining report content.

Materiality analysis process

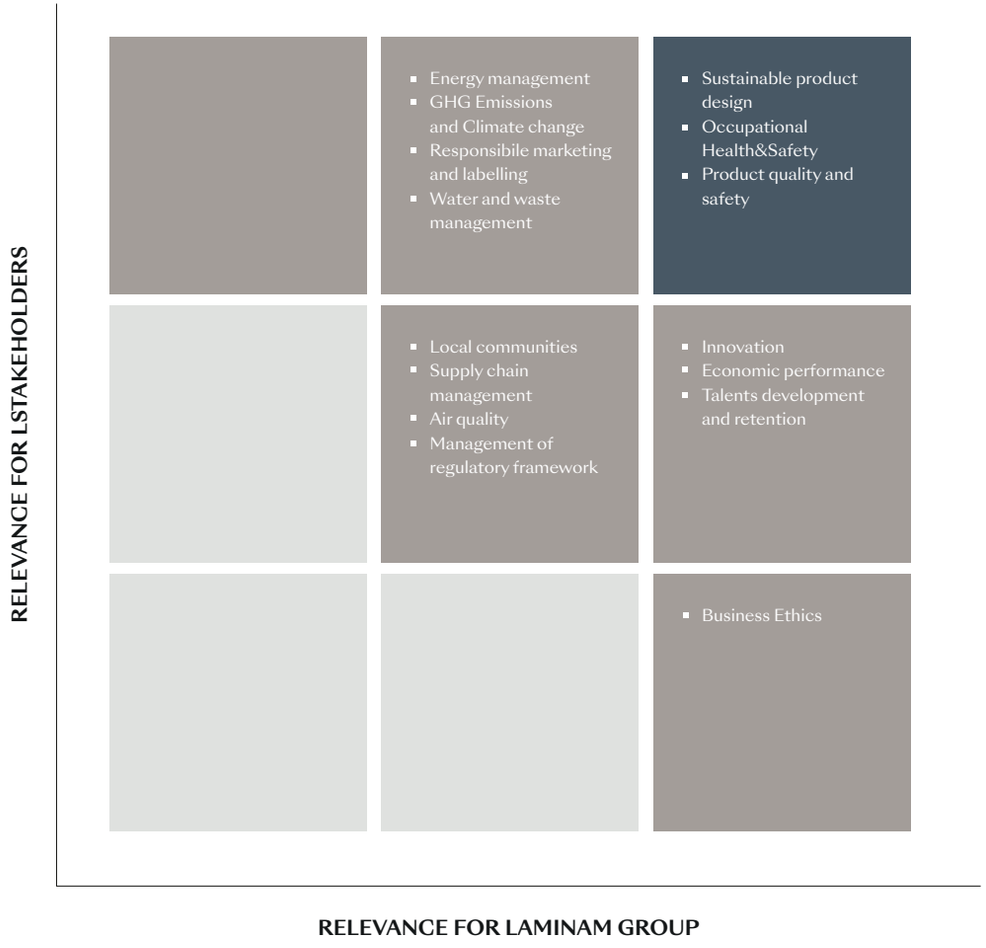
1. Relevance for stakeholders

The identification of relevant topics for Laminam's stakeholders has been conducted through a documentary analysis focusing on their principal expectations and pressures identified through: benchmark analysis of the leading companies operating in the sector, media analysis , and analysis of the main sector documents and sustainability indexes. Moreover, to take into account the main sustainability pressures at a global level, an analysis of the main policies, non-governamental organizations documents and major global stock exchanges has been performed.

2. Relevance for Laminam

The relevant topics identified through the documentary analysis were then evaluated and supplemented by Company management on the basis of priorities and strategic objectives during a specific workshop. In detail, each Company's direction focused on the topics which reflect the expectations of its principal stakeholders and who can most influence its strategies and activities.

Laminam Materiality analysis



7.2 Reporting Scope

This document is the first Laminam Sustainability Report and contains a description of the initiatives and activities in 2019, as well as performance trends for the 2018–2019 two-year period. Performance indicators are collected annually and reporting is also annual.
The reporting scope coincides with the area of the Group's Parent Company, Laminam S.p.A. and the subsidiaries Laminam Service. Any exceptions are indicated in the text of the report. Laminam is committed in the coming years to align its reporting scope with that of the Group's consolidated financial statements.
For each material topic, a description is provided, together with the related GRI disclosure.

Topic	Description	GRI Disclousure
OUR GOVERNANCE		
Economic Performance	Company's ability to create economic value for its stakeholders in the long term	Economic performance
Management of regulatory framework	Ability to comply with social, economic and environmental regulations	Environmental compliance Socio-economic compliance
Business Ethics	Ethical conduct of business including corruption, bribery, monopolies and other anti-competitive practices	Anti-corruption Anti-competitive behavior
OUR PRODUCT		
Product quality and safety	Ability to offer products that meet clients expectations with respect to quality and safety	Consumer health and safety Product marketing and labelling
Innovation	Ability to offer innovative products, solutions or services; it includes investments in innovation (R&D), patents registered by the Company	
Sustainable product design	Design of products aimed at reducing the social or environmental impacts. Raw materials choice aimed at reducing their impact	Materials
OUR PEOPLE		
Occupational health and safety	Ability to create and maintain a healthy and safety workplace environment	Occupational health and safety
Talents development and retention	Ability to create a meritocratic workplace environment; employees' attraction, retention and motivation. It includes training and welfare initiatives, hiring policies, turn-over rates, freedom of associations, trade unions	Employment Training and education
Local communities	'Management of the relationship between the Company and the local communities, including socio-economic and environmental impacts (positive or negative), local procurement, local employment, engagement activities	Local Communities
Responsible marketing and labelling	Social issues that may arise from a failure to manage the transparency, accuracy, comprehensibility of marketing statements (e.g. Offensive campaigns, misleading campaigns)	Product marketing and labelling

Topic	Description	GRI Disclosure
OUR OPERATIONS		
GHG Emissions and Climate change	Impact of the Company operations on climate change (e.g. direct and indirect GHG emissions that a Company generates through its own operations) and impact of climate change-related regulations on the Company	Emissions
Air quality	Air emissions that a Company generates through its own operations (e.g. NOx, SOx, COV, etc.)	Emissions
Energy management	Management of energy in manufacturing and/or for provisions of product or services, Company's energy efficiency initiatives	Energy Emissions
Water management	Water use, water consumption and other impact of operations on water resources	Water and Effluents
Waste and wastewater management	Environmental issues associated with hazardous and non-hazardous waste, wastewater generated by the Company	Effluents and Waste Water and Effluents
Supply chain management	Management of Environmental, Social and Governance (ESG) risks within the Company's supply chain	Procurement Practices Supplier Environmental Assessment Supplier Social Assessment

In the following Figure, as defined by GRI principles, the boundary of each material topic's impact is identified along the entire value chain of Laminam, explaining whether this is internal or external.

The boundary of Laminam topics: where the impacts occur	Raw materials	Laminam activities	Logistics	Clients and users	End of life	Limitations
OUR GOVERNANCE						
Business ethics	○	●	○	○	○	
Management of regulatory framework	○	●	○	○	○	
Economic performance	○	●	○	○	○	
OUR PRODUCTS						
Innovation	○	●	○	●	●	
Sustainable product design	○	●	○	○	●	
Product Quality and Safety	○	●	○	●	○	
Responsible marketing and labelling	○	●	○	●	○	
OUR PEOPLE						
Talent development and retention	○	●	○	○	○	
Occupational Health and Safety	○	●	○	○	○	Data related to contract workers are not available
OUR OPERATIONS						
Energy management	○	●	●	○	○	Data related to logistic are not available
GHG Emissions and Climate change	●	●	●	○	○	Data related to raw materials suppliers and logistic are not available
Water and waste management	○	●	○	○	●	
Air quality	○	●	○	○	○	
Supply chain management	●	●	○	○	○	
Local communities	●	●	○	○	○	

7.3 Calculation Methodology

The methodological information for certain indicators reported in the Sustainability Report is provided below.

Hiring and Turnover rate
Hiring rate is calculated as the number of new hires during the year compared to the number of company employees at 31 December of the same year.
Turnover rate is calculated as the number of employees who left the company during the year compared to the number of company employees at 31 December of the same year.

Health and safety indicators
The health and safety indicators have been calculated as follows:

- Recordable injury rate: number of injuries that occurred in the year (including illnesses) / hours worked*1,000,000
- Severity index: Days of absence related to injuries that occurred in the years / hours worked*10,000

Energy consumption
The conversion factors used to standardize energy consumption are from the table "UK Government GHG Conversion Factors for Company Reporting – Fuel properties" of the DEFRA and from the table of national standards published by the Italian Ministry of the Environment in the most recent version available.

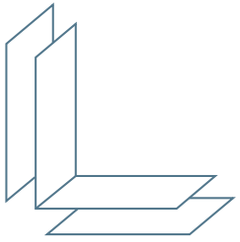
Greenhouse gas emissions
Greenhouse gas emissions are calculated based on the principles of international standard ISO 14064-1. The only greenhouse gas considered was carbon dioxide (CO_2). The emission factors used to calculate the CO_2 emissions indicated in the reported were determined as follows:

- Scope 1 emissions: the Scope 1 emissions reported are the ones calculated in the framework of the European Union Emissions Trading Scheme;
- Scope 2 emissions: the emissions relate to the consumption of electricity are calculated according to the location-based and market-based approach.

  For the calculation of the location-based emissions, the emission factors reported in the tables published by Terna were used regarding the international comparisons available for 2017 (the most recent version) based on Enerdata statistics.

  For the calculation of market-based emissions, the residual mixes reported in the "European Residual Mixes" document, published by ABI and available for the years 2018, were used.

8. GRI content index



GRI standard	Disclosure	Chapter / Paragraph	Note	Omission
GRI 102: GENERAL DISCLOSURE 2016				
Profile of the organization				
102-1	Name of the organization	Cover		
102-2	Main brands, products and/ or services	3.1 This is Laminam 4. Our products: “continuous innovation”		
102-3	Location of headquarters	3.1 This is Laminam		
102-4	Countries where the organization operates	3.1 This is Laminam 6. Our operations: “Three factories, one technology”		
102-5	Ownership and legal form	3.3 Governance, ethics and compliance		
102-6	Markets served	3.1 This is Laminam		
102-7	Scale of the organization	3.1 This is Laminam 5. Our people: “people & ideas” 6. Our operations: “Three factories, one technology”		
102-8	Information on employees and other workers	3.1 This is Laminam 5. Our people: “people & ideas”		
102-9	Description of the supply chain (suppliers, volumes and procurement markets)	3.1 This is Laminam 6. Our operations: “Three factories, one technology” 6.2 Responsibly manage our supply chain		
102-10	Significant changes to the size, structure and ownership and to the supply chain in the reporting period	3.3 Governance, ethics and compliance		
102-11	Explanation of any application of the precautionary principle or approach	3.3 Governance, ethics and compliance 4.2 Ensure and maximize product quality and safety		
102-12	External initiatives	3.3 Governance, ethics and compliance 5.3 Ensuring the health and safety of our people 6.1 Reduce and minimize our environmental impacts 6.3 Create value for the people and communities in which we operate		

GRI standard	Disclosure	Chapter / Paragraph	Note	Omission
102-13	Membership of national and/or international trade associations	3.2 Laminam commitment to sustainability		
Strategy				
102-14	Statement from the senior decision-maker on the importance of sustainability for the organization and its strategy	1. Letter from the Chairman		
Ethics and integrity				
102-16	Mission, values, codes of conduct, principles important for economic, environmental and social performance, developed internally and progress in their implementation	3.3 Governance, ethics and compliance		
Governance				
102-18	Governance structure of the organization, including committees that report directly to the highest governance body. Committees involved in decisions on economic, environmental and social topics	3.3 Governance, ethics and compliance		
Stakeholder engagement				
102-40	List of stakeholder groups with which the organization engages	3.2 Laminam commitment to sustainability		
102-41	Percentage of employees covered by collective bargaining agreements	5. Our people: “people & ideas”		
102-42	Principles for identifying and selecting the principal stakeholders with whom to engage	3.2 Laminam commitment to sustainability		
102-43	Approach to stakeholder engagement	3.2 Laminam commitment to sustainability 6.3 Create value for the people and communities in which we operate		
102-44	Key topics and concerns raised by stakeholder engagement and how the organization has responded to those concerns, including in its reporting	3.2 Laminam commitment to sustainability 6.3 Create value for the people and communities in which we operate		
Reporting practice				
102-45	List of entities included in the consolidated financial statements and those not included in the social accountability report	7.2 Reporting Scope		
102-46	Defining report content and topic boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis		
102-47	List of mterial topics	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis		
102-48	Explanation of the effects of any restatements of information given in previous reports and the reasons for such restatements		Not applicable, as this is the first edition of the report	
102-49	Significant changes in objective and boundaries		Not applicable, as this is the first edition of the report	
102-50	Period to which the social accountability report refers	7.2 Reporting Scope		
102-51	Publication date of the most recent social accountability report		Not applicable, as this is the first edition of the report	

GRI standard	Disclosure	Chapter / Paragraph	Note	Omission
102-52	Reporting cycle	7.2 Reporting Scope		
102-53	Contacts and addresses for questions regarding the social accountability report and its contents		Paola Mignani – Strategic Marketing Laminam Spa p.mignani@laminam.it	
102-54	Choice of the “in accordance” option	7. Methodological Note		
102-55	Table explaining the report contents	8. Gri Content Index		
102-56	Policies and practices of external assurance of the social accountability report		Not applicable, as this is the first edition of the report	

GRI standard	Disclosure	Chapter / Paragraph	Omission
MATERIAL TOPICS			
ECONOMIC PERFORMANCE INDICATORS			
Economic Performance			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 201: ECONOMIC PERFORMANCE 2016			
201-1	Direct economic value generated and distributed	3.2 Laminam commitment to sustainability	
Procurement Practices			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 6.2 Responsibly manage our supply chain 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 6.2 Responsibly manage our supply chain 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 204: PROCUREMENT PRACTICES 2016			
204-1	Proportion of spending on local suppliers	6.2 Responsibly manage our supply chain	

GRI standard	Disclosure	Chapter / Paragraph	Omission
Anti-corruption			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 3.3 Governance, ethics and compliance 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 3.3 Governance, ethics and compliance 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 205: ANTI-CORRUPTION 2016			
205-3	Confirmed incidents of corruption and actions taken	3.3 Governance, ethics and compliance	
Anti-competitive behavior			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 6.2 Responsibly manage our supply chain 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 3.3 Governance, ethics and compliance 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	3.3 Governance, ethics and compliance	

GRI standard	Disclosure	Chapter / Paragraph	Omission
ENVIRONMENTAL PERFORMANCE INDICATORS			
Materials			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 4.2 Continue to innovate in pursuit of maximum sustainability 6.2 Responsibly manage our supply chain 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 4.2 Continue to innovate in pursuit of maximum sustainability 6.2 Responsibly manage our supply chain 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 301: MATERIALS 2016			
301-1	Materials used by weight or volume	4.2 Continue to innovate in pursuit of maximum sustainability	
301-2	Recycled input materials used	4.2 Continue to innovate in pursuit of maximum sustainability 6.1 Reduce and minimize our environmental impacts	
301-3	Reclaimed products and their packaging materials	4.2 Continue to innovate in pursuit of maximum sustainability	
Energy			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 6.1 Reduce and minimize our environmental impacts 7.1 Materiality Analysis 7.2 Reporting Scope	

GRI standard	Disclosure	Chapter / Paragraph	Omission
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 6.1 Reduce and minimize our environmental impacts 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 302: ENERGY 2016			
302-1	Energy consumption within the organization	6.1 Reduce and minimize our environmental impacts	
302-3	Energy intensity	6.1 Reduce and minimize our environmental impacts	
Water and effluents			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 6.1 Reduce and minimize our environmental impacts 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 6.1 Reduce and minimize our environmental impacts 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 303: WATER AND EFFLUENTS 2018			
303-1	Interactions with water as a shared resource	6.1 Reduce and minimize our environmental impacts	
303-2	Management of water discharge-related impacts	6.1 Reduce and minimize our environmental impacts	
303-3	Water withdrawal	6.1 Reduce and minimize our environmental impacts	
303-4	Water discharge	6.1 Reduce and minimize our environmental impacts	

GRI standard	Disclosure	Chapter / Paragraph	Omission
Emissions			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 4.2 Continue to innovate in pursuit of maximum sustainability 6.2 Responsibly manage our supply chain 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 4.2 Continue to innovate in pursuit of maximum sustainability 6.2 Responsibly manage our supply chain 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 305: EMISSIONS 2016			
305-1	Direct (Scope 1) GHG emissions	6.1 Reduce and minimize our environmental impacts	
305-2	Energy indirect (Scope 2) GHG emissions	6.1 Reduce and minimize our environmental impacts	
305-4	GHG emissions intensity	6.1 Reduce and minimize our environmental impacts	
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	6.1 Reduce and minimize our environmental impacts	
Effluents and waste			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 6.1 Reduce and minimize our environmental impacts 7.1 Materiality Analysis 7.2 Reporting Scope	

GRI standard	Disclosure	Chapter / Paragraph	Omission
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 6.1 Reduce and minimize our environmental impacts 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 306: EFFLUENTS AND WASTE 2016			
306-2	Waste by type and disposal method	6.1 Reduce and minimize our environmental impacts	

Environmental Compliance

GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 3.3 Governance, ethics and compliance 6.1 Reduce and minimize our environmental impacts 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 3.3 Governance, ethics and compliance 6.1 Reduce and minimize our environmental impacts 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 307: ENVIRONMENTAL COMPLIANCE 2016			
307-1	Non-compliance with environmental laws and regulations	3.3 Governance, ethics and compliance 6.1 Reduce and minimize our environmental impacts	

Supplier Environmental Assessment

GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 6.1 Reduce and minimize our environmental impacts 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 3.3 Governance, ethics and compliance 6.1 Reduce and minimize our environmental impacts 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016			
308-1	New suppliers that were screened using environmental criteria	6.2 Responsibly manage our supply chain	

SOCIAL PERFORMANCE INDICATORS

Employment

GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 5. Our people: “people & ideas” 5.1 Maintain an attractive workplace 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 5. Our people: “people & ideas” 5.1 Maintain an attractive workplace 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 401: EMPLOYMENT 2016			
401-1	New employee hires and employee turnover	5.1 Maintain an attractive workplace	

Occupational health and safety

GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	

GRI standard	Disclosure	Chapter / Paragraph	Omission
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 5.3 Ensuring the health and safety of our people 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 5.3 Ensuring the health and safety of our people 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018			
403-1	Occupational health and safety management system	5.3 Ensuring the health and safety of our people	
403-2	Hazard identification, risk assessment, and incident investigation	5.3 Ensuring the health and safety of our people	
403-3	Occupational health services	5.3 Ensuring the health and safety of our people	
403-4	Worker participation, consultation, and communication on occupational health and safety	5.3 Ensuring the health and safety of our people	
403-5	Worker training on occupational health and safety	5.3 Ensuring the health and safety of our people	
403-6	Promotion of worker health	5.3 Ensuring the health and safety of our people	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5.3 Ensuring the health and safety of our people	
403-9	Work-related injuries	5.3 Ensuring the health and safety of our people	
403-10	Work-related ill health	5.3 Ensuring the health and safety of our people	

GRI standard	Disclosure	Chapter / Paragraph	Omission
Training and Education			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 5.2 Develop technical and soft skills 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 5.2 Develop technical and soft skills 5.3 Ensuring the health and safety of our people 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 404: TRAINING AND EDUCATION 2016			
404-1	Average hours of training per year per employee by category and by gender	5.2 Develop technical and soft skills 5.3 Ensuring the health and safety of our people	
404-3	Percentage of employees receiving regular performance and career development reviews	5.2 Develop technical and soft skills	
Local communities			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 3.3 Governance, ethics and compliance 6.1 Reduce and minimize our environmental impacts 6.3 Create value for the people and communities in which we operate 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 3.3 Governance, ethics and compliance 6.1 Reduce and minimize our environmental impacts 6.3 Create value for the people and communities in which we operate 7.1 Materiality Analysis 7.2 Reporting Scope	

GRI standard	Disclosure	Chapter / Paragraph	Omission
GRI 413: LOCAL COMMUNITIES 2016			
413-2	Operations with significant actual and potential negative impacts on local communities	3.3 Governance, ethics and compliance 6.1 Reduce and minimize our environmental impacts 6.3 Create value for the people and communities in which we operate	
Supplier social assessment			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 6.2 Responsibly manage our supply chain 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 6.2 Responsibly manage our supply chain 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016			
414-1	New suppliers that were screened using social criteria	6.2 Responsibly manage our supply chain	
Consumer health and safety			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 4.3 Ensure and maximize product quality and safety 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 4.3 Ensure and maximize product quality and safety 7.1 Materiality Analysis 7.2 Reporting Scope	

GRI standard	Disclosure	Chapter / Paragraph	Omission
GRI 416: CONSUMER HEALTH AND SAFETY 2016			
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	4.3 Ensure and maximize product quality and safety	
Product marketing and labeling			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 4.3 Ensure and maximize product quality and safety 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 4.3 Ensure and maximize product quality and safety 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 417: PRODUCT MARKETING AND LABELING 2016			
417-1	Requirements for product and service information and labeling	4.3 Ensure and maximize product quality and safety	
417-2	Incidents of non-compliance concerning product and service information and labeling	4.3 Ensure and maximize product quality and safety	
417-3	Total number of incidents of non-compliance (by type) with regulations and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship	4.3 Ensure and maximize product quality and safety	

GRI standard	Disclosure	Chapter / Paragraph	Omission
Socioeconomic compliance			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 3.3 Governance, ethics and compliance 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 3.3 Governance, ethics and compliance 7.1 Materiality Analysis 7.2 Reporting Scope	
GRI 419: SOCIOECONOMIC COMPLIANCE 2016			
419-1	Non-compliance with laws and regulations in the social and economic area	3.3 Governance, ethics and compliance	
NOT GRI DISCLOSURE			
Innovation			
GRI 103: MANAGEMENT APPROACH 2016			
103-1	Explanation of material aspects and their boundaries	3.2 Laminam commitment to sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-2	The management approach and its components	3.2 Laminam commitment to sustainability 4.2 Continue to innovate in pursuit of maximum sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	
103-3	Assessment of the management approach	3.2 Laminam commitment to sustainability 4.2 Continue to innovate in pursuit of maximum sustainability 7.1 Materiality Analysis 7.2 Reporting Scope	

The Laminam sustainability report was drafted and completed in April 2020.

The report is the result of an internal process of involvement of the different business functions, with the technical and methodological contribution of ERM consultants.