

People at the center: create and share value

The Company believes it is essential to protect and involve, as primary stakeholders, its employees and collaborators.

The following data are reported using 2025 average values:

- 1,940 employees
- Welfare provided
- The expansion of coverage and benefits provided by the ASIM sector health fund has been maintained.
- Injury frequency index < 13
- Injury severity index < 0.50
- Pay gap at the same level due to diversity factors = 0
- 60% female workforce
- 29,1% foreign workforce
- 100% employees with a CCNL contract
- 8,690 hours of training for training obligations
- 40 hours of ESG training, with an external instructor, for 25 employees of the office
- A 2-hour ESG course delivered by the Sustainability Manager for all office employees
- The inclusion of 64 people in fragile conditions was facilitated

6.1 Occupational Health and Safety

For Vivaldi & Cardino, occupational health and safety are not exclusively an obligation, but a principle that guides the organization of activities, the management of contracts, and the daily relationship with workers.

The company operates in different contexts distributed throughout the country, where personnel may be exposed to risks related to the use of equipment, chemicals, and material handling. In this scenario, the ability to prevent accidents and promote environments where everyone feels protected, trained, and listened to is one of the company's primary objectives.

To ensure structured oversight of these aspects, a **UNI ISO 45001:2018**-certified health and safety management system has been developed, integrated with the principles of **SA 8000** certification, which strengthens the focus on personal protection and places respect for workers' rights and the promotion of ethical and safe work environments at the center.

The effectiveness of the system is based on a constant presence in the local area through area managers and site technicians who represent the first point of contact between the company and the workers deployed on the sites.

Furthermore, in order to provide comprehensive information on the company management system, all policies applied to the workforce are published on the company website and accessible to all.

To support this system, over the years the company has activated various listening and reporting tools available on the website for all employees, including a whistleblowing portal in Italian and English, direct communication channels with the HR office, and dedicated tools for collecting complaints and reports required by the SA 8000 certification.

During 2025, Vivaldi & Cardino also joined the UN Global Compact with the aim of integrating internationally shared principles regarding labor, the environment, human rights, and the fight against corruption into its business model.



Accident rates

The safety indicators of the last 3 years highlight a constant improvement in safety performance, the result of investments in training, prevention and control:

	2023	2024	2025
No. accidents	68	38	30
Frequency index	21,10*	15,97*	12,43*
Severity index	0,54*	0,40*	0,45*

*The indices are calculated based on INAIL directives on accidents

In 2025, the number of accidents decreased by 21% compared to 2024, and by over 50% compared to 2023, despite the number of employees remaining virtually constant. Furthermore, in the three-year period under review, there were no deaths attributable to workplace accidents or occupational diseases.

Vivaldi & Cardino's goal remains to strive for zero accidents, consolidating a safety culture based on individual responsibility, continuous improvement, and the active involvement of every person working within the company system.

A low-angle photograph of two workers on a glass skyscraper. The workers are silhouetted against the bright blue sky and the reflective glass panels. They are wearing safety harnesses and carrying equipment. The glass panels create a grid pattern and reflect the sky and the workers themselves. The overall scene conveys a sense of height and precision.

The company pursues
the goal of zero
accidents as a
direction to follow
with consistency,
determination, and
team spirit.

6.2

Corporate Welfare and Well-Being

Vivaldi & Cardino recognizes that every corporate goal stems from a jointly developed journey. The valorization and protection of employees and collaborators are fundamental elements of the company's culture, rooted in its strategic and operational choices.

Over the years, the company has developed specific policies on human rights, work ethics, and inclusion, which are updated periodically when necessary. All these policies are made available on the company website and disseminated internally.

These policies aim to promote, at all levels of the organization, awareness of respect for people's fundamental rights, both within the company and along the entire value chain.

Welfare Plans

The company maintains the commitment made in previous years and highlights that overall, 160 employees benefited from company benefits in 2025.

WellMakers by BNP Paribas

As in the previous year, the collaboration with the BNP Paribas Corporate Welfare platform was maintained.

Health and Healthcare Coverage

In 2025, 642 employees were enrolled in the supplementary healthcare fund in the ASIM category. 1,885 interactions were recorded, of which 88% were handled by human operators and 12% via an IVR (Interactive Voice Response) system. 62% of the calls handled by operators concerned booking of covered healthcare services, for a total of 1,530 bookings completed thanks to the support of the SiSalute provider.

Membership in the BIMUTUA ETS Mutual Aid Society has been confirmed for 2025. This program allows the use of tools for reimbursement of medical expenses and insurance coverage in the event of death and accidents.

In 2025, two employees took advantage of this supplementary health insurance policy.

Company Agreements

The company also renewed agreements in 2025 to support its workforce in obtaining financing, activating telephone lines with favorable terms, and accessing discounts and special offers. In 2025, employees used these agreements as follows:

- AGOS: 10 employees obtained financing for a total of €44,000.
- WIND TRE: 10 new telephone lines were activated with favorable terms.
- CORPORATE BENEFITS: 150 employees registered on the platform to access exclusive discounts and offers.
- DRITTO: This is a platform that maps the public welfare of the State and various public entities in search of potential public bonuses and incentives that would otherwise be unknown.



6.3 Gender Equality and Inclusion

Vivaldi & Cardino considers the diversity of its workforce a value element for the organization and the quality of the service offered. The company operates in different regional contexts and employs people with diverse backgrounds, ages, origins, and professional paths. For this reason, it promotes a work environment based on respect, equal treatment, and the valorization of individual skills.

The principles of equity and non-discrimination are referred to in the Code of Ethics and in company policies, highlighting and disseminating corporate values throughout the value chain and applying them to all personnel management processes, consistent with the commitments made through the UNI/PdR 125:2022 certification for gender equality.

In 2025, the company will again emphasize the classification of its entire workforce in accordance with the National Collective Labor Agreements (CCNL). Furthermore, there are no pay differences attributable to diversity factors such as gender, ethnic origin, religion, or other personal characteristics. Pay differences emerge only based on operational contexts and experience and are applied regardless of diversity factors.

Workforce Data 2025:

Workforce Distribution by Gender and Contract Type

Workforce	Women	Men	Other	Not Communicated	Total
Permanent Employees	1015	698	-	-	1713
Temporary Employees	139	88	-	-	227
Total Employees	1154	786	-	-	1940



Distribution by age group, qualification and gender

Role	Age group	Men	Women	Tot M	Tot W	TOTAL
Managers	<30	0	0	4	1	5
	30-50	1	1			
	>50	3	0			
Middle Managers	<30	0	0	3	1	4
	30-50	1	1			
	>50	2	0			
White Collars	<30	2	7	27	45	72
	30-50	11	23			
	>50	14	15			
Blue Collars	<30	74	47	752	1107	1859
	30-50	299	404			
	>50	379	656			
Total	<30	76	54	786	1154	1940
	30-50	312	429			
	>50	398	671			

Ratio Turnover:

Terminated employees (excluding due to transfer of contract)	486
Average headcount	1940
Rate of Turnover 2025	25,05%

Women represent approximately 60% of the total workforce, a structural characteristic of the workforce that reflects the typical composition of the sector and which V&C actively promotes through equity policies.

In 2024, Vivaldi & Cardino obtained UNI PdR 125:2022 certification. To support this system, the company has continued periodic monitoring of specific KPIs that measure gender balance in senior positions, pay gaps, promotion rates, and work-life balance policies. The indicators underlying this certification support the company in a continuous improvement process aimed at integrating gender equality into its management system.



Inclusion and protected categories

Vivaldi & Cardino's workforce is characterized by a significant diversity of origins: 29.1% of employees come from abroad, representing over 40 different nationalities. Aware of this diversity and the responsibilities it entails, the company has translated all workplace safety documentation into seven languages, ensuring its widespread distribution at every site. This concrete choice goes beyond mere obligations: it ensures that every worker, regardless of their native language, has full access to the information necessary to work safely.

Distribution by geographical origin 2025



AFRICA - 195

Algeria (1), Burkina Faso (3), Cameroon (1), Ivory Coast (11), Egypt (90), Eritrea (2), Ethiopia (1), Gambia (2), Ghana (3), Guinea (2), Morocco (42), Mauritius (1), Nigeria (11), Senegal (16), Seychelles (2), Sierra Leone (1), Togo (1), Tunisia (5)



AMERICA - 67

Bolivia (1), Brasil (4), Chile (1), Colombia (2), Cuba (5), Ecuador (24), El Salvador (6), Peru (20), Dominican Republic (2), Suriname (1), Uruguay (1)



ASIA - 197

Saudi Arabia (1), Bangladesh (10), China (1), Philippines (123), India (5), Iraq (2), Lebanon (2), Pakistan (7), Russia (1), Sri Lanka (43), Thailand (1), Türkiye (1),



EUROPE - 1481

Albania (30), Bulgaria (1), Germany (3), Italy (1377), Kosovo (3), Macedonia (2), Moldavia (8), Poland (7), Romania (35), Russia (1), Serbia (1), Slovacchia (1), Spain (1), Ukraine (12)



Particular attention is also paid to the inclusion of workers belonging to protected categories: in 2025, 55 workers were welcomed into the workforce, equal to 2.84% of the total workforce, supported through personalized adaptation and support programs developed in collaboration with the relevant local authorities.

Finally, there are 41 collaborators who support the company in carrying out its activities.

Distribution by age group and gender

Contract	Age group	Men	Women	Tot M	Tot W	TOTAL
Contract Workers	<30	0	0	4	0	4
	30-50	1	0			
	>50	3	0			
Interns	<30	1	1	3	3	6
	30-50	2	2			
	>50	0	0			
Temporary workers	<30	7	1	22	9	31
	30-50	14	5			
	>50	1	3			
Total	<30	8	2	29	12	41
	30-50	17	7			
	>50	4	3			

6.4 Training and Skills Development

For Vivaldi & Cardino, training is a strategic tool for skills development, improving the quality of the service provided and preventing risks. The goal is to build professional skills and create a shared corporate culture of safety, ethics, and Sustainability.

	2024	2025
Hours of Training	6937	8690

Training is an important tool for improving the quality of service, spreading corporate culture, and growing Professionally.



In detail, the training hours for 2025:

Type	No. People Trained	Men	Women	No. of hours
SA 8000 / RBA	13 = 8 + 5			52
Art. 37	662 = 264 + 398			5296
Forklift	23 = 23 + 0			276
Pallet truck	2 = 2 + 0			8
PLE	21 = 17 + 4			252
Quota + PPE 3 Cat.	19 = 9 + 10			152
Confined spaces	5 = 5 + 0			40
PES-PAV-PEI	6 = 6 + 0			96
SUPERVISORS	26 = 20 + 6			208
Fire Prevention	54 = 32 + 22			864
First Aid	73 = 42 + 31			1168
RLS	5 = 4 + 1			40
ADR	8 = 7 + 1			40
Course 231	57 = 29 + 28			114
ASG	42 = 19 + 23			84
TOTAL	1016 = 487 + 529			8690

Average number of hours of training per employee 2025: 4.48

The average number of training hours per employee, an indicator required by the VSME, requires a contextualized reading. The professional cleaning services sector is characterized by a high heterogeneity of tasks, each subject to specific regulations, refresher training frequencies, and workloads. Furthermore, the sector is characterized by a significant turnover rate. These factors make the aggregate average a poorly representative indicator of the company's true training intensity.

A distinctive element of Vivaldi & Cardino's training policy is the choice to systematically repeat training and safety courses at every contract change and takeover, regardless of the worker's previous documentation. This practice goes beyond the minimum regulatory requirement and reflects a deeply rooted belief: safety and operational quality are not taken for granted, they are created.

For this reason, a significant portion of training is dedicated to health and safety and is directly correlated with the improvement in the accident rates described in section 6.1.

The actions initiated and consolidated include:

- the implementation of Legislative Decree 214/2021, with mandatory and periodic training for all supervisors, to strengthen their skills in actively monitoring compliance with safety measures and the ability to intervene promptly in the event of non-compliant behavior;
- support for training and the widespread presence of supervisors on sites;
- a review of training methods while maintaining the desire to help raise awareness of the importance of corporate safety as a collective commitment.

ESG Training

In 2025, Vivaldi & Cardino, achieving one of its 2024 objectives, launched a two-level sustainability training program:

- a 40-hour course with a specialized external teacher, for 25 employees at the headquarters;
- a 2-hour course led by the Sustainability Manager, for all employees at the headquarters.

The initiative reflects the desire to build ESG skills throughout the organization, not concentrated only in the dedicated area, because sustainability, to be effective, must be understood and shared by those who are active on the sites every day.

**Sustainability,
to be effective,
must be understood
and shared by those who
work on sites every day.**



6.5

Social Sustainability and Local Communities

In 2025, the Company maintained its ongoing commitment to social inclusion and support for local communities by cultivating structured collaborations and initiatives aimed at vulnerable groups.

The company hired 64 people belonging to the following categories:

- 35 refugees and holders of humanitarian permits
- 13 women victims of trafficking and violence
- 16 people experiencing social hardship

The hiring process, as in 2024, was carried out through extracurricular internships and direct hiring.

Collaboration with Mestieri Lombardia

The collaboration with Mestieri Lombardia, a regional network of employment agencies accredited by the Lombardy Region and authorized by the Ministry of Labor, continues for the development of personalized employment paths for vulnerable people. With Mestieri Lombardia, five extracurricular internships were launched for vulnerable individuals, particularly women, victims of violence, and migrants. Two of these were subsequently hired, and two additional asylum seekers were hired directly under contract.

Collaboration with the S. Carlo ETS Foundation

The S. Carlo Foundation supports people in economic, social, or family need by carrying out its activities in the areas of hospitality, training, employment services, and housing solutions to support its activities of promotion and awareness-raising activities offered by the Diocese of Milan through its organizations within the Lombardy region. In



particular, Vivaldi & Cardino S.p.A. has launched a series of extracurricular internships (10), of which four have subsequently become employees. Furthermore, seven candidates selected by the Foundation have been hired. The beneficiaries of the internships and hiring are individuals from vulnerable groups such as victims of violence/trafficking, exploitation, disabilities, asylum seekers, and the long-term unemployed.

Collaboration with A&I Onlus

We have launched two extracurricular internships, one of which is part of the "Emergo" program and one in the "Gol" program. Both programs are aimed at supporting vulnerable individuals or the long-term unemployed in entering the workforce.

Collaboration with "Melograno" Social Cooperative

As part of the "SAI - Immigrant Reception Service" project, we launched three extracurricular internships, two of which subsequently became employed. We also launched one direct hiring. All individuals were in Italy with special protection and/or political asylum.

Collaboration with the "La Strada" Social Cooperative

As part of a call for proposals funded by the Lombardy Region, we launched one extracurricular internship with Special Protection and one hiring of a person with a disability.

"Hug a Mother" Project, Caritas Ambrosiana Onlus

The "Hug a Mother" project by Caritas Ambrosiana supports pregnant women and new mothers experiencing economic and social hardship. The initiative offers personalized support through material assistance, guidance on local services, and educational support. The goal is to promote the well-being of mothers and children, encouraging independence and social inclusion.

"Welcome" Project, United Nations High Commissioner for Refugees (UNHCR)

The company has continued to participate in the "Welcome - Working for Refugee Integration" project promoted by UNHCR, in collaboration with Mestieri Lombardia. The initiative supports the employment of refugees and people with residence permits issued for humanitarian reasons.

In 2025, for the third consecutive year, the UNHCR Evaluation Committee has decided to award V&C the "Welcome. Working for refugee integration" logo; recognition given to organizations that stand out for their commitment to refugee integration into the workforce.

