

**BY YOUR SIDE
IN PACKAGING**

2023

**SUSTAINABILITY
REPORT**

BBM SERVICE SRL
Via Pregalleno, 24
24016 San Pellegrino Terme (BG)
Italy

Tel. +39 0345 23 642
VAT IT03180620167
info@bbmpackaging.com
www.bbmpackaging.com



Index

| | | | |
|--|----|--|----|
| METHODICAL NOTE | 6 | 6 ENVIRONMENTAL RESPONSABILITY | 71 |
| 1 INTERVIEW WITH THE CEO | 8 | 6.1 Climate change and management of environmental risks | 73 |
| BBM'S 2023 IN BRIEF | 14 | 6.2 Energy consumption and GHG emissions | 74 |
| 2 PROFILE OF BBM SERVICE | 16 | 6.3 Sustainable water resource management | 76 |
| 2.1 Values and mission of BBM Service | 21 | 6.4 Circulation and waste management | 77 |
| 2.2 History of BBM Service | 22 | 7 LIST OF GRI CONTENTS | 82 |
| 3 SUSTAINABILITY APPROACH | 26 | | |
| 3.1 Commitment to sustainable development | 26 | | |
| 3.1.1 Commitment to the community | 27 | | |
| 3.1.2 Commitment to the environment | 34 | | |
| 3.2 Materiality analysis | 36 | | |
| 4 ECONOMIC RESPONSIBILITY AND GOVERNANCE | 41 | | |
| 4.1 Ethics and governance | 41 | | |
| 4.2 Responsible management of the value chain | 47 | | |
| 5 SOCIAL RESPONSIBILITY | 49 | | |
| 5.1 Attraction, development, and management of talents | 49 | | |
| 5.2 Equity, inclusivity, and well-being of our people | 56 | | |
| 5.3 Health and safety of employees | 58 | | |
| 5.4 Quality and safety of products | 61 | | |
| 5.5 Innovation, digitalization, and data security | 65 | | |

METHODOICAL NOTE

This document represents the second **Sustainability Report** (hereinafter referred to as the ‘Report’) of BBM Service S.r.l. (hereinafter referred to as ‘BBM’, ‘the Company’, or ‘the Organization’).

The report was prepared voluntarily to transparently outline the initiatives and key results in terms of sustainability performance throughout the year 2023 (1 January to 31 December), corresponding to the financial year.

This Sustainability Report addresses environmental, social, personnel, and anti-corruption issues that are pertinent to the company’s activities, performance, results, and impact.

These issues are assessed based on the company’s activities and characteristics, as depicted in the materiality matrix included in this document.

This Sustainability Report has been prepared with reference to the ‘**Global Reporting Initiative Sustainability Reporting Standards**’ defined by the Global Reporting Initiative (GRI), and is published annually. Please refer to the ‘GRI Content Index’ in the appendix to this document for details of the GRI indicators selected.

With regard to the materiality analysis, it should be

noted that, unlike last year’s, this year’s process has involved a **selected group of stakeholders** (suppliers, customers, organisations or entities that actively collaborate with BBM Service). More details are found in the chapter on Materiality Analysis.

The decision to engage stakeholders is founded on the belief that they provide an external viewpoint, enhancing corporate legitimacy, aligning objectives with external expectations, and mitigating risks. **Furthermore, stakeholder engagement promotes innovation and collaboration, resulting in enhanced governance and improved outcomes.**

The data collection process for preparing the Report engaged various corporate functions and departments, each responsible for its specific area. This ensured adherence to the principles outlined by the GRI guidelines, including accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability.

The data and information contained in the financial statements relate to both BBM sites, located in San Pellegrino Terme and in Lenna (BG). The scope of the economic-financial, social and environmental data coincides with that of the Financial Report 2023.

In 2023, BBM drafted a new **Supplier Code of Conduct**

and introduced a new **Supply Chain Procurement Policy**.

To enable the comparability of data and information over time, and to evaluate the company’s business trends, comparisons with the year 2022 are provided whenever possible.

It should also be noted that each chapter highlights any quantitative data derived from estimates, when present. Such estimates are based on the best available information or on sample surveys.

The Board of Directors of BBM Service S.r.l. approved this Sustainability Report on **03/06/2024**.

Please note that this report has not been subject to external assurance.

The Sustainability Report is also available on the BBM Service website (www.bbmpackaging.com). For more details on BBM Service’s social responsibility policies, or more information on the Sustainability Report, please contact BBM at info@bbmpackaging.com.

We extend our gratitude to everyone who contributed their time and effort to the drafting of the BBM Sustainability Report. This project marks a significant step towards our goal of sustainable development.



1. INTERVIEW WITH THE CEO

In continuation of last year, BBM presents its second Sustainability Report, a document that is not yet mandatory for companies of BBM's size. BBM considers it essential to share with its stakeholders its achievements in relation to the main ESG - Environmental, Social and Governance - issues and goals for the future.

Managing Director Giuseppe Boffelli talks about BBM one year after the publication of the first Sustainability Report.

***“The automated bottling and packaging industry is embracing a slow but ambitious revolution towards environmentally friendly production. BBM aims to contribute to this transformation by bringing second-hand plants back to life through a distinctive approach to reconditioning.*”**

The reconditioning of used machinery is indeed one of the

beating hearts of our business, which places us in a virtually unique position among Italian companies supplying used bottling plants. We are pioneering low-energy solutions and the reuse of existing materials, concretely demonstrating that the future can be greener and more innovative”.

It has already been a year since the publication of your first Sustainability Report. What were the main positive impacts you recorded?

The publication of the Sustainability Report has increased internal and external awareness of our sustainable practices, improving transparency and understanding of BBM's initiatives. Within the company, there has been a renewed interest in technologies, products and services that are considered more environmentally sustainable. In addition, the detailed reporting of achievements facilitated the sharing of quantitative data with the most demanding stakeholders. From an image perspective, we believe that the disclosure of sustainable initiatives makes BBM more attractive to talents, as it demonstrates our commitment to ethical values and social responsibility.

How did you involve internal and external stakeholders in the process of compiling the Sustainability Report?

We organized workshops and training sessions to raise awareness of sustainable practices among staff and gathered feedback through the Materiality Analysis, which this year also included our main stakeholders. We aimed for maximum transparency in communicating BBM's actions to encourage comments and opinions. This approach allowed us to gain a comprehensive understanding of our employees' expectations and concerns, which we integrated into our Sustainability Report to ensure greater relevance and credibility.

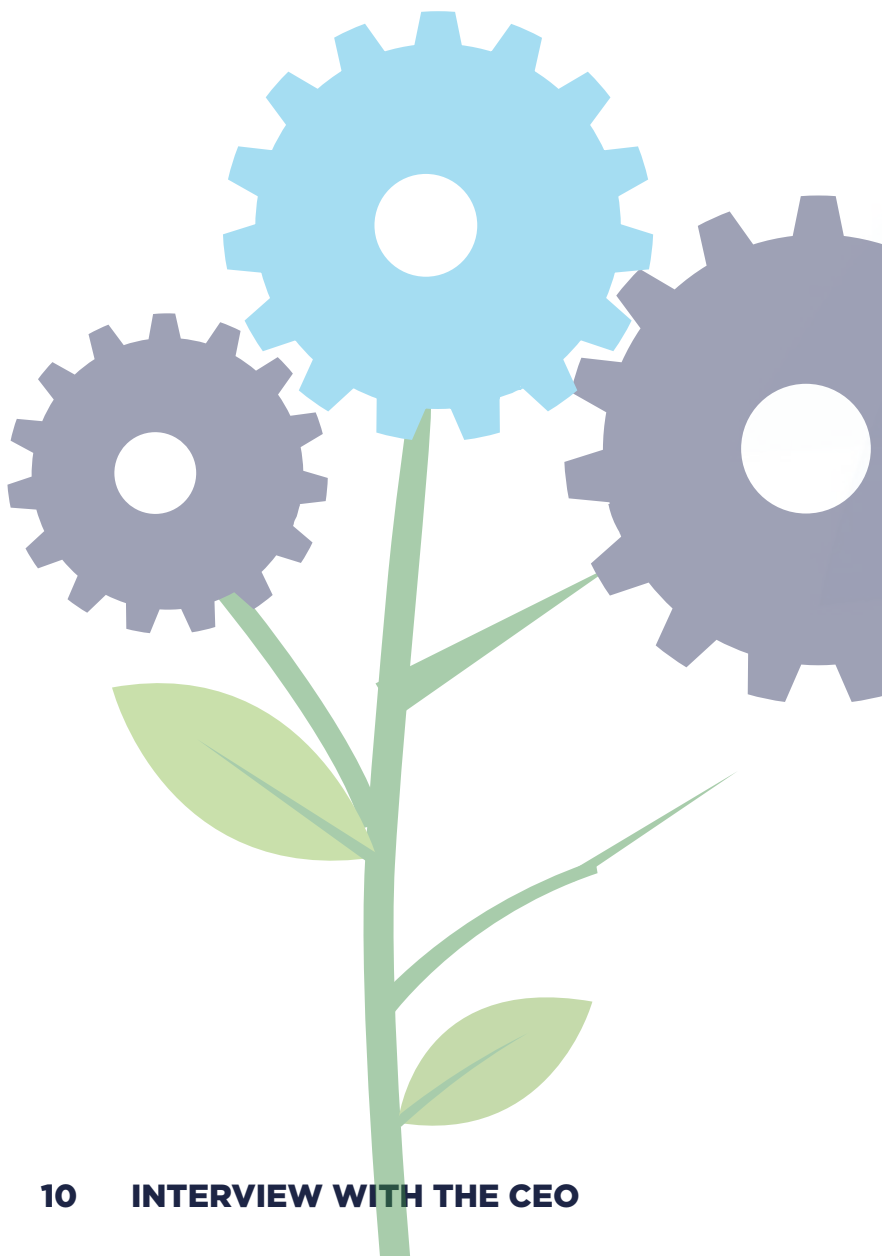
What are the areas in which the company has made significant progress in terms of sustainability over the past year? What are the areas - if any - where progress has not been made?

BBM has experienced unprecedented peaks in revenue, with a remarkable 30 per cent increase since 2022. Despite this, BBM recorded only a 5% increase in energy consumption (mainly natural gas and diesel for company vehicles). Similarly, the waste produced reached similar levels as in 2021 - which was also influenced by extraordinary dismantling operations that increased the amount of recovered material. We are satisfied with these results, in line with the growing number of activities. We have continued to limit our environmental footprint through an increasingly conscious waste management, and the use of renewable energy sources. In fact, BBM was the first company to install solar panels in the industrial area of Lenna: the 80 kW photovoltaic field will allow the production of electricity for almost the entire production site. As with all good things, patience is required: the results of this major investment will be evident from the second half of 2024.

In the meantime, we have made numerous investments focused on innovation and digitisation in the company, including the implementation of a MES system (i.e. a software used to track and document production processes), the introduction of an optical machine, and the purchase of new PCs to support the work of transfer technicians. We have also increased

**Giuseppe Boffelli,
CEO of BBM Service**





the number of training hours to our employees by 70 per cent, and have provided growing support to local associations - especially amateur sports associations - to promote an active lifestyle among young people.

Is there any goal in your Sustainability Report that you are particularly proud of?

In 2023, BBM started working towards the Gender Equality Certification. The awarding of UNI PDR 125, planned for 2024, is a strategic goal for BBM. For almost 20 years, we have dedicated consistent efforts to ensure a fair and respectful working environment for all employees, regardless of gender. We believe that gender equality is not only a moral imperative, but also a necessary condition for the long-term success of our company and for cultivating innovation, creativity and productivity. To achieve this certification, we are conducting a review of our current policies, procedures and practices, in order to identify areas where we can improve.

Can you remind us how BBM stands out in the bottling and automated packaging sector?

Of course; BBM promotes a 360° service, ranging from competitor analysis and evaluation of the best solutions in terms of technical and budget, layout creation, equipment supply, safety management and waste disposal, to after-sales service for machinery and bottling plants. Our comprehensive service approach enables us to collaborate with major industry brands as well as small to medium-sized producers, delivering complete projects promptly and with meticulous attention to detail. In this regard, our flexibility sets us apart as truly distinctive within the industry.

What added value does BBM Service offer to those who work and collaborate for BBM?

On a structural level, I often describe BBM as “a small to medium-sized enterprise, organized like a large corporation”. Our organizational model mirrors our aspirations: we aim to enhance the impact of our business endeavors both domestically and internationally, all while investing in our personnel by delegating responsibilities and fostering growth opportunities, particularly among youth and with a focus on gender equality. For BBM, people have always played a key role in the company’s

development. We invest heavily in training, we like to organise meetings between colleagues to stimulate collaboration and the exchange of ideas, and we guarantee numerous benefits to those who decide to join our team.

How important is sustainability in BBM’s strategic choices?

Commitment to sustainability, understood as social, environmental and for the community, has always been explicit in BBM Service’s mission. For almost 20 years we have been involved in giving a second life to bottling and packaging plants. Our second-hand business guarantees the environmental benefits of reducing heavy industrial material and avoids excessive recourse to scrapping equipment that is still in good condition. Moreover, the two-year Covid-19 pandemic has underscored the necessity of adopting a flexible and resilient growth model, particularly in prioritizing the well-being of our employees and fostering the growth of the Valley community. This prompted BBM to commit to new and ambitious goals in the environmental, social and governance spheres, summarised in our first Sustainability Report. The continuity in the Sustainability Report is a further confirmation of this philosophy: we remain among the first SMEs to get involved, understanding the importance of transparency in “sustainable development”. We are operating in a geographical and social context that requires special attention; we want to tap into the full potential of our community and grow with it, in respect of the environment.

‘We are back to telling the story of BBM, sharing with the reader our achievements and future goals through the voices of our people’.

What do we expect from reading the Sustainability Report?

The report illustrates what has been achieved to date in terms of environmental responsibility and ethics, with a special focus on energy efficiency in the plant, responsible management of resources at the



customer's premises, interest in employee growth and active support for the Val Brembana community. But the Sustainability Report does not only report on what has been done: it also anticipates the future. Among the objectives here stated, are the expansion of the stock of BBM compatible spare parts through the installation of vertical warehouses, the creation of an e-commerce site for spare parts, and the strengthening of the quality control department. What else? BBM has planned the expansion and complete modernisation of its production and sales premises with a green perspective. An ambitious project, which began in 2021 with the completion of the production hub in Lenna, covering an area of over 10,000 square metres, and will continue with the new look of the offices in San Pellegrino Terme.

To whom is the Sustainability Report addressed?

The invitation to read the Sustainability Report is extended to all of the company's stakeholders, including employees, customers, suppliers, institutions, and other interested parties. We aim to initiate a dialogue with you to strengthen the initiatives that BBM has implemented over time. Our goal is to provide clear evidence of the strategies we have embraced to reduce our impact.

A final message for those who are about to read the Report?

These and the many other achievements would not have been possible without the fundamental contribution of all BBM employees. My thanks go BBM for embracing the culture of sustainability and translating it into concrete actions every day. BBM has made mutual trust, seriousness and professionalism the core values of its business: the same values have inspired us in drafting this report. Enjoy reading!



BBM'S 2023 IN BRIEF

19 YEARS

of history and commitment in
the bottling sector

23 MILLIONS

of revenue on total sales

10.304 DAYS

of man-work on packaging
equipment

110

collaborators*

105 COUNTRIES

reached by BBM Service in all
five continents

10.000 MQ

the extension of our showroom
in Lenna (Bergamo, Italy)



+76%

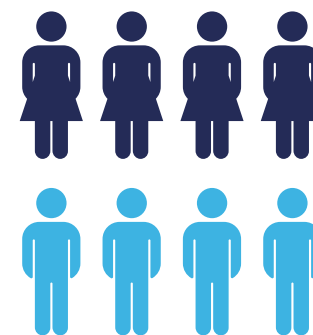
training hours provided
compared to the previous year

85%

resources hired on permanent
contract and FULL TIME

56%

of employees is under 40 years
of age



*The data includes BBM Service employees and
personnel from entities described in the next chapter

2. PROFILE OF BBM SERVICE

Since 2024, BBM is an Italian company operating in the province of Bergamo. It has two facilities: the registered office in San Pellegrino Terme and an operations center, which includes a production workshop and showroom, in Lenna.

BBM specializes in automated bottling and packaging for the food and beverage industry. Through its unique products and services, the company has positioned itself distinctly above competitors.

Specialising in the design and supply of complete bottling plants for water and beverages, the company provides an all-round service, dealing with assistance, service, supply of spare parts, maintenance and overhaul on every type of machine. BBM's strength lies in its ability to customize solutions based on customer needs, giving it a significant competitive advantage. The company excels in every stage, from the preliminary analysis of business opportunities to the engineering and design of production plants. BBM supplies both new and refurbished, guaranteed machines. Additionally, it offers a qualified technical service with over 50 technicians specialized in various machines and processes.

Two partner companies are closely associated with BBM, sharing both spaces and values:

- *A technical department specialised in industrial mechanical design*
- *A team of technicians specialised in the maintenance, overhaul and servicing of blow molding machines*



#1 FOCUS: COLORSOLUTION, BBM'S INDUSTRIAL PAINTING

Colorsolution Srl, a company wholly owned by BBM, specializes in industrial and civil painting. It is located in Lenna, right next to BBM's headquarters. Colorsolution provides liquid and powder painting services, as well as pre- and post-painting services. With years of experience and state-of-the-art machinery, the company guarantees attentive service and high-quality workmanship.

Colorsolution is constantly striving to keep up to date. Each product involved in the painting process undergoes various stages: surface preparation, phospho-degreasing, nanotechnology treatment, drying, baking, quality check, and packaging.

- **Third-party assembly.** Thanks to the cooperation with BBM Service, since 2023 Colorsolution has been offering an exclusive third-party post-assembly service. It not only takes care of testing the parts through strict quality control, but also offers its know-how and technical expertise in the assembly and pre-assembly of individual parts or

finished products. Tested on demand, the material is carefully packed and shipped to its destination, ready to feed the line.

- Color is working on integrating procedures and equipment to **minimise the waste produced; an ambition that concerns all substances used in the production process, including paint.**



Explore
COLOR
SOLUTION

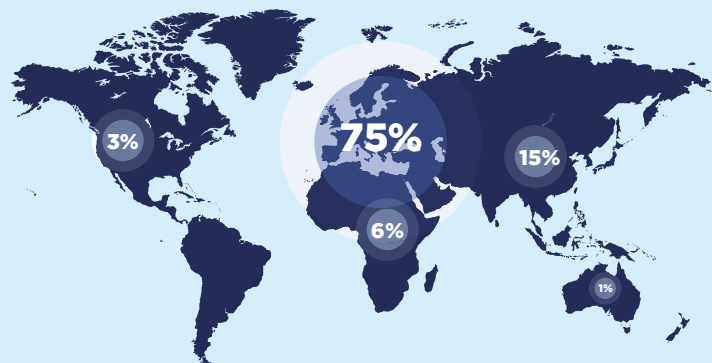


Figure 1: Breakdown of BBM Group revenue by geographical area

BBM is mainly divided into four business divisions:

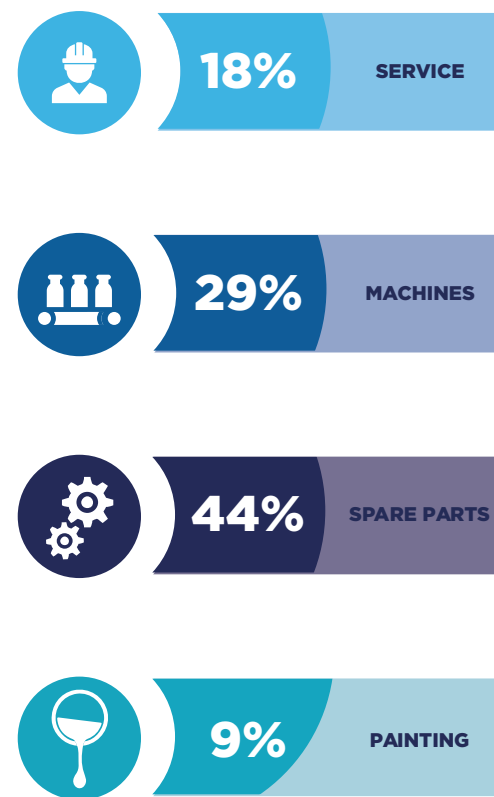
- **‘Service’**, which takes care of technical assistance at customer sites in Italy and abroad, as well as the overhaul of used machines and belts at the Lenna plant. BBM technicians intervene at every step of the line’s life cycle: from disassembly to start-up. BBM also takes care of ordinary and extraordinary maintenance of the plants, not only on-site, but also on-line, through a dedicated remote assistance service;
- **‘Machines’**, which deals with the sale of used and reconditioned equipment for bottling and packaging water, beverages, wine, beer, and other consumer products such as medicines and pet food;
- **‘Spare Parts’** - focuses on the sale and marketing of spare parts compatible with the machines in production plants;
- **‘Painting’**, - the activities of Colorsolution.



2.1 Values and mission of BBM Service

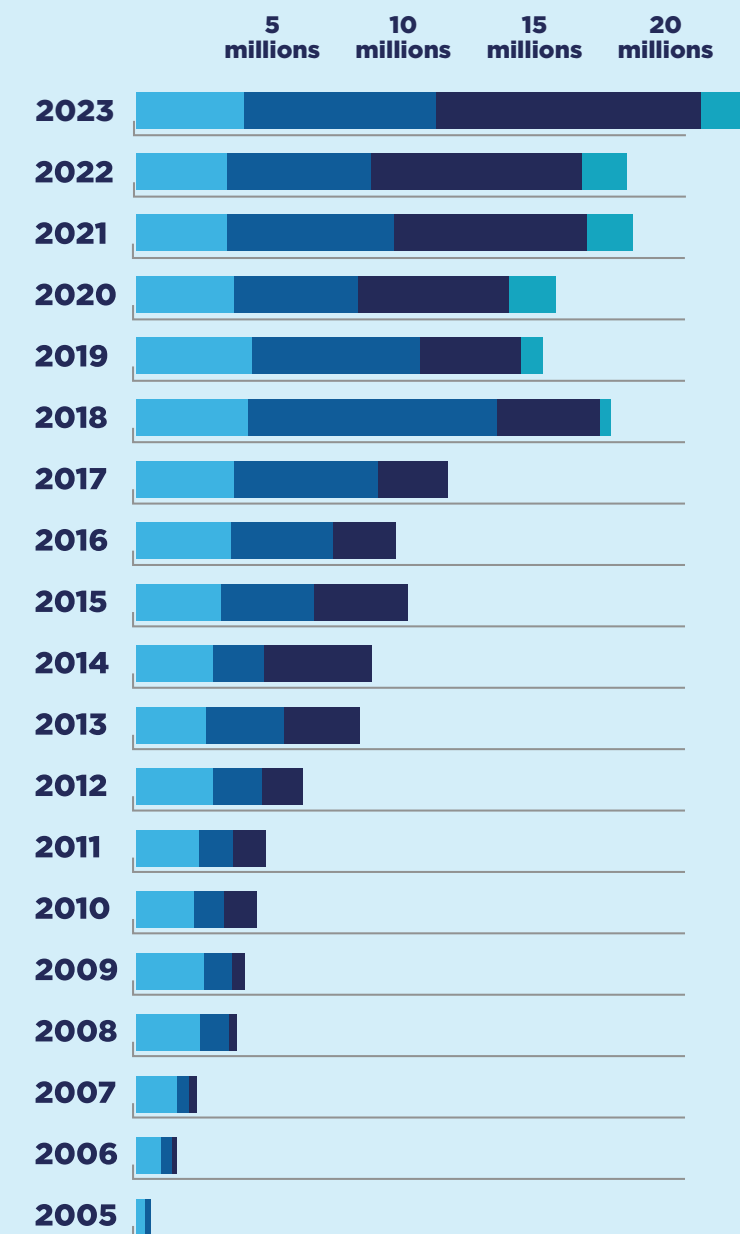
BBM emerged as a natural progression of the personal journeys of its three founding partners, who had collectively dedicated over 20 years to the automated packaging-beverage industry. Immersed in this field and in constant interaction with industry operators, they nurtured an ambition to create a project that could meet the sector’s demands. Since 2005, BBM has embraced the motto of ‘making a difference and being part of change through customer-centric projects’. Flexibility, speed, and unwavering presence have been the guiding principles for BBM’s operations for nearly two decades. Moreover, BBM has embraced

Figure 2: Breakdown of BBM Group Revenue by Business (2023)



a new business vision—a YOU-Oriented approach, prioritizing the customer’s needs over traditional product-centric approaches.

Figure 3: BBM turnover growth over the years



2.2 The history of BBM Service

BBM was founded in 2004 in Val Brembana (Bergamo), from the experience of the three partners Boffelli, Bonzi and Milesi. BBM specialized in technical assistance on machinery in the packaging/beverage sector.

The Val Brembana stretches for about fifty kilometers, tracing the path of the Brembo river, which originates in the Orobie Alps. **The mountainous landscape and ample supply of high-quality water resources have led to the development of a district specializing in the bottling and distribution of water.**

The mineral water and beverage industry is an economic pillar for the region, generating employment, promoting economic growth, and enhancing an area rich in natural beauty and historical traditions.

In this context, **BBM has rapidly prospered thanks to its innovative approach and the flexibility offered to customers.** In just a few years, the company has grown and reached a turnover of 23 million euros, serving important customers all over the world.



Figure 4:
BBM Timeline

2004

BBM Service was founded by three partners: Boffelli, Bonzi and Milesi

2008

BBM expands with the purchase of a production building for a total of 600sqm

2009

BBM Packaging is established as a division dedicated specifically to the sale of used machinery

2011

The Lenna office was acquired to set up the showroom dedicated to the overhaul of used machinery

2012

DB Project emerges, specializing in engineering and crafting technical solutions tailored to customer needs

2015

BBM celebrates its 10th anniversary of activity with the slogan Service, Machines & Much More

2017

Colorsolution was founded

2021

Expansion of the Lenna production center on two levels, for a total of +3400m2. Introduction of the new slogan *By your side in packaging*

2023

BBM publishes its first Sustainability Report and is the first company in its area to adopt a photovoltaic field for the self-production of electricity



San Pellegrino Terme

San Pellegrino Terme is a spa town located in the Italian region of Lombardy, and is famous for its mineral water springs. The history of San Pellegrino water dates back to ancient times, when the healing properties of its water were recognized and used by the Romans. Over the centuries, **San Pellegrino water** has become increasingly renowned for its beneficial qualities and unique taste. In the 19th century, with the advent of spa tourism, San Pellegrino Terme became a popular destination for those seeking spa and regenerating treatments. Over the last decades, **San Pellegrino water has been bottled and marketed on a global scale, becoming one of the best-known mineral water brands** in the world.

A few steps from the Brembo river is the **registered office** of BBM Service, the commercial and administrative offices, and the compatible spare parts warehouse.



Headquarters in San Pellegrino Terme

Lenna

Lenna is a small municipality located in Alta Val Brembana (Bergamo), nestled among the splendid Orobie PreAlps. With its picturesque cantons, ancient stone houses and lush forests, Lenna offers residents and visitors a relaxing escape from the frenzy of modern life.

On the border of the municipality of Lenna, on the shores of the suggestive Lake Bernigolo, **Stella Alpina** water is bottled. This water is appreciated for its delicate taste and mineral balance.

The **operational headquarters** of BBM Service is located in Lenna. In a space of over 10,000 square metres, more than 200 automated bottling and packaging machines are on display. Here, used machinery is reconditioned and brought back to the state of the art.



Showroom BBM in Lenna

3. APPROACH TO SUSTAINABILITY

3.1 The commitment to sustainable development

BBM's commitment to sustainability is developed on all levels. The ESG management of the organization is coordinated by the Board of Directors both at an operational and strategic level. The Board includes the three founders, who have structured a comprehensive governance system, procedures and policies.

For further information on the safeguards put in place, including the Corporate Code of Ethics and the Corporate Code of Conduct, please refer to the "Ethics and Governance" chapter.

In the organization, sustainability also resides in its core business. In fact, alongside an offer of original products, the company regenerates old generation machinery, through overhaul and modernization operations.

BBM adopts various measures to integrate ESG values into its operations and demonstrate its commitment to sustainability and social responsibility.

As regards environmental protection, some of the initiatives implemented are, for example, the adoption of **BBM branded cups** to replace disposable cups and

the installation of water dispensers, in order **to reduce the use of plastic among employees**. Furthermore, the commitment to an **increasingly less use of paper** has led to the almost total elimination of waste and the adoption of a paperless approach.

In relation to waste, there is particular attention: specialized technicians ensure **proper separate collection**, either on-site or at the customer's location, according to the CER code.

All facilities have **LED lighting fixtures**, and half of the industrial buildings use a **high-efficiency underfloor heating system**, resulting in significant savings compared to traditional systems.

Given the importance of Service activities, mobility is crucial: special attention is given to the company's vehicle fleet, **with a preference for low-emission vehicles**.

In July 2023, BBM was awarded a **silver medal recognition by Ecovadis**, a sustainability rating platform that assesses companies' performance in terms of sustainability. Participation to the questionnaire aimed to communicate progress to stakeholders and improve BBM's sustainability and social responsibility performance.

3.1.1 Commitment to the community

At the basis of BBM's corporate culture is the creation of a workplace that encourages support for the community. This materializes in collaborations with research centers, universities, and school-work programs.

Specifically, in 2023 BBM collaborated with the following schools and research centers:

Università degli Studi di Bergamo
Laboratorio Prove Bavaro Srl
ABF (Also for targeted recruitment and internships)
Istituto Turolido



#2 FOCUS: REMANUFACTURED BY BBM

From an extract from DOLDI, M. L. “Bottling lines? Remanufactured by BBM,”
Bottling, November, 2023, pp. 62-65.

In the context of the circular economy, the well-known concept of the 3Rs - “Reduce, Reuse and Recycle” - summarizes the practices that give life back to materials and resources, to preserve them and to produce less waste and emissions. But BBM shows how the circular economy can actually be broader and more complete if another R is added: that of Remanufacturing.

Remanufacturing means recovering and reconditioning machines and/or components that have not yet reached the end of their life, through an overhaul, a replacement of parts, or an update. Remanufacturing programs increase the life of equipment, bringing it back to market with - sometimes - improved functionality over the original product. These programs provide customers with product upgrades at a fraction of the cost of purchasing a new machine. Also, reusing components helps recover materials and energy more efficiently. With Remanufacturing, we are at a higher level of

circular economy, not sending to the end of life something that has not yet reached the end of its life. In dialogue with Laura Covelli, Marketing Specialist, and Giovanni Pizzagalli, Safety and Environment Manager, of BBM.

A business model based on sustainability

BBM’s business model is based on the remanufacturing of bottling lines that have reached the end of their role, but not of their functionality. Covelli and Pizzagalli explain: «Alongside offering original products, BBM regenerates used machinery, sometimes even dated, through overhaul and modernization operations. These machines derive from disposals or are purchased by BBM on the market. The purchase of used machinery and their modernization is one of the most sustainable practices that can be conceived from a circular economy perspective». There are several reasons that justify this statement: Remanufacturing reduces waste in circulation, the use of natural resources and energy, and the carbon footprint. It is a business model that makes the circular economy its driving force. «Circularity consists in ensuring that the life cycle of the machine does not end with the end of its role in the plant it belongs to, but that it can be put back on the market where this is possible». But where is it possible? «The experience accumulated in recent years by BBM allows us to state that, very often, the decommissioning of a machine does not correspond to its

real end of life. Quality machines, which required a certain initial investment, were made to last and tend to be easily refurbished. With the right overhaul and maintenance, they can be put back on the market with performance similar to new.» «BBM conducts an audit on every machine that arrives at the company. Based on these analyses, we decide what to change, what to keep, and where to start with reconditioning. The machines are also aesthetically reconditioned: new bodywork, new paintwork... to make it look like new.» And in any case: «If a machine has truly reached the end of its life, it is always possible to recover just a few parts or materials from it».

Reconditioning with a view to efficiency and 4.0

But the parameters required for machines today are different from those required a few years ago. For example, in terms of energy consumption. «This is true, but reconditioning takes this into account and modernize the machines so that they meet the new

requirements. Let’s take the example of blow molders: in the past, they blew with pressures of 35-40 bar. Today, greater efficiencies are required; therefore, we make the machines work at much lower pressures, around 20-25 bar. It is possible to calibrate old machines to these new values and end up with an “old blow molding machine” that complies with the most recent requirements. The trend in Remanufacturing is to provide a product that not only begins a second life, but is also competitive. These products can really compete with new machines on the market, also in terms of functionality». But there is more: «Although some are even twenty years old, these machines have already computers on board, are able to monitor, collect data, and make statistics. That is, they have functions that go under the label of 4.0. In this sense, it is possible to make an old machine capable of meeting the requirements of 4.0. With some types of mixed supply (used + new), it is possible to access 4.0 incentives. BBM provides advice in this regard».

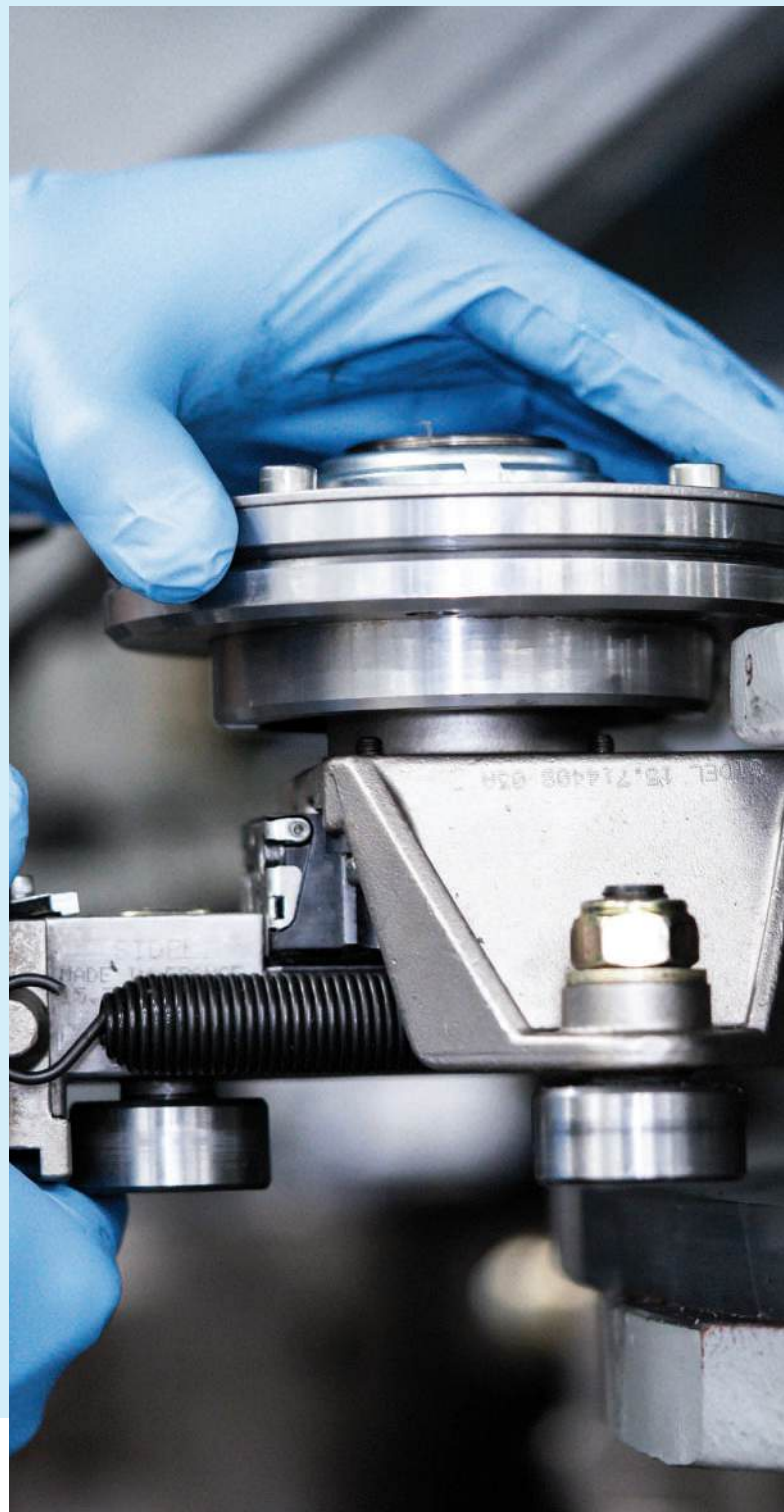


Remanufactured is beautiful: short delivery times and cost savings

Remanufactured is beautiful not only from an environmental point of view. Covelli and Pizzagalli state: «Very often, customers who purchase reconditioned machines are companies that would otherwise have to wait too long for new machines. We must not forget that a reconditioned machine can cost up to half that of a new one, while providing similar performances. If we add these advantages to the undoubted environmental sustainability, we understand the high value of a reconditioned machine.»

Certified Sustainability

BBM's business model is truly pioneering in the Italian SME panorama, and constitutes a flagship of a circular economy that could solve many raw material supply problems. In fact, in Italy, Remanufacturing is a concept that is only now gaining ground, but it is not yet as widespread as in Europe and the USA. For an SME like BBM, carrying forward such an innovative concept really involves great entrepreneurship, the willingness to create a new market, and a great, great belief in circular economy. Because remanufacturing is much more than recycling; it is adding an extra link in the value chain. For this reason, in 2023, BBM obtained the silver medal recognition from Ecovadis, a corporate sustainability platform that provides an evaluation of companies' performance in terms of sustainability and social responsibility.

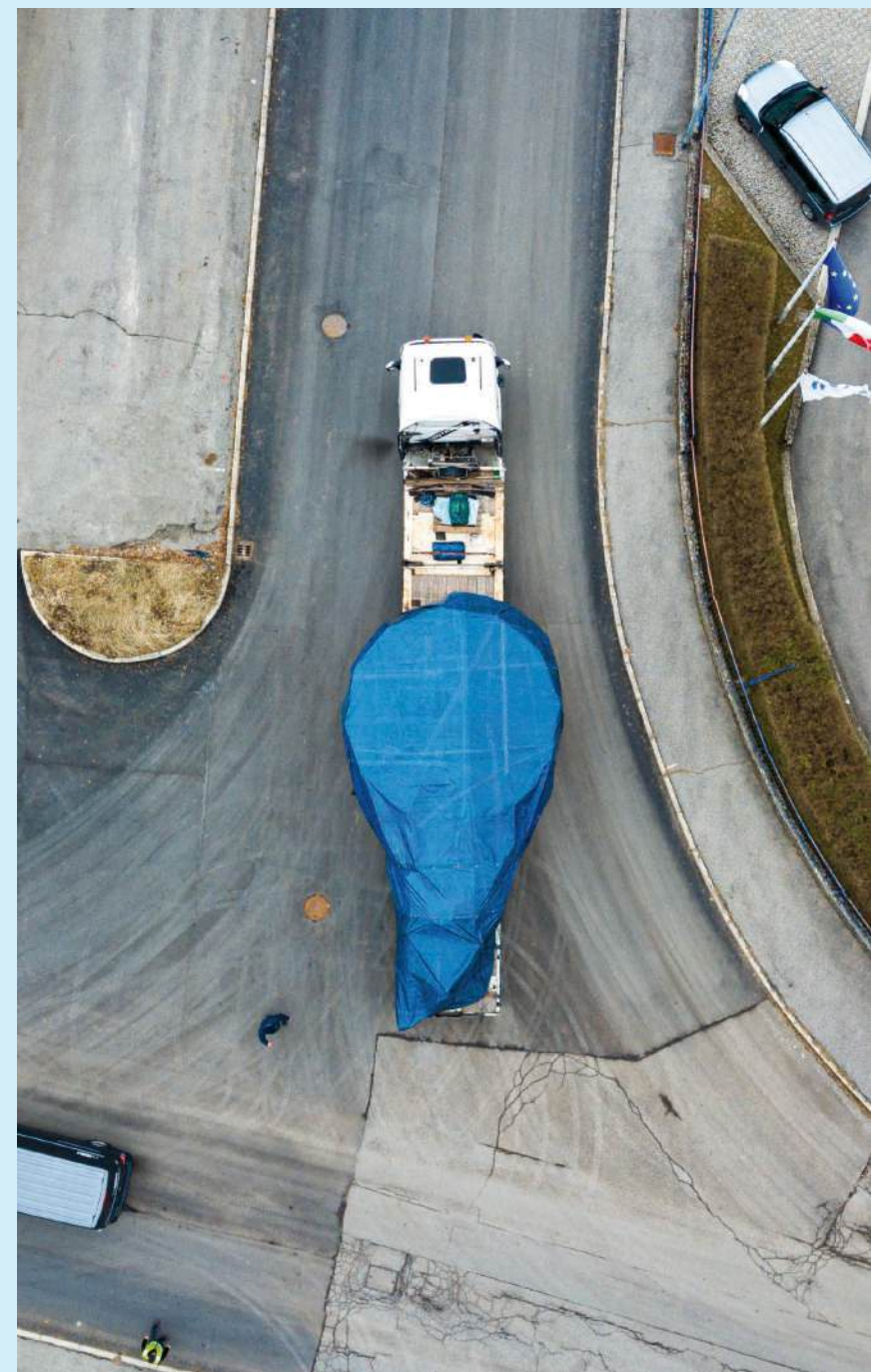


Watch the video
of the extraordinary
operation

Case history:

Reconditioned, delivered and put into operation: the Acqua San Bernardo plant

BBM successfully delivered a bottling plant to the Acqua S. Bernardo facility in Garesio (Cuneo). This delivery involved a combination of new and overhauled equipment of considerable size. Despite encountering snowy conditions along the 350 km journey, 5 machines weighing a total of 70 tons and spanning 5 meters in width were transported. This remarkable feat was made possible through the longstanding partnership with Tarotrans Srl, who facilitated the loading and transport operation. Upon arrival, specialized BBM technicians handled the unloading and assembly of the plant. Today, the plant operates flawlessly, boasting a production rate of 28,000 bottles per hour.



Liceo Mascheroni
ITS Jobs Academy
ITS Lombardia Meccatronica

Over the years, BBM has also established collaborations with local institutions, national bodies and sectoral associations, strengthening links with the territory and intertwining common interests to promote the development of communities and the industry:

Confindustria Bergamo
Bergamo Sviluppo
Form-App
Fondimpresa
Agenzia delle Entrate
Camera di Commercio
INPS, INAIL
Banche
Fondo COMETA, Metasalute
Fondi privati del TFR
AXA Assicurazioni
Allianz Assicurazioni
Lloyd Assicurazione



#3 FOCUS: BBM AND SPORT

As part of corporate social responsibility, BBM is committed to supporting sporting events and amateur sports associations. These include:

- **Toscana Factory Team**, a company that manages Team Corratec, one of the youngest cycling teams in the world (average age of 24.7 years);
- **ASD Zognese**, a football club based in Zogno;
- **Aletica Val Brembana**, which works for the promotion, dissemination and enhancement of athletics;
- **MotoClub Racing**, based in San Pellegrino Terme, engaged in the training of new motorcycling riders;
- **ASD Coppa val Brembana**, which annually hosts a provincial football tournament, exclusively for players in the under 15 category;
- **Pedale Brembillese**, a cycling team of children aged 6 to 16;
- **Bushi Karate**, which offers traditional karate courses for children and adults.

Added to this, is the support of the **Honda RedMoto Racing Enduro Team**, the official team representing the Honda brand in the main enduro competitions at national and world level. Since 2018, the Team's racing department has been based in San Pellegrino Terme, where a staff of expert technicians works to develop the best bikes for Enduro races.

In May 2023, a team of BBM professionals participated in the first edition of **Soccer Factory**, a tournament dedicated



to companies in Val Brembana.

In addition to its sponsorship activities, BBM provides support to **Cuore di Donna**, an association that promotes nationwide initiatives aimed at women's prevention. BBM also backs the **Italian Lymphoma Foundation**, which is dedicated to research, training, and assistance in the medical fields of lymphomas and haematologies.

Among the organizations supported in the Art and Culture area, are the **Tourism of San Pellegrino Terme**, the **Oratory of San Pellegrino Terme**, and **Lenna Eventi** - all involved in planning cultural events in San Pellegrino Terme and Lenna (where BBM Service has its offices).

In 2023, BBM also supported **I.T.S. Lombardia Meccatronica**, through a scholarship intended to the most deserving students. Finally, BBM annually supports some causes as donations, such as the **Telethon** fundraiser.



BBM team competing in Soccer Factory

3.1.2 Commitment to the environment

Having sustainable growth goals is crucial for addressing the current challenges related to the environment and climate change. In 2024, BBM Service aimed to enhance its economic performance while minimizing the negative impact of its activities on the environment and prioritizing the well-being of its employees.

Among the main goals planned for the two-year period 2024-2025:

- Transfer the San Pellegrino Terme office to a **low environmental impact building** (energy class A), which enjoys reduced primary energy consumption. To achieve this, the building will be equipped with a photovoltaic system to exploit solar energy, and heat pumps for heating and cooling, thus using energy from renewable sources. Furthermore, the use of energy from fossil fuels such as methane gas will be limited or eliminated. The choice was to renovate an existing building rather than build a new one, thus reducing land consumption and promoting the reuse of existing resources;
- Both BBM production hubs will be equipped with **electric charging stations**, to promote the adoption of electric vehicles and contribute to the reduction of greenhouse gas emissions;
- The adoption of a **100% paperless approach**, thanks to the digitalisation of processes promoted by the Manufacturing Execution System (MES), which came into force in 2023. The MES will make it possible to definitively reduce paper consumption;
- The pursuit of **ever greater waste differentiation on construction sites**, with the aim of obtaining a better economic and potentially environmental

impact. This goal is based on the awareness that the choices of materials used during the construction or renovation significantly influence the surrounding environment;

- Continue to evaluate **innovative materials and techniques** in the production cycle, in order to minimize the use of substances harmful to the environment and the generation of waste.



New BBM offices - rendering

Other goals:

- Activate a system for evaluating, qualifying and monitoring ESG criteria in the supplier selection process;
- Continue to invest in human capital through the promotion of **training and refresher courses** for professional figures. BBM also intends to support meeting moments outside working hours, to stimulate the exchange of information and personal knowledge;
- Further initiatives concern the **car fleet**, made up of 44 units. A limitation to the maximum speed was introduced with the aim of containing fuel consumption (and emissions), with positive effects on the safety of employees and on the life of the vehicle;
- A **brand new e-commerce platform** will be launched in 2024, entirely dedicated to the sale of compatible spare parts. The goal is to make the customer's purchasing process faster, more streamlined and automatic. Customers will be able to independently enter their spare parts lists and receive an offer;
- BBM is expanding the **space available for spare parts storage**. The installation of automatic vertical warehouses is planned for a total of 100 additional cubic meters, in order to speed up and automate order management;
- Further investments concern the production area of San Pellegrino Terme - specifically to complete the **metrology room's high-precision devices. An optical machine** has recently been added;
- The potential purchase of a **3D printer** is under consideration. This equipment would enable BBM Service to expedite and customize the **prototyping of compatible spare parts**.



3.2 The materiality analysis

Materiality analysis is a process that helps organizations identify, prioritize and evaluate material issues, i.e. those issues that represent the most significant impacts of an organization on the economy, on the environment, on people.

The materiality analysis conducted by BBM made it possible to identify the most significant environmental, social and economic impacts for the company and stakeholders.

To better understand the evolution of stakeholder expectations and needs, the company produced its first materiality matrix in 2022.

Aligned with the adopted reporting standards, the process for identifying and prioritizing material sustainability topics evolved through various phases.

- **Phase 1 - mapping of the company's main stakeholders** through a benchmark analysis, in consideration of BBM's role in the territory and the significant impact of its activities on the community. The company has deemed it appropriate to map the main stakeholders who are directly and indirectly affected by its business and can vice-versa influence BBM's activities. BBM eventually identified ten categories of key stakeholders;
- **Phase 2 - identification of the company's relevant sustainability impacts.** Through a benchmark analysis (which took into consideration peers and competitors, sector analyzes, and sustainability frameworks), BBM identified an overview of the relevant topics for the company. The overview reflects the company's most significant impacts on the economy, environment and people;

Figure 5. For further details on BBM's non-commercial stakeholders, please refer to chapter 2.1.1 Commitment to the community.



- **Step 3 – the materiality workshop:** the results of the benchmark analysis were subject of a materiality workshop, which involved the Top Management and the key functions of the company. They were asked to evaluate topics relating to three areas: environmental responsibility, social responsibility, economic responsibility and governance. Starting from this year, external stakeholders have been involved in the evaluation of the material topics. With reference to the 2023 turnover, BBM included the 5 largest suppliers and the 5 largest customers, as well as other relevant stakeholders, such as:
 1. **Confindustria Bergamo** - BBM has been an associated company for years and actively collaborates with Confindustria and the “Services” division for consultancy and training activities, also on sustainability matters;
 2. **Università degli Studi di Bergamo** - BBM has been collaborating for years with the Institute and students for the activation of curricular

and extracurricular internships, but also for consultancy and training activities, thanks to the “Bergamo Tecnologica” tender promoted by the Chamber of Commerce and the numerous initiatives pursued by the hub of Engineering from Dalmine;

3. **Nuova CPA S.r.l.** - to whom BBM relies for consultancy and training activities, also in the field of workers' health and safety;
4. **AXA Assicurazioni S.p.A.** - supplier of BBM's main insurance policies.

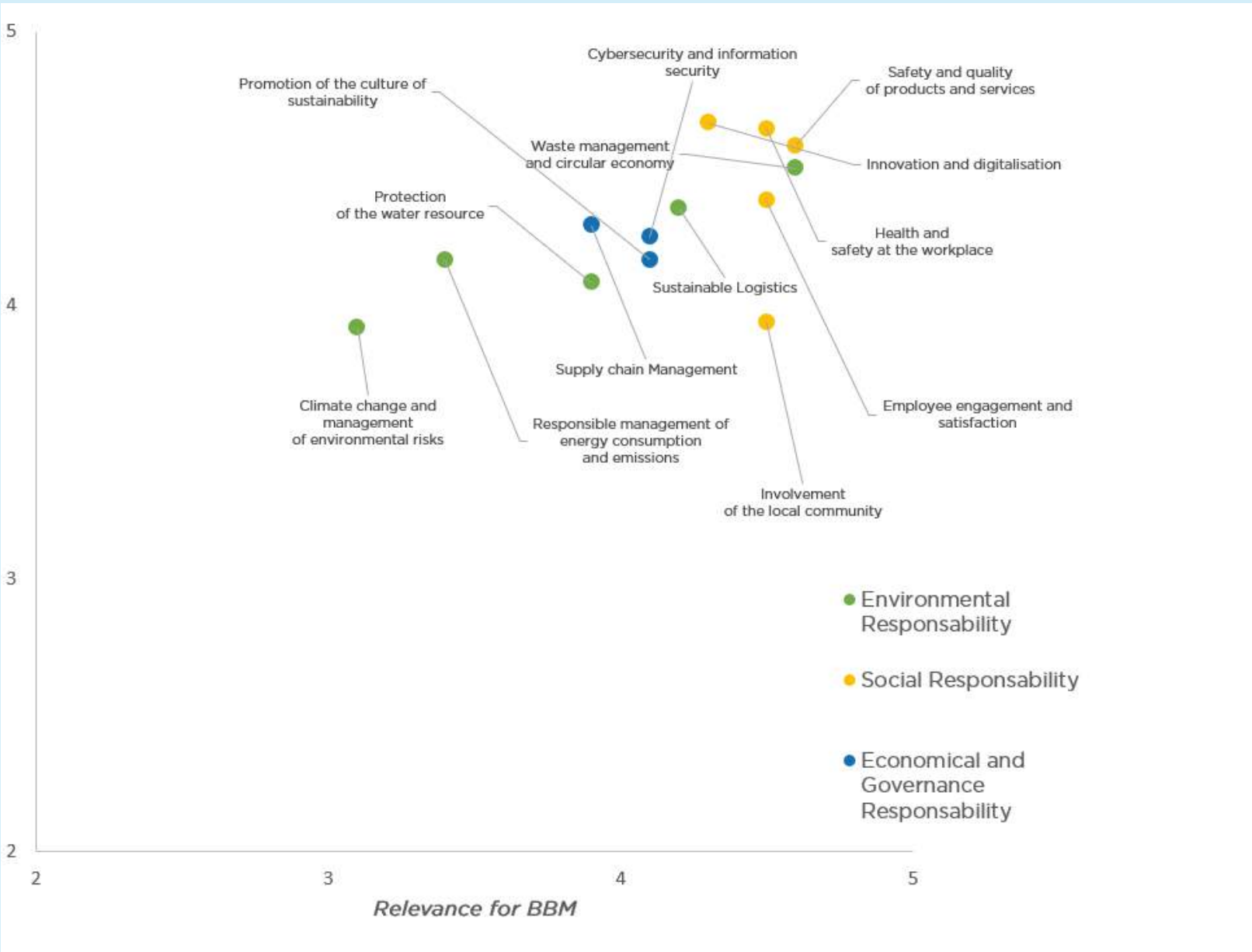
- **Step 4 - development of the materiality matrix:** the outcome of the materiality workshop led to



results that were reworked and, as shown below, generated the second BBM Materiality Matrix.

Once validated, the materiality matrix is used to guide strategic decisions, business planning and reporting. It is monitored periodically - in conjunction with the review of the Sustainability Report - and updated based on developments in the corporate context and stakeholder expectations.

To prepare the materiality analysis, BBM Service also relied on the invaluable support of students from the “**Sustainable and Global Supply Chain Management**” course of the Faculty of Management Engineering (University of Bergamo - Dalmine branch). Materiality topics were in fact subject of analysis and study as part of a **project work** aimed at passing the course.



Below are the topics and positive/negative and current/potential impacts that emerged:

| TOPIC | IMPACT | NATURE |
|--|--|--------------------|
| Responsible management of energy consumption and emissions | Negative impact on air pollution due to (direct and indirect) GHG emissions and other emissions resulting from operational activities | Current negative |
| Protection of the water resource | Negative impact in terms of release of pollutants into groundwater or surface water which could impact the quality of the local water resource | Potential negative |
| Climate change and management of environmental risks | Negative impacts due to failure to manage the risk of external natural/accidental events (e.g. landslides, torrential rains) | Potential negative |
| Sustainable Logistics | Positive impact, due to the promotion of a local supply chain and the commitment to mapping the existing model for the purpose of searching for alternatives with lower environmental impact | Current Positive |
| Waste management and circular economy | Positive impact due to the recovery and revamping of old third-party machinery | Current Positive |
| Health and safety at the workplace | Impacts on the health and safety of workers due to the risk of accidents during work and the onset of pathologies due to unhealthy and risky operational processes | Potential negative |
| | Negative impact related to injuries to traveling staff caused by the difficulty in monitoring compliance with health and safety standards at the customers' site | Potential negative |

| | | |
|---|--|--------------------|
| Employee engagement and satisfaction | Promotion of stimulating professional paths and improvement of skills within the organization through training activities and creation of a feedback culture | Current Positive |
| | Positive impact due to the promotion of a balance between employees' work and personal life: the balance that employees seek between their professional responsibilities and personal life, well-being and satisfaction | Current Positive |
| Involvement of the local community | Positive impact due to support for Local Communities: social participation and commitment, development projects | Current Positive |
| Safety and quality of products and services | End user satisfaction with safe and high quality products and services, obtained through attention and continuous checks in the various phases of the operational processes | Current Positive |
| Innovation and digitalisation | More sustainable and innovative products/materials and processes thanks to research and development investments, including in new technologies | Current Positive |
| Cybersecurity and information security | Loss of sensitive customer information with potential loss of market share | Potential Negative |
| Supply chain Management | Indirect reputational risk for the company due to failure to comply with social and environmental regulations by suppliers or business partners | Potential Negative |
| Promotion of the culture of sustainability | Opportunity to anticipate regulatory and market demands in the field of sustainability through the identification, management and monitoring of sustainability issues, also through a clear definition of roles and responsibilities in the ESG field within the company | Current Positive |



4. ECONOMIC RESPONSABILITY AND GOVERNANCE

4.1 Ethics and Governance

BBM carries out its business in compliance with the legislation of the countries in which it operates and with the principles expressed in its Code of Ethics. All corporate actions, operations and behaviors comply with the general constraints of diligence, correctness and integrity.

The organization has the legal form of a limited liability company, with a collegiate multi-person administration system. The Board of Directors, in office since 01/20/2005, is made up of three members: Boffelli Giuseppe Ermanno (President of the Board of Directors), Bonzi Willy, and Milesi Daniele Bruno, the founding members of the company. Their initials form the acronym BBM.

The presence of the three partners is widespread and active within the company. They play a role in identifying and managing the impacts of the organization on the economy, the environment and people. In the roles of CEO, Director of the Electronic Systems and Software department, and Director of the Service department, the co-founders contribute to the sustainable development of BBM.

The 2023 financial statements concluded positively,



BBM Service Founders and Board Members

showing growth compared to 2022.

To ensure adherence to the ethical values and integrity that must guide the behavior of all parties, including employees, collaborators, suppliers, and customers, BBM has implemented a set of measures that formalize the relevant corporate guidelines.

In addition to a **Corporate Code of Ethics**, BBM has drawn up policies that will apply starting from 2024 and which will regulate the relationship with Suppliers, the topic of

Anti-corruption, Gifts, Privacy, and cases of Discrimination, Harassment, Sexual Harassment and Mobbing. The Corporate Code of Ethics was approved for the first time on 30 October 2021. It outlines the founding principles and values that guide the organisation's work and has the objective of promoting a working environment that is based on the principles of respect, fairness and collaboration.

A key document in governance is the **Code of Corporate Conduct - Suppliers**. This code regulates supply relationships and promotes closer cooperation between the company and its suppliers. The purpose of the document is to strengthen ethical and social responsibility principles in the supply chain. In particular, the Supplier Code of Conduct aims to guarantee the quality of the products or services, to preserve the environment, and to improve the social and working conditions in which such products or services are created. The ultimate goal is to create a sustainable supply chain. With the aim of giving practical application to these principles, **starting 2024 all suppliers will be required to read, accept and sign the Supplier Code of Conduct**. Suppliers will be required to adhere to the Code to maintain collaboration with BBM Service.

The **Code of Corporate Conduct - Anti-Corruption** is inspired by the Anti-Corruption Law (Law 190/2012) and aims to promote practices and policies that align with legal standards to prevent active and passive corruption. It also supports transparency in business relationships.

The **Code of Business Conduct - Privacy** is designed to guarantee the security and correctness of data processing in the company. The document creates a uniform level of data protection, without replacing the national and supranational regulatory provisions underlying any data processing or transmission.

In 2024, BBM has formally committed to a comprehensive review of its **privacy** management policies, including privacy policies and documentation such as Data Protection Impact Assessments (DPIAs) and procedures for handling data breaches. BBM aims to ensure greater data security not only for its



customers but also for its employees and any individuals whose data is processed by BBM Service.

Finally, BBM is committed to combating any form of discrimination and behavior that is harassing or detrimental to personal dignity in the workplace. BBM guarantees the right of each employee to a safe, peaceful and favorable working environment.

The Code of Corporate Conduct - Discrimination, Harassment, Sexual Harassment, and Mobbing outlines various forms of discrimination. It includes training and dissemination activities aimed at preventing these behaviors and provides procedures for reporting them.

As in the previous two years, in 2023 there were neither cases of non-compliance with laws and regulations nor confirmed incidents of corruption.

In the same year, BBM started the implementation of **whistleblowing**, a mechanism through which employees or external parties can report, confidentially and anonymously, incorrect behavior or practices within the organization. These behaviors may include fraud, corruption, abuses of power, violations of the law or violations of company ethical standards. Whistleblowing provides a safe and secure communication channel for reporting such issues, enabling the company to address them promptly and appropriately.

What else? In 2023, BBM confirmed the desire to invest in human capital and reorganize the company organization chart, providing specialized training to department managers. For a more complete and targeted approach, **managers were supported by a qualified psychotherapist**, who provided consultancy sessions on “how to best manage the needs of the team” and how “to improve leadership and

communication skills”. At the end of the training, managers were encouraged to carry out a self-evaluation of their performance. They later met with their respective superiors for individual interviews.

The goal of the training included the **development of a new Management Model**, i.e. a set of procedures, practices and organizational strategies aimed at guiding the actions of managers with a view to greater operational efficiency. The management model is divided into **areas of responsibility**: institutional responsibility, evaluation, development of people, guidance, conflict prevention and management, etc. All managers are asked to achieve precise results in these areas. As a consequence of this commitment, BBM has also started working on the publication of an updated **Company Regulation**. The new Company Regulation will define the guidelines and internal policies that govern the behavior of employees, with particular attention to off-site staff (travel technicians) in aspects such as safety at work, the use of company resources, protection of sensitive data, and business ethics.





4.2 Responsible Management of the Value Chain

Value chain is responsible and sustainable when it is able to guarantee the creation of long-term value for all the actors involved, respecting the environment and people.

BBM recognizes the relationship with suppliers as a crucial element in its journey towards sustainable development. It acknowledges the need for tangible actions to minimize resource wastage, mitigate environmental impact, uphold workers' rights, and promote transparency among all stakeholders in the value chain.

If national suppliers are preferred, procurement represents a strategic element of support for the local economy. It also helps maintain strong relationships with the community in line with a sustainable approach.

In 2023, 91% of procurement spending was directed to local suppliers (also understood as national suppliers), in line with the past year (92%).

The attention towards the value chain is also expressed in careful management of the supply activity, from the selection of partners to the arrival of the goods in the warehouse.

BBM's relationship with its suppliers is based on respect for the values expressed in the Code of Corporate Conduct - Suppliers.

This document's goal is to build a close partnership based on a shared vision. This vision emphasizes creating a value chain that values product/service quality, environmental sustainability, and positive social conditions in how products/services are made.

Thanks to the presence of a **quality office**, BBM establishes a collaborative relationship with its suppliers, promoting open and transparent communication. This implies a constant exchange of information on product quality, expectations and requirements.



The person **responsible for quality control** constantly monitors the supplier’s performance, identifying any variations or problems and allowing timely corrective actions. For further details on these aspects, please refer to the Chapter “Product quality and safety”.

In line with an ever-increasing commitment to sustainable development, BBM has set the objective of activating a supplier qualification system by 2024.

A further objective concerns the establishment of a **Sustainable Procurement Policy**, i.e. a set of guidelines and criteria known to all internal and external collaborators, which guarantees the sustainability of procurement policies from an environmental, social and economic point of view.

Finally, BBM adopts **couriers that offer green delivery options** - such as, for example, DHL with GoGreen - in response to the growing environmental challenges linked to the reduction of carbon dioxide emissions. Starting from 2024, BBM is committed to increasingly use such delivery options, with the aim of obtaining **documentation that certifies the achieved reductions in consumption and emissions**.

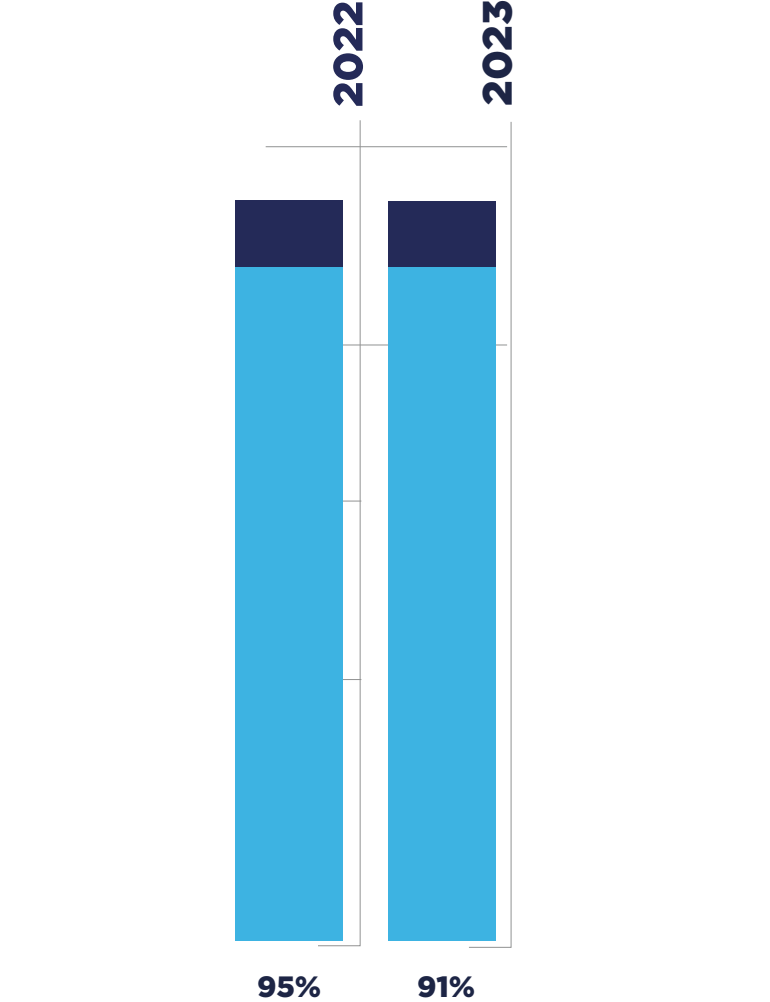


Figure 6 - Proportion of spending made to local suppliers



5. SOCIAL RESPONSABILITY

5.1 Attraction, development, and management of talents

For BBM, people have always played a key role in the development of the company.

The company has 68 people located in its factories in San Pellegrino and Lenna, recording a slight increase in population compared to the previous year.

Of these, 85% are men and 56% of employees are under 40 years old. **Almost all of the workforce is employed on a permanent basis and 85% are employed on a permanent and full-time basis**. The entire employee workforce is covered by collective bargaining agreements.

The number of women in the company has remained stable since 2022. For the reporting year, there were no employees with non-guaranteed hours.

| Breakdown of staff by type of contract (Full time vs Part Time) and gender | | |
|--|------|------|
| | 2022 | 2023 |
| Full time | 64 | 61 |
| Men | 53 | 55 |
| Women | 8 | 6 |
| Part time | 3 | 7 |
| Men | 1 | 3 |
| Women | 2 | 4 |
| Employees without guaranteed working hours under contract* | 0 | 0 |

Table 1 - GRI 2-7 Employees

* Employee with non-guaranteed hours: employee who is not guaranteed a minimum or fixed number of hours of work per day, week or month, but who makes oneself available to work as needed.



Article from a local newspaper, telling about BBM's Career Days

BBM employs non-employee workers (i.e. someone who carries out tasks for the organization but do not maintain an employment relationship with it). Details are provided below.

| Number of non-employee workers divided by professional category and genere | | |
|--|------|------|
| | 2022 | 2023 |
| Interns | | |
| Men | 2 | 4 |
| Women | 0 | 2 |
| Total | 2 | 6 |

Table 2 - GRI 2-8 Non-employee workers

BBM collaborates with eleven external partners and two companies, which are valuable resources during staff shortages. In 2023, BBM hired 12 new male employees and had 11 departures, resulting in a turnover rate of 0.16 (indicating a decrease in this indicator from 2022).

To tackle this issue, BBM is enhancing communication with traveling technicians to better understand their needs. Additionally, BBM conducts talent acquisition programs in partnership with schools.



| New hires | | | | | | | | |
|-----------|------|-------|-----|-----|------|-------|-----|-----|
| | 2022 | | | | 2023 | | | |
| Age | <30 | 30-50 | >50 | Tot | <30 | 30-50 | >50 | Tot |
| Men | 5 | 2 | 2 | 9 | 7 | 2 | 2 | 11 |
| Women | - | - | - | - | 0 | 1 | 0 | 1 |
| Total | 5 | 2 | 2 | 9 | 7 | 3 | 2 | 12 |

| Departures | | | | | | | | |
|------------|------|-------|-----|-----|------|-------|-----|-----|
| | 2022 | | | | 2023 | | | |
| Age | <30 | 30-50 | >50 | Tot | <30 | 30-50 | >50 | Tot |
| Men | 10 | 3 | 2 | 15 | 4 | 2 | 5 | 11 |
| Women | - | - | - | - | - | - | - | - |
| Total | 10 | 3 | 2 | 15 | 4 | 2 | 5 | 11 |

Tabella 3 - GRI 401-1 New hires and departures



BBM considers employee training vital for improving skills and achieving collective success. The aim is to make employees feel appreciated and engaged in both personal and professional growth within the organization’s development framework.

In 2023, BBM made significant investments in employee training programs, delivering a total of 1,469.8 training hours, **marking a 76% increase from the previous year**. The table below illustrates the average training hours categorized by profession and gender of the employees.

| Average Training Hours by Professional Category and Gender | | | | | | |
|--|--------------|-------------|--------------|--------------|-------------|-------------|
| | 2022 | | | 2023 | | |
| | Men | Women | Tot | Men | Women | Tot |
| Executives | 7,33 | - | 7,33 | 25 | - | 25 |
| Office employees | 19,14 | 28 | 24,13 | 15,3 | 33,4 | 48,7 |
| Technicians | 9,06 | - | 8,88 | 20,6 | - | 20,6 |
| Total | 10,21 | 25,2 | 12,5 | 10,21 | 25,2 | 12,5 |

Table 4 - Average number of Training Hours per Employee per Year

In addition to courses related to workplace safety – such as the Aerial Platform Operation course, Fire Prevention and Management course, Safe Forklift Operation course, and Scaffold Use Training course, courses provided in 2023 were:



“New materials” training program - in collaboration with University of Bergamo



Management Models and tools to support Management Evaluation

BBM prioritizes ongoing training for its employees, particularly focusing on learning and adopting new technologies. As evidence of this commitment, in 2023, **BBM collaborated with the University of Bergamo to offer a training program for the company’s designers**. The course covered new materials and their properties, including the utilization of metallic materials for 3D printing processes.

A team of specialists involved in the management and design, respectively, of the BBM institutional website and e-commerce platform, were supported by **specific training in the setting of the GA4, Tag Manager, Looker Studio, and Semrush**.

In 2023, BBM launched the **“Invest in Yourself”** project, spanning over 4 months. The project offered optional evening meetings focusing on digitalization topics. These sessions provided employees with the chance to gain new knowledge and skills outside of work, free of charge. Participants received a certificate of participation and a prize upon completion. The meetings covered practical topics relevant to daily life, aiming to inspire participants to invest in personal growth beyond their professional skills. Here’s the course catalogue:

- **Energy efficiency “at your home”**
- **Communication and Social Media**
- **Family accounting and digital platforms**
- **Office suite**
- **Manual photography and editing**
- **Online travel booking**
- **English Conversation**

The purpose of these meetings was to enhance cohesion among employees, foster trust in the company, and ensure that employees feel valued and motivated. At the conclusion of the sessions, participants were encouraged to share their feedback. Here are some of the comments received:

Meeting on Energy Efficiency as part of the “Invest in yourself” program





**NOI CREDIAMO IN TE
TU CREDI IN TE?**

BBM vuole essere un luogo di crescita non solo professionale, ma anche personale per i propri collaboratori

Vogliamo dare il via a un programma di incontri, aperti e gratuiti per i collaboratori del gruppo e presentati da alcuni colleghi BBM.

gli incontri verteranno su temi utili nella vita di tutti i giorni e incentrati su digitalizzazione. Lo scopo è quello di incoraggiare chi vorrà partecipare a investire su se stesso/a e a crescere andando oltre le sole competenze professionali.

I partecipanti avranno la possibilità di seguire i corsi a distanza, attraverso la piattaforma Zoom, e riceveranno un attestato di partecipazione e un premio.

Che aspetti? Scopri il catalogo!






“Invest in yourself” 2023 program

“Great idea to delve into useful and interesting topics - almost never discussed - and share insights and ideas with colleagues. Thanks for the opportunity”

“Very interesting topics, as important “life” aspects were examined - see course on energy resources and reading payslips”

“It was an excellent initiative which, in addition to growing professionally, also improves collaboration between colleagues”



BBM participates in Career Days organized by technical-professional schools

BBM and high schools

BBM is aware of the importance of helping students make the right choice for their future careers. For this reason, for years **the company has been building relationships with local technical and professional schools, to help students approach work** and offering them learning programs in the company.

In February 2023, BBM Service joined the **“Let’s get ready for work”** project, promoted by the “David Maria Turoldo” Higher Institute of Zogno. The initiative was aimed at assisting students in analyzing their job prospects and acquiring useful tools for entering the workforce - including drafting a curriculum vitae. BBM’s Human Resources department illustrated selection methodologies in candidate search, involving students in simulated job interviews. The classes participating in the project had the opportunity **to visit the Lenna factory** for a company visit.

To strengthen this commitment, in July 2023 BBM opened the doors of the Lenna (BG) plant for the second edition of the **“BBM Career Day”**. Designed for technical school students but open to all, the event gave candidates the opportunity to have an interview with the BBM Service HR office and to learn about the company through a tour of the Lenna plant.



The “Let’s get ready for work” project at the Institute Turoldo



5.2 Equity, inclusivity, and well-being of our people

BBM believes that fostering a fair and inclusive work environment encourages employees to perform at their best and lays the groundwork for the company’s success. To this end, BBM is dedicated to promoting equal opportunities for all employees and combating any form of discrimination. As a tangible demonstration of this commitment, the Corporate Code of Conduct has been in effect for two years, targeting all company employees and managers. Its purpose is to prevent harassing behavior and ensure a workplace that respects everyone.

Furthermore, to prevent discrimination, BBM conducts training programs for staff on topics related to safeguarding the dignity and freedom of individuals, which all employees are required to attend. Additionally, BBM provides a reporting mechanism for employees to manifest any acts of discrimination, available since 2023 through the Whistleblowing channel.

In addition to ensuring a fair and secure workplace, BBM aims to cultivate an environment where employees can experience fulfillment. Their well-being is a top priority for the company.

As previously mentioned, one of BBM Service’s key objectives for 2024 is to achieve **Gender Equality Certification**. This certification will demonstrate BBM’s commitment to respecting and promoting gender equality within its workforce. It will also certify the implementation of policies and practices that foster equal opportunities for men and women in terms of recruitment, promotion, compensation, and working conditions.

“Working in a company that offers opportunities to young people is rewarding because it fosters professional growth, brings wealth and innovation, promotes an inclusive work environment and contributes to long-term success.”

says Elisa Arci – Management and Commercial Assistant – who has been working with BBM for over 5 years



Full BBM Team

BBM prioritizes the well-being and growth of its employees, a commitment evident in the care dedicated to the workplace environment. Over the past few years, BBM has implemented several improvements: commercial and technical facilities underwent complete renovations, and the Lenna production area now features panels exhibiting the company’s achievements through photographs and infographics. Additionally, posters displaying key health and safety regulations have been installed.

Aligned with the goal of enhancing employee well-being, BBM continually invests in new tools and technologies. **In 2023, BBM made substantial investments to upgrade resources for its traveling technicians. They were provided new equipment and tools, including laptops, customized PC backpacks, and state-of-the-art SSD hard drives.** Office staff also gained access to new programs and features, such as Microsoft Teams and OneDrive, with increasingly comprehensive licenses, aimed at optimizing collaboration and productivity.

In pursuit of greater inclusivity, the organization integrated four male employees from protected categories into its workforce, maintaining this level between 2022 and 2023.

BBM’s female staff is made up of 10 women - the same number as of 2022 -, mostly in office roles. As evidence of BBM’s commitment to creating a young

Breakdown of employees by category and gender

| | 2022 | | | 2023 | | |
|------------------|------|-------|-----|------|-------|-----|
| | Men | Women | Tot | Men | Women | Tot |
| Executives | 3 | - | 3 | 3 | - | 3 |
| Office Employees | 7 | 9 | 16 | 7 | 9 | 16 |
| Technicians | 47 | 1 | 48 | 48 | 1 | 49 |
| Total | 54 | 10 | 67 | 55 | 10 | 68 |

Breakdown of employees by category and age group

| | 2022 | | | | 2023 | | | |
|------------------|------|-------|-----|-----|------|-------|-----|-----|
| | <30 | 30-50 | >50 | Tot | <30 | 30-50 | >50 | Tot |
| Executives | - | 1 | 2 | 3 | - | 1 | 2 | 3 |
| Office Employees | 7 | 8 | 1 | 16 | 7 | 8 | 1 | 16 |
| Tecnicians | 18 | 18 | 12 | 48 | 18 | 18 | 12 | 48 |
| Total | 25 | 27 | 15 | 67 | 25 | 27 | 15 | 67 |

Table 5 – GRI 405-1 Diversity in governance bodies and among employees

and dynamic reality, it is reported that over 56% of the company population is under 40 years old.

5.3 Health and safety of employees

BBM prioritizes the health and safety of its employees by ensuring a secure work environment and implementing preventive measures to minimize workplace hazards.

In 2023, BBM upgraded its Lenna production hub with new overhead and gantry cranes, both capable of handling loads up to 3 tons, to facilitate lifting and handling operations. Additionally, electric pallet trucks were introduced to reduce physical strain on operators.

Regular updates to the **Risk Assessment Document for Health and Safety** are conducted at BBM's San Pellegrino Terme and Lenna plants, identifying and mitigating workplace risks.

BBM provides comprehensive Health and Safety training courses, **totaling 318 hours in 2023**, adapting the program to meet employees' specific needs to maintain high safety standards.

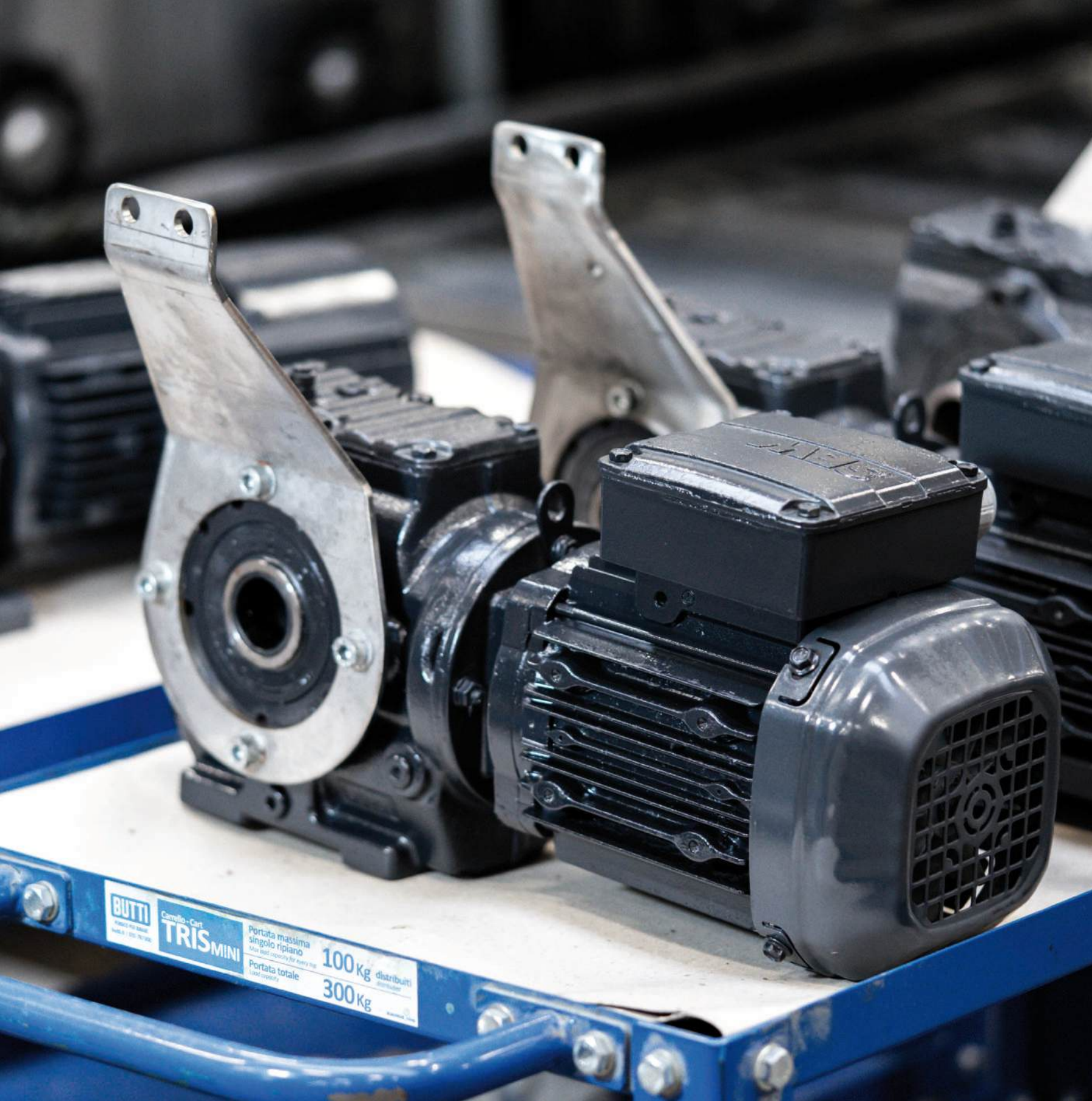
Ensuring safe working conditions extends to customer sites. BBM is committed to safeguarding employees, visitors, and stakeholders involved in company activities.

To monitor and address potential risks, BBM employs **"Near Miss"** models to record and mitigate activities that pose health and safety threats. In 2023, two employee injuries were reported during 112,253 working hours, compared to zero injuries in 2022. No cases of occupational diseases were recorded in either year, and no injuries or illnesses were reported among non-employee workers.



BBM Service conducted detailed incident analyses to identify root causes and implement preventive measures, underscoring its commitment to minimizing workplace accidents.





5.4 Quality and safety of products

BBM Service supplies compatible spare parts for bottling and packaging machinery for water, drinks and food products. To ensure the conformity of spare parts to high quality standards, BBM has established a rigid quality control process and designed an internal metrology room, equipped with cutting-edge instrumentation.

The pillars of BBM quality

- **Rigorous quality control procedures**, thanks to the presence of an internal metrology room and a dedicated figure responsible for quality control;
- **Collaboration with excellent partners**: selected suppliers who conduct in-depth analyzes on after-market items, in addition to our internal tests. All suppliers are constantly monitored through a vendor-rating process;
- **Drafting of internal compliance reports**.

In particular, two main types of materials are used in the processes: metallic materials (aluminium, stainless steel and other types of steel) and polymers. For each strategic supplier (in particular, those who supply custom-made mechanical parts), a rating is assigned. This rating takes into account returns and non-conformities, in order to monitor the quality of the material received.

BBM has developed an internal procedure which requires that all goods entering the warehouse are subjected to checks.



#4 FOCUS: BBM'S METROLOGY ROOM

An ideal environment to obtain the highest levels of quality and productivity

BBM has built an actual metrology room. **The BBM metrology room is an air-conditioned and temperature-controlled environment, equipped with the necessary instruments for high precision dimensional control.** Among the instruments present: digital calipers for large dimensions, external and internal digital micrometers, bore gauges, durometers, roughness testers, profile projector, digital microscope and other devices, for the most accurate measurement of the parameters of the pieces.

Reverse engineering

Reverse engineering is the process of analyzing a product to understand its structure and design principles, often with the aim of reproducing it – always in compliance with applicable intellectual property laws. Reverse engineering can be used for various purposes, such as improving or correcting an existing product.

With the **Quantum Max measuring arm from FARO Technologies**, BBM carries out comprehensive measurements on the customer's machine. The precise

dimensional detection allows a faithful reproduction of spare parts, even those that are not on the market. The arm provides exceptional speed and precision, facilitating 3D inspections and rapid defect identification.

ZEISS scanning measuring machine

The BBM metrology room boasts a jewel: a Duramax three-dimensional scanning machine from ZEISS, a reference brand in precision measurement. With advanced scanning technology, computer-assisted micron precision, high-resolution measurement and full automation, BBM's measuring machine presents a system unmatched in its class.

New Entry: ZEISS Optical Machine

The brand new ZEISS optical machine has recently become operational. The machine is equipped with high-degree automation and cutting-edge sensors, for very fast and precise measurement of the components distributed by BBM.

Thanks to the joint action of the two machines, BBM reaches 360-degree control of the pieces. In fact, the scanning machine is ideal for measuring medium and large sized surfaces and complex pieces, while the optical machine is perfect for small components and parts.

The FARO measuring arm in action on a blow molding machine



The new ZEISS optical machine



When using aftermarket materials that are compatible with our products, we ensure their quality by conducting tests in certified laboratories. These tests include chemical and destructive analyses to guarantee that the quality meets or exceeds that of the original parts.

In the event of a non-conformity, we initiate a procedure that involves the compilation of a **Non-Conformity Report**. This document is prepared to provide timely and comprehensive details about any specific non-compliant product. It identifies the relevant production and non-production phases, allowing us to trace and address the issue effectively.

To facilitate this process, each traveling technician is equipped with a form to report internal non-compliances (NCI) to the technical office. This form is completed during their trips if they encounter spare parts with incorrect processing, which make them unusable during maintenance tasks.

In order to monitor customer satisfaction, BBM asks customers to fill in **satisfaction questionnaires** to collect feedback on the services offered.

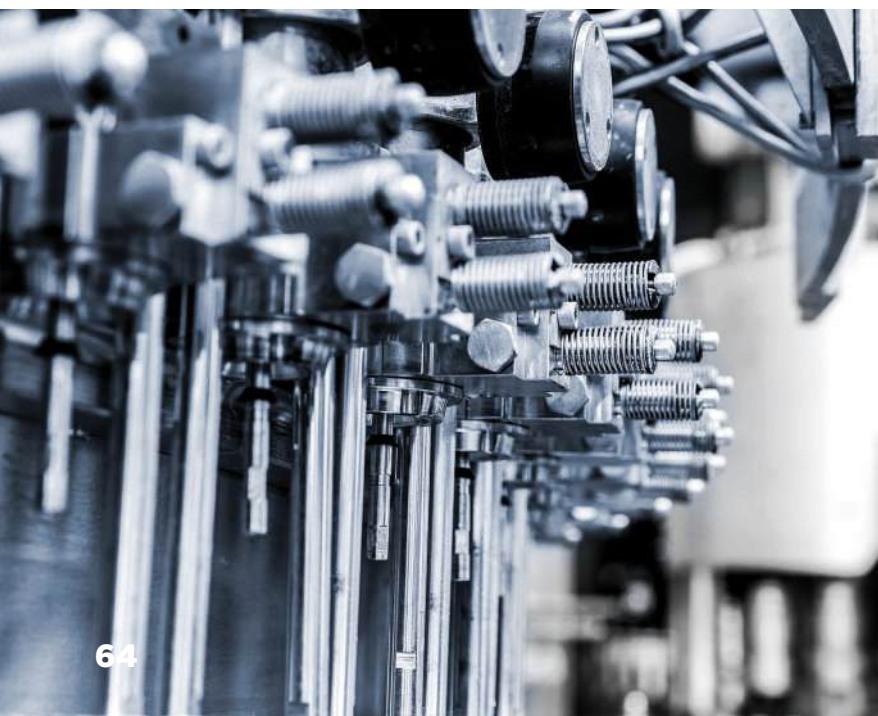
In this way, the performance and results of sales and support activities are tracked with a view to continuous improvement.

Some of the feedback received:

“Professionalism and availability distinguish BBM in the compatible spare parts business.”

“Prompt responsiveness to needs.”

“Extreme seriousness in problem-solving.”



BBM Safe Kit, for the safe observation of operating machines

5.5 Innovation, digitalization, and data security

For BBM, innovation is central as it forms the basis of the organization’s strategy and the definition of the services offered.

One of BBM’s primary activities is upgrading bottling machinery to improve their capabilities. **This involves implementing process innovations to achieve energy savings and enhance efficiency in production processes.**

Among the activities implemented for this purpose are:

- on **shrink-wrapping machines**, to reduce the amount of plastic in use:
 - replacement of the steel mesh chain,
 - the installation of the film rising knife unit,
 - the installation of brushless film unwinding and cutting;
- in the case of **blow molding machines**, for the same purpose:
 - thread conversion,
 - facilitated insertion of the preform, migration from PLC S5 to S7,
 - Pyromat modification,
 - upgrades aimed at energy saving, such as the installation of ceramic panels, air recovery methods and lowering pressures.

New technologies and low energy consumption solutions guarantee that the machinery is always updated and in step with the times, confirming BBM’s direction towards sustainable development.

BBM Service is actively engaged in finding “better, more efficient, faster and standardized ways” to carry out its activities. This implies that **the company undertakes periodic investments for the adoption of new technologies and low energy consumption solutions.**

This led to the implementation of a **complete digitalisation** of all internal (intended for employees) and external (relating to the customer interface) procedures, with the adoption of an approach as **paperless** as possible

and the promotion of products and services through **digital platforms** such as the website, LinkedIn and newsletters (rather than paper media, such as trade magazines).

The increased digitalization at BBM has enhanced process automation, resulting in quicker cataloging of spare parts, precise measurement of components, and streamlined handovers. In 2023, BBM initiated the implementation of a unified **MES platform** to integrate management systems with production departments, aiming to optimize logistics processes and flows.

Continuing on the topic of spare parts, BBM plans to install **automatic warehouses** to ensure better storage as well as quality and efficient, cost-effective picking.



#5 FOCUS: THE FIRST OPEN DAY ON INDUSTRIAL STRETCH BLOWING

Good practices and strategies for energy saving on blowing machines

BBM is happy to look to the future through initiatives that will guide the sector in an increasingly aware and competitive landscape.

In November 2023, BBM attended as co-organizer and exhibitor the first open day on industrial stretch blow molding, which brought together more than 60 professionals, including PET process engineers, blow molding technicians, and producers of the beverage supply chain in Ugnano (Bergamo, Italy). The Open Day was designed to provide participants with a broad overview of recent regulations for the recovery of rPET, the reduction of energy consumption in stretch blow molding processes, and the potential role of artificial intelligence in solving problems.

The event went beyond mere presentations. Participants had the chance to directly engage with the showcased products and solutions. In the afternoon, guests enjoyed a tour of the GS4Plastic laboratory, where they witnessed practical extrusion and stretch blow molding tests of recycled PET.



Networking opportunities were plentiful throughout the day, with breakfast and buffet lunch fostering informal interactions in the comfortable environment provided by GS4Plastic. The Open Day wasn't just about learning; it served as a platform for building lasting connections within the bottling industry, facilitating the exchange of experiences and knowledge among professionals. In conclusion, the First Open Day of GS4Plastic surpassed expectations, showcasing a growing interest in sustainable practices and innovative technologies in stretch blow molding.



BBM presents ceramic panels at the first Open Day on industrial stretch blow molding

#6 FOCUS: UPDATING PRODUCTION- TO BE “GREEN”

According to a recent study on perceptions towards packaging, **55% of consumers say they choose paper or cardboard packaging because they perceive them as more environmentally friendly than other solutions.**

The attitude of end customers and the rigorous environmental policies of many countries encourage companies to increasingly choose cardboard as a packaging material.

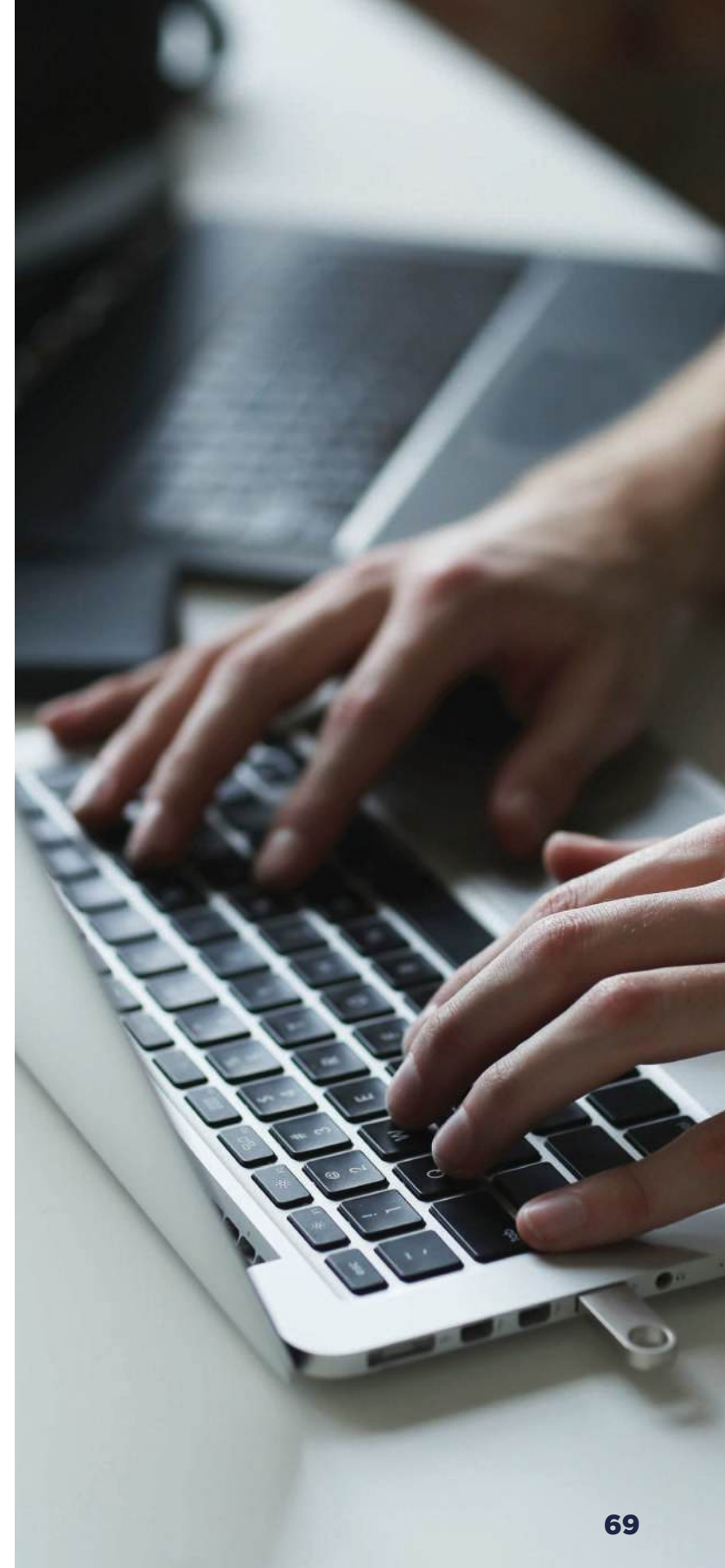
BBM offers FOOD&BEVERAGE companies the flexibility to experiment with market response without long-term constraints. In fact, **customers can rent the packaging machine and experience the sale of products packaged in cardboard, intended for market segments that are more attentive to the issue of sustainability.** If end customers are satisfied, companies can purchase the machine on a hire-purchase basis.

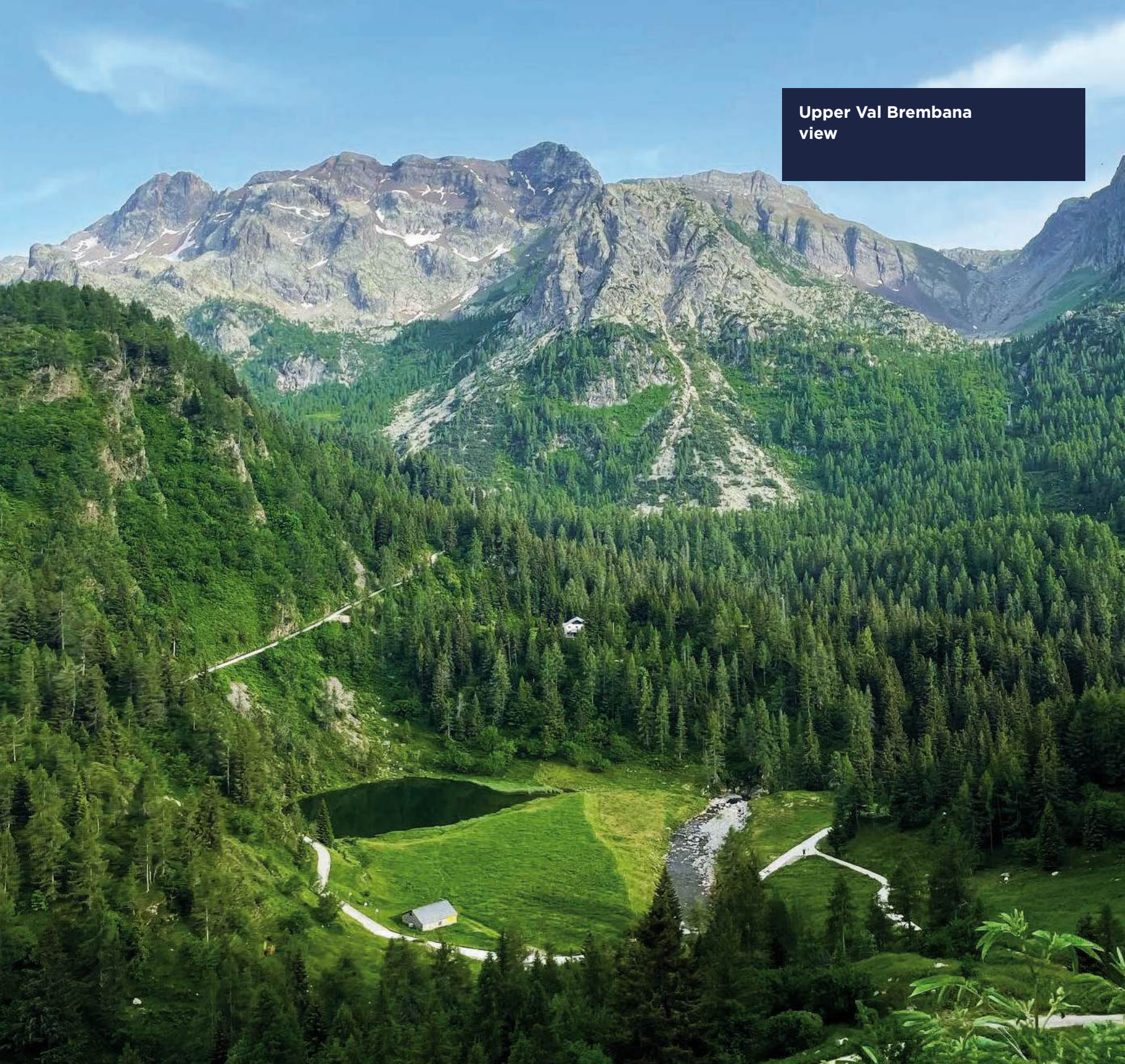


Ensuring a secure information storage and transmission network is paramount for any digitization endeavor. That's why BBM has embraced the **“Corporate Code of Conduct - Privacy.”** This Code aims to delineate fundamental principles for safeguarding personal data, aligning with the standards mandated by the European Directive on Personal Data Protection (EU Regulation 679/2016) and other national privacy regulations. **Notably, BBM has not received any complaints regarding customer privacy violations or data breaches between 2022 and 2023.**

In 2023, BBM took steps to bolster the security of visitor data on its institutional website by deploying a solution to better record and monitor consents obtained from users.

Looking ahead to 2024, a key objective for BBM is to revise privacy notices, treatment records, and other privacy-related documentation in collaboration with a legal firm specializing in this domain. **The aim is to enhance the protection of personal data and ensure compliance with current privacy regulations while fostering transparency and trust among all internal and external stakeholders.**





Upper Val Brembana
view



6. ENVIRONMENTAL RESPONSABILITY

Attention to the environment has characterized BBM Service’s operational and strategic approach for several years.

In pursuit of enhancing its environmental performance across operations and services, BBM conducts monthly monitoring of its natural gas and electricity consumption. Through regular analysis of this data, efficiency initiatives have been implemented over the years, resulting in a progressive reduction of environmental impacts.

These initiatives include **the replacement of traditional lighting with energy-efficient LED lamps and the installation of motion sensors** in BBM’s San Pellegrino and Lenna factories. These sensors automatically switch off lights in unoccupied areas, contributing to energy savings. Additionally, BBM has installed a radiant floor system in its new industrial building in Lenna, powered by a state-of-the-art boiler capable of operating on gas, biomethane, and hydrogen. This adaptation positions BBM for ongoing energy transition.

Recognizing the significance of renewable energy in transitioning towards a low-carbon economy, BBM has

already installed **a photovoltaic system at its San Pellegrino hub, consuming 90% of the energy produced.** In 2023, BBM completed the installation of a high-efficiency photovoltaic field at its Lenna production hub.

Further sustainability efforts extend to BBM’s vehicle fleet, comprising 44 units. **BBM has implemented a speed limit to reduce fuel consumption and emissions**, enhancing both employee safety and vehicle longevity. Additionally, BBM is gradually transitioning to less impactful vehicles, aligning with its commitment to sustainability.



#6 FOCUS: THE FIRST COMPANY TO INSTALL A PHOTOVOLTAIC SYSTEM IN THE LENNA INDUSTRIAL AREA

BBM has recently completed the installation of an 80 kW photovoltaic field, which will produce the electricity used for almost all of the production hub.

The interface between the brand new solar panels and the roof covering was created using the “BlackSun” fixing system. This system made in Baraclit is made of **ecological fiber cement** and is equipped with metal structures designed to avoid any perforation of the existing covering.

The photovoltaic panels are made up of Sunpower Performance 6 COM BF modules with 500 Wp of power each. **These are high-efficiency modules, which allow BBM to use fewer panels and less surface area.**

Thanks to this innovation, **BBM estimates it will reduce the production center’s electricity needs by 30% and expects instant self-consumption of over 80%.**

Although the area is notoriously poorly exposed to sunlight (especially from November to February), BBM still wanted to invest in a form of green energy, which

ensures both economic and energy savings in all the remaining months of the year.

Now, BBM will test the first year of operation of the plant, but the intention is not to stop. If, as expected, the investment in the panels will allow the company to obtain clean energy and real benefits on consumption in the factory, **BBM will extend the photovoltaic field up to 200 kW of power.**



6.1 Climate change and management of environmental risks

Climate change constitutes the greatest threat of our time, with extreme consequences for the health of humanity and the planet, already visible today.

Aware of the role that each of us has in limiting its effects, BBM has set the goal of minimizing its impacts on the environment with various activities that optimize the available resources, limiting the use of new ones.

The activity of giving a second life to machinery destined for scrapping fits into this framework, thus limiting the waste produced and consuming fewer resources.

Investments in research and development have been directed towards solutions to save energy on bottling machinery, without altering the quality of the finished product.

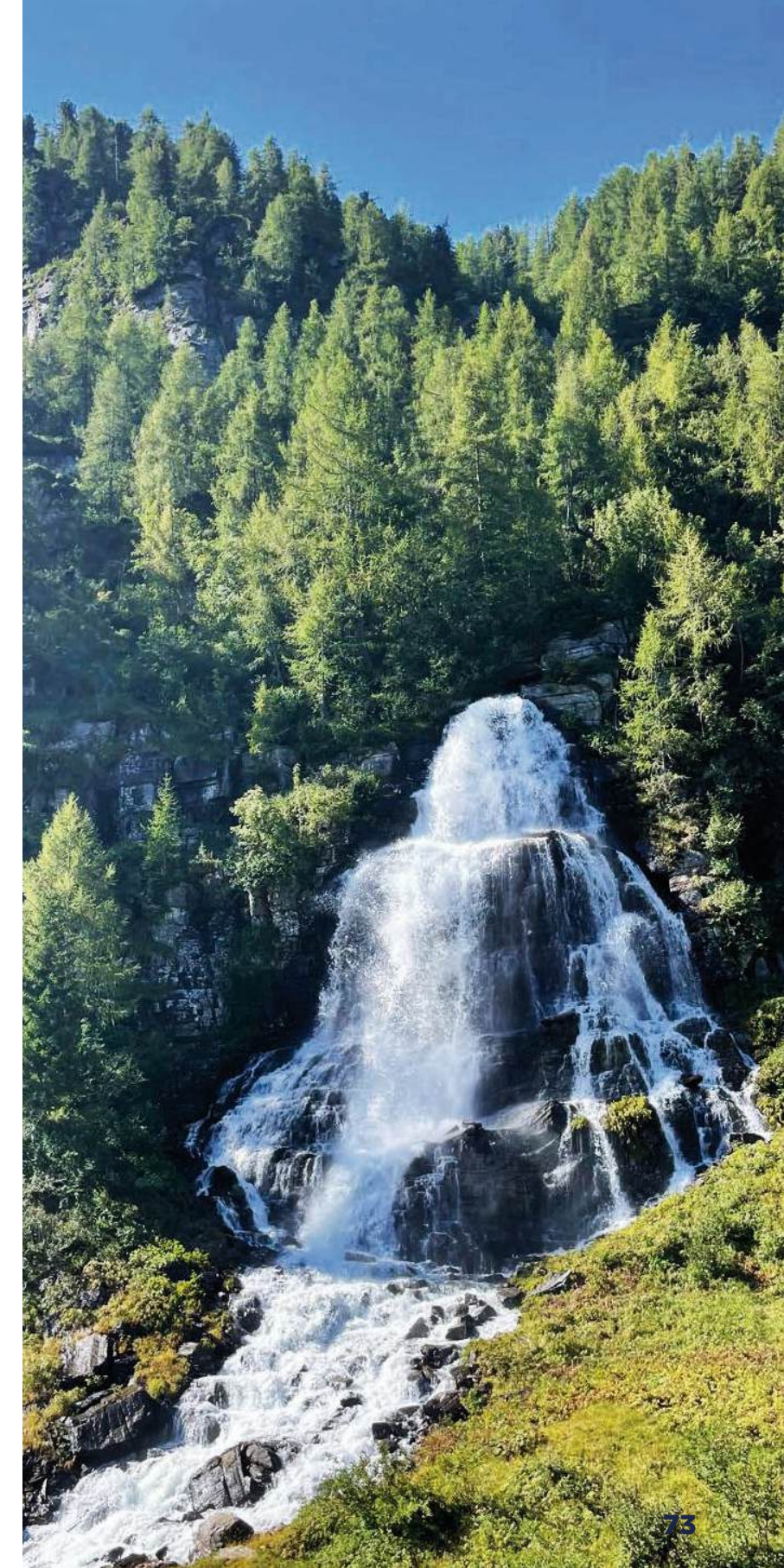
In addition, BBM is committed to optimizing the use of electricity and sourcing more energy from renewable sources thanks to investments in photovoltaic systems.

BBM has also planned the construction of the new BBM offices, which aim to become a modern center powered by renewable energy sources, mostly self-produced. The primary energy requirement, given the efficiency of the new envelope, will be minimal.

The company also considers the environmental risks that could cause damage to its factories. Both BBM production plants are in fact located in **areas with a high risk of floods and flooding of the neighboring river.**

To mitigate the risk of damage, BBM has implemented a range of measures, including both technical solutions and insurance coverage, aimed at minimizing potential disasters. This includes collaboration with local authorities to implement river containment measures.

However, the company also monitors the environmental risks deriving from the activities of its customers and





adopts preventive measures - for example, **by using portable vacuum cleaners for the extraction of dust harmful to people.**

6.1 Energy Consumption and GHG emissions

BBM is aware that attention to environmental factors is a fundamental aspect in creating a sustainable development plan. For this reason, careful monitoring of energy consumption is implemented with monthly reports.

During 2023, there was an increase in natural gas and diesel consumption for company vehicles (owned or long-term leased), by 37.2% and 5.82%, respectively.

Such rise also concerns electricity purchased from the national grid, increased by 5.55% compared to a decrease in electricity produced (-37.5%) and an increase in electricity sold (+66.67%) .

The GHG Protocol classifies emissions that originate under the control and management of the organization according to two categories, Scope 1 and Scope 2.

Scope 1 refers to direct emissions, i.e. GHG emissions from sources owned or controlled by the organization; Scope 2, refers to indirect emissions, i.e. GHG emissions deriving from the production of electricity, heat or steam imported and consumed.

As regards of Scope 2, there are two distinct calculation approaches: “Location-Based” and “Market-Based”. The “Location-Based” approach involves the use of **average emission factors** related to energy generation for well-defined geographical boundaries, including local, subnational or national borders. The “Market-Based” approach takes into consideration the total electricity purchased, including the one purchased from renewable sources, through Guarantee of Origin certificates.

Scope 1 emissions, which represent direct greenhouse gas emissions generated by the company’s operations,

increased slightly in 2023 compared to 2022.

This increase was largely influenced by a growth in the consumption of natural gas, diesel and electricity. **The increase in consumption was mainly attributed to the escalation in company activities and working days throughout the year.**

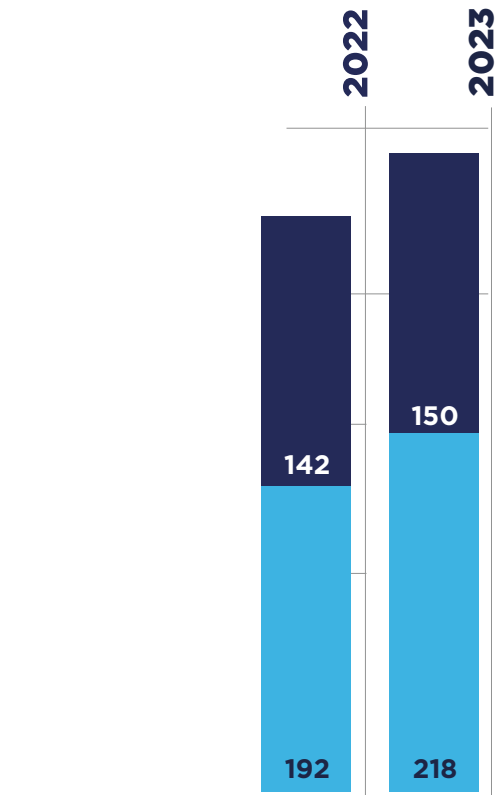


Figure 6 - Total emissions (ton CO2eq)
■ Scope2 - Market-based
■ Scope1

| Energy Consumption (GJ) | | |
|--|-------|-------|
| | 2022 | 2023 |
| Total fuel consumption | | |
| Natural Gas | 438 | 601 |
| Diesel <small>for company, owned or long-term leased vehicles</small> | 2359 | 2559 |
| Total | 2797 | 2960 |
| Total electricity consumption | | |
| Self-produced electricity | 24 | 15 |
| Sold electricity | 3 | 5 |
| Bought electricity | 1117 | 1179 |
| Total | 1138 | 1189 |
| Total energy consumption | 3935 | 4149 |
| Of which renewable energy | 21 | 15 |
| % renewable energy | 0,53% | 0,36% |

Table 6 - GRI 302-1 Internal energy consumption within the organization

The increase in activities has consistently led to a greater use of energy resources. However, **in order to address this growing energy demand and mitigate the environmental impact at the same time, BBM has taken steps to adopt renewable energy sources.**

6.3 Sustainable water resource management

Water is a crucial natural resource for our planet, serving as a common good that demands equitable and sustainable management to ensure access for communities and safeguard ecosystems.

Given its operational sector, BBM is acutely aware of the significance of water access. Through its products and services, the company strives to provide bottling solutions that prioritize safety and hygiene for all.

Recognizing the pivotal role of water resources in its operating areas, BBM actively engages in their protection.

Although the company production centers are located in areas with low water stress ([Acqueduct | World Research Institute](#)), **BBM has adopted several technologies to limit water consumption** in its internal operations and with customers.

One of BBM's most significant initiatives aimed at reducing its customers' water consumption is the revamping of used machines. **This effort emphasizes efficiency and minimizes water waste, forming the cornerstone of the company's machine modernization programs.**

In addition to machine revamping, BBM has long implemented the use of **dry ice** as a water-saving solution, both on-site and at customers' facilities. This method not only enables equipment cleaning without dismantling, but also reduces the need for chemical products like solvents. By avoiding the disposal of contaminated water, this approach contributes to environmental sustainability while promoting a healthier work environment.



Moreover, **BBM's production centers prioritize the use of ultrasonic washing machines that optimize water and detergent consumption** compared to traditional cleaning systems.

6.4 Circulation and waste management

Data regarding waste produced are monitored by BBM on an annual basis, in order to comply with the regulations in force, as well as with the compilation of the MUD (Single Environmental Declaration Form).

Table 9 – GRI 306-3 Waste generated; GRI 306-4 Waste not sent to landfill; GRI 306-5 Waste sent to landfill

| Composition of waste produced (tons) | | | | | | |
|--------------------------------------|-----------|-----------|----------|-----------|-----------|----------|
| | 2022 | | | 2023 | | |
| (t) | Generated | Recovered | Disposed | Generated | Recovered | Disposed |
| Hazardous waste | 0,51 | - | 0,51 | 0,57 | - | 0,57 |
| Non-hazardous waste | 81,8 | 81,8 | - | 212,4 | 212,4 | - |
| Total | 82,35 | 81,8 | 0,51 | 212,97 | 212,4 | 0,57 |

In 2023, the organisation's total waste production reached **212.7 tonnes**, following the dismantling of some major bottling plants. Most of the machinery was destined for recovery in 2023. **These extraordinary operations meant that the generation of waste destined for recovery was rather significant compared to the previous year.**

Extraordinary BBM dismantling operations constitute an important part of the activity. It is in this phase that takes place the selection of the systems and/or machinery that will be destined for REVAMPING or RETROFIT, at our factory in LENNA (BG).

Simultaneously, BBM meticulously identifies waste, labeling it with special numbered stickers, and sorts waste materials in accordance with CER codes.

Ice blasting in action





#7 FOCUS: CONSERVATIVE DISMANTLING OF BOTTLING PLANT IN JUST SEVEN DAYS

In the heart of the Ligurian Alps, at 1380 meters above sea level, the **Santa Vittoria water flows**. Santa Vittoria still and sparkling water is bottled in the Pornassio (Imperia) plant in three different formats. The “bubbles” represent 70% of the production of the plant, which also produces large volumes on behalf of Lidl, the European large-scale retail trade giant.

Over the years, Santa Vittoria has developed a high quality and flexible production system, where all processes - from bottling to palletising - are completely automated. **Thanks to the investment in renewables, the plant operates in perfect energy balance, thus significantly reducing CO2 emissions.** In 2013, Santa Vittoria joined the Green Economy project for the competitiveness of companies.

Santa Vittoria requested the expertise of BBM Service for the setup of a new production line, intended to increase the potential of the Pornassio plant. **BBM Service provided a 360° service; from the evaluation of the withdrawal and resale of the decommissioned line, up to the installation of the new line.**

In just seven days, technicians dismantled and transported the complete 15,000 bph PET plant to BBM’s warehouse in



Lenna. **Here, the machinery has been completely overhauled, with the aim of making it performant again.**

INSTALLATION AND START-UP OF THE NEW PLANT

We know the client, the spaces, the equipment and the dynamics of the construction site. Thanks to this expertise, we actively assisted the supplier’s technicians, acting as prime contractor, to coordinate the assembly and start-up of the machines. We didn’t just deal with the technical aspects: we also managed **safety and waste disposal on site**. In less than a month, the new bottling plant (SMI supply) can be considered completed. The result is a complete line that reaches a production capacity of 25,000 bph. The line bottles still and sparkling water in four different formats.

In just over a month, BBM Service has catalogued, dismantled and moved around a hundred machines and accessories to complement the lines. Part of the

machinery was transferred to the Lenna showroom, where it was re-adapted to provide latest generation performance. The obsolete machinery was carefully dismantled.



Moreover, the company has instituted several policies to address waste disposal:

Reduction of waste production, including undifferentiated and hazardous waste, which is not subject to recovery, both at BBM's own production centers and at customer sites where BBM staff operate. The company has identified and categorized waste generated at its production centers and customers' premises, assigning each waste type a CER code for identification.

Exploration of innovative products and techniques within the production cycle to minimize the use of environmentally harmful substances. This includes the adoption of new technologies such as dry ice.

Implementation of Circular Economy practices, such as reconditioning systems destined for disposal, restoring them to "like-new" condition for resale to customers, or reusing installed components wherever possible to minimize waste.

In addition to these company-wide initiatives, BBM encourages its employees to adopt sustainable practices to reduce waste production in office environments. This includes fostering a shared objective of transitioning to a paperless office.

BBM concluded the assembly of a used-reconditioned line in Acqua Capannelle (Rome)



7. LIST OF GRI CONTENTS

Below is the summary table of the GRI indicators reported within this Sustainability Report.

| GRI 2: GENERAL INFORMATION (2021) | | | |
|--|---|-------|------|
| GRI Indicator | | Page | Note |
| Declaration of use | BBM Service presented a report with reference to the GRI Standards for the period from 1 January 2023 to 31 December 2023 | | |
| GRI 1 | GRI 1 - Fundamental Principles - 2022 version | | |
| Relevant GRI industry standards | Not applicable | | |
| The organization and its reporting practices | | | |
| GRI 2-1 | Organizational details | 6-7 | |
| GRI 2-2 | Entities included in the organisation's sustainability reporting | 6-7 | |
| GRI 2-3 | Reporting period, frequency and point of contact | 6-7 | |
| GRI 2-4 | Review of information | 6-7 | |
| GRI 2-5 | External assurance | 7 | |
| Activities and workers | | | |
| GRI 2-6 | Activities, value chain and other business relationships | 47-48 | |
| GRI 2-7 | Employees | 49 | |

| GRI 2-8 | Non-employee workers | 51 | |
|--|--|------------------|------|
| Governance | | | |
| GRI 2-9 | Structure and composition of governance | 42 | |
| GRI 2-11 | President of the highest governing body | 42 | |
| GRI 2-15 | Conflict of interests | 43 | |
| Strategy, politics and practices | | | |
| GRI 2-22 | Declaration on sustainable development strategy | 26-35 | |
| GRI 2-23 | Policy commitment | 43-44 | |
| GRI 2-24 | Integration of policy commitments | 43-44 | |
| GRI 2-26 | Mechanisms for requesting clarification and raising concerns | 7 | |
| GRI 2-27 | Compliance with laws and regulations | 43-44 | |
| Stakeholder involvement | | | |
| GRI 2-29 | Approach to stakeholder engagement | 27-33 | |
| GRI 2-30 | Collective Agreements | 49 | |
| SPECIFIC STANDARD DISCLOSURE | | | |
| GRI Indicator | | Page | Note |
| GRI 3 - Material topics - 2021 version | | | |
| GRI 3-1 | Process of determining material topics | 36-37 | |
| GRI 3-2 | Material topics list | 39-40 | |
| Material topic: Governance, corporate ethics and business continuity | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 40; 42-45 | |
| GRI 205: Anticorruption (2016) | | | |
| GRI 205-3 | Corruption incidents confirmed and actions taken | 43 | |
| Material topic: Waste management and circular economy | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 39; 28-30; 77-78 | |
| GRI 306: Waste (2020) | | | |

| | | | |
|--|---|-----------|--|
| GRI 306-3 | Waste generated | 77 | |
| GRI 306-4 | Waste not sent to landfill | 77 | |
| GRI 306-5 | Waste sent to landfill | 77 | |
| Material topic: protection of water resource | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 39; 76-77 | |
| Material topic: Responsible management of energy consumption and emissions | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 39; 74-75 | |
| GRI 302: Energy (2016) | | | |
| GRI 302-1 | Energy consumed within the organization | 75 | |
| Material topic: Climate change and management of environmental risks | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 39; 73-74 | |
| Material topic: Attraction, management and development of people | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 40; 49-55 | |
| GRI 401: Occupation (2016) | | | |
| GRI 401-1 | New hires and turnover | 51 | |
| GRI 404: Training and education (2016) | | | |
| GRI 404-1 | Average hours of training per year per employee | 52-54 | |
| Material topic: Health and safety at work | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 39; 58-59 | |
| GRI 403: Health and safety at work (2018) | | | |
| GRI 403-9 | Workplace accidents | 59 | |
| GRI 403-10 | Professional diseases | 59 | |
| Material topic: Fair and inclusive work environment and respect for human rights | | | |

| | | | |
|---|---|-----------|--|
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 56-57 | |
| GRI 405: Diversity and equal opportunities (2016) | | | |
| GRI 405-1 | Diversity in governance bodies and among employees | 56-58 | |
| Material topic: Employee engagement and satisfaction | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 40; 56-57 | |
| Material topic: Safety and quality of products and services | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 40; 61 | |
| Material topic: Innovation and digitalisation | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 40; 65-69 | |
| Material topic: Cybersecurity and information security | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 40; 65-69 | |
| GRI 418: Customer privacy (2016) | | | |
| GRI 418-2 | Substantiated complaints regarding privacy violations of customers and loss of their data | 43-44, 69 | |
| Material topic: Supply chain management | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 40; 47-48 | |
| GRI 204: Procurement practices (2016) | | | |
| GRI 204-1 | Proportion of spending made to local suppliers | 48 | |
| Material topic: Promotion of the culture of sustainability | | | |
| GRI 3: Material topics (2021) | | | |
| GRI 3-3 | Management of material topics | 40; 26-27 | |