

People at the center: creating and sharing value

The value of the Company comes from its people: protecting and engaging them is our first commitment

- 1.941 employees
- Welfare project launched
- Expansion of coverage and benefits provided by the ASIM health fund
- Accident frequency index < 16
- Accident severity index < 0,50
- Pay gap at the same level due to diversity factors = 0
- 60% female workforce
- 33% foreign workforce
- 87% permanent employees
- 6.937 hours of training
- 100% of training completed in relation to the number of workers
- Support for 3 charitable initiatives
- Support for the integration of 55 people in vulnerable situations



6.1 Health and safety at work

Health and safety at work plays a central role for both Vivaldi & Cardino and its stakeholders. The Company acts accordingly, paying attention to the health and well-being of its employees and collaborators not only as a formal obligation but also as a commitment rooted in its corporate culture.

The Company aims to create a working environment where everyone feels protected, trained, and listened to.

To this end, the Company is committed to providing employees with tools that foster direct dialogue between employees and the Company. These include a company telephone number and a personal office telephone number indicated on the website. Vivaldi & Cardino maintains direct contact with employees through its area managers, who serve as points of contact for all company contracts.

Since 2012, Vivaldi & Cardino has been certified SA 8000 with a view to enhancing an open and constructive dialogue (see Section 2.6 for certification details).

The SA 8000 certification enabled the Company to adopt a structured management system that leverages an ethical, transparent, and respectful working environment. This improves both the corporate climate and employee well-being, and also significantly contributes to the social sustainability of the organization.

For the future, with a view to increasing its commitment to respect human rights, Vivaldi & Cardino intends to formally adhere to the Global Compact by December 31, 2025.

Occupational health and safety indices

Governance is constantly committed to health and safety management, with continued investments in prevention, targeted training, and worker involvement (see Section 6.4 for details regarding training activities).

In 2024, this commitment resulted in a significant improvement in safety performance:

- The Frequency Index fell from 21.10* to 15.97*, a 24% reduction;
- The Severity Index fell from 0.54* to 0.40*, a 26% improvement;

*The indices are calculated based on the INAIL accident guidelines

**The Company
aims to reach zero
accidents and
targets this goal
with consistency,
determination, and
team spirit.**



6.2

Welfare and corporate well-being

At Vivaldi & Cardino, we believe that every goal achieved is the result of a shared journey. For this reason, employee enhancement and protection are key values deeply rooted in our corporate culture. All of our decisions are driven by the people with their stories, daily commitment, rights, and dignity.

Over the years, the Company has adopted several policies on human rights, work ethics, and inclusion. These policies are available on the Company's website and communicated internally via email and the Company app.

The policies aim to raise awareness of the Company's top management in terms of respect for fundamental human rights, both within the Company and throughout the value chain.

Welfare plans

In 2024, Vivaldi & Cardino fulfilled the commitment made in 2023 to improve employee well-being by investing in corporate welfare tools, supplementary health coverage, and targeted agreements. These initiatives are part of the broader social sustainability path undertaken to promote employee work-life balance.

Overall, in 2024, Vivaldi & Cardino employees received a total of 154 company benefits. Below is a list of the agreements made in favor of the Company employees:

WellMakers by BNP Paribas

In 2024, one of the most significant initiatives related to the launch of the Corporate Welfare Plan in collaboration with BNP Paribas. The Plan, devised to reward employee commitment to the achievement of corporate objectives, envisages that administrative and RTC staff members receive an annual

amount linked to the previous year's economic performance. Employees are given access to the WellMakers platform, which includes over 400 services and 1.8 million PoSs in Italy and abroad.

In 2024, the first economic objective set out in the regulations was achieved and the related bonus will be paid out in 2025.

Health and health coverage

In 2024, 947 employees were enrolled in the ASIM supplementary health fund.

1,690 interactions were recorded, 71% of which were handled by human operators and 29% by the IVR (Interactive Voice Response) system. 88% of the calls handled by operators concerned the booking of healthcare services covered by the national health service for a total of 539 bookings completed with the support of the SiSalute operator.

In addition, the Company provided membership in the BIMUTUA ETS Mutual Aid Society to enhance health and welfare protection through additional health and welfare coverage beyond that provided for in the National Collective Labor Agreement. This includes:

- Reimbursement of medical expenses
- Temporary coverage in the event of death
- Accident coverage



Convenzioni aziendali

La società ha attivato inoltre differenti tipi di convenzioni al fine di supportare la propria forza lavoro nell'ottenere supporto per pratiche di finanziamento, attivazione di linee telefoniche con condizioni agevolate ed accesso a sconti ed offerte dedicate. Nel 2024 i dipendenti hanno utilizzato tali convenzioni ottenendo:

- AGOS: 8 finanziamenti per un totale di 116.000 euro.
- WIND TRE: 22 nuove linee telefoniche a condizioni agevolate.
- Corporate Benefits: 124 registrazioni alla piattaforma per accedere a scontistiche e offerte esclusive.

6.3

Gender equality and inclusion

At Vivaldi & Cardino, equal treatment, respect for diversity, and social inclusion are part of our corporate values. We believe in a fair and non-discriminatory work environment where everyone can feel welcome, respected, and valued, regardless of gender, ethnicity, age, or origin. These commitments are formalized in several Company policies, and above all in the Company's Code of Ethics.

In 2024, 100% of workers were employed under National Collective Labor Agreements (CCNL), ensuring uniform rights, protections, and regulatory conditions for the entire workforce. The Company is also committed to ensuring equal pay for equal work. Over the years, no wage differences attributable to factors such as gender, ethnic origin, religion, geographical origin, or other personal characteristics were reported. The table below shows information on the distribution of the workforce by gender, contract type, age group, and professional qualification.

Workforce data 2024:

Distribution of the workforce by gender and contract type

Workforce	Women	Men	Other	Not reported	Total
Permanent employees	995	701	-	-	1.696
Fixed-term employees	172	73	-	-	245
Total employees	1.167	774	-	-	1.941

Distribution by age group

Workforce	<30	30-50	>50	Total
Managers	0	1	3	4
Middle managers	0	3	2	5
White collars	12	33	29	74
Blue collars	124	715	1.019	1.858
Total	136	752	1.053	1.941



Distribution by professional qualification

Workforce	Women	Men	Other	Not reported	Total
Executives	-	4	-	-	4
Middle managers	2	3	-	-	5
White collars	46	28	-	-	74
Blue collars	1.119	739	-	-	1.858
Total employees	1.167	774	-	-	1.941

Vivaldi & Cardino pays a great deal of attention to the inclusion of individuals belonging to "protected categories". 53 workers were hired and integrated through personalized onboarding and support programs carried out in collaboration with the relevant local authorities.

Gender equality

Giving evidence of its commitment to gender equality, the Company met its 2023 stated target and obtained UNI PdR 125:2022 certification for its Gender Equality Management System in 2024. This certification represents an important milestone for the Company in terms of its concrete commitment to equity, inclusion, and the promotion of diversity. The certification includes six areas of assessment — culture and strategy, governance, HR processes, growth opportunities, pay equity, and parental protection — and requires the adoption of policies and actions aimed at achieving equal opportunities for women and men in the workplace.

During the certification process, the Company defined and implemented specific KPIs (Key Performance Indicators) to periodically monitor and measure relevant parameters, such as gender balance in positions of responsibility, pay gap, promotion rates, and work-life balance policies.

These indicators provide an objective basis for the continuous improvement of the management system, promoting a corporate culture oriented towards respect, meritocracy, and inclusion. The integration of gender equality into business processes also consolidates the organization's reputation and strengthens its social sustainability in the medium to long term.

In terms of diversity, 33% of workers are foreign. To promote inclusion, Vivaldi & Cardino translated all safety-related documents into seven different languages and distributed them in all sites in which it operates.

Distribution by geographic region



AFRICA - 226

Algeria (2), Burkina Faso (3), Ivory Coast (11), Egypt (94), Eritrea (2), Ethiopia (1), Gambia (2), Ghana (3), Guinea (2), Morocco (61), Mauritania (2), Nigeria (17), Senegal (20), Sierra Leone (1), Togo (1), Tunisia (4)



ASIA - 200

Saudi Arabia (1), Bangladesh (9), China (1), Philippines (133), Georgia (1), India (5), Iraq (1), Lebanon (2), Pakistan (5), Sri Lanka (41), Thailand (1)



EUROPE (EXCLUDING ITALY) - 123

Albania (40), Bosnia and Herzegovina (1), Bulgaria (1), Germany (3), Greece (1), Kosovo (3), Macedonia (2), Moldova (13), Poland (4), Romania (35), Russia (1), Serbia (1), Slovakia (1), Ukraine (13), Hungary (1)



AMERICA - 91

Argentina (2), Bolivia (2), Brazil (5), Chile (1), Colombia (5), Cuba (6), Ecuador (29), El Salvador (5), Nicaragua (1), Peru (29), Dominican Republic (4), Uruguay (1), Venezuela (1)

Finally, 52 external collaborators support the Company in carrying out its activities:

Non-employee workers	Type of external workers:
No. of self-employed workers:	1
No. of contract workers:	4
No. of trainees/interns:	6
No. of temporary workers:	41
Total	52



6.4

Training and skills development

In 2024, Vivaldi & Cardino provided corporate training to raise awareness among its employees and improve their knowledge of key business topics. Training is an important tool for improving service quality, spreading corporate culture, and promoting professional growth.

The following measures contributed to reducing accident frequency and severity rates (section 6.1):

- Implementation of Legislative Decree 214/2021: the implementation of this decree within the Company resulted in the revision of internal procedures and the launch of a targeted, mandatory, and periodic training program for all supervisors. The training aimed to consolidate the skills necessary to exercise active and informed control over compliance with safety measures, react promptly in the event of non-compliant behavior, and help spread a culture of prevention. The investment increased the effectiveness of the safety management system, improving overall worker protection and organizational reliability;
- Increase in the number of supervisors to ensure greater dissemination of the safety culture in different operating contexts;
- Change in training methods. Implementation of a new approach focused on raising individual awareness with a view to disseminating knowledge and also developing a responsible approach to safety as a collective value.

In 2024, employees, both men and women, received 6,937 hours of training, divided according to the topics of interest for their assigned tasks:

Training is an important tool for improving service quality, spreading corporate culture, and promoting professional growth.

TYPE	N.OF EMPLOYEES TRAINED	HOURS	MEN	WOMEN
ART. 37	543	4,344	195	348
HIGH RISK	13	208	13	0
CHEMICAL RISK	24	96	22	2
FORKLIFT	40	480	38	2
PALLET TRUCK	7	28	5	2
FURETTO	8	16	5	2
PLE	32	384	31	1
QUOTA + PPE CAT. 3	55	440	53	2
CONFINED SPACES	25	200	24	1
PES/PAV	3	48	3	0
SUPERVISORS	26	208	19	7
FIRE PREVENTION	14	56	8	6
FIRST AID	50	200	30	20
RLS	2	64	1	1
PEST CONTROL	13	13	9	4
ADR	4	20	4	0
HACCP	11	132	0	11
TOTAL	870	6,937	460	409

Compared to 2023, the quality of training provided has significantly increased, particularly for specialized operators. The courses offered covered a broad variety of topics, which required greater investment on the part of the Company.

In 2025, Vivaldi & Cardino intends to further increase its investment in training and launch a voluntary training project dedicated to sustainability (ESG). The training will be addressed to all administrative staff and site managers (RTC).

6.5

Social sustainability and local communities

In 2024, Vivaldi & Cardino strengthened its commitment to social inclusion and support for local communities through structured partnerships and initiatives aimed at vulnerable groups. In particular, the Company promoted the integration of 55 people belonging to these categories:

- 24 refugees and holders of humanitarian permits
- 7 women victims of trafficking and violence
- 24 people in situations of social hardship

Integration was achieved by setting up extracurricular internships and direct recruitment.

Collaboration with Mestieri Lombardia

Collaboration with Mestieri Lombardia, a regional network of employment agencies accredited by the Lombardy Region and authorized by the Italian Ministry of Labor, continued and was strengthened through the activation of personalized employment pathways addressing vulnerable people.

"Formidabile" Project – Metropolitan City of Milan

Vivaldi & Cardino took part in the "Formidabile" project, funded by the Metropolitan City of Milan, aimed at improving the well-being of workers and promoting the inclusion of people with disabilities.

Training sessions were organized at the Company's headquarters to raise awareness and promote diversity.



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

For the fifth consecutive year, Vivaldi & Cardino has joined the "Welcome – Working for Refugee Integration" project promoted by UNHCR, in collaboration with Mestieri Lombardia. The initiative aims to integrate refugees and people with residence permits issued for humanitarian reasons into the workforce. In 2024, for the second consecutive year, the UNHCR Evaluation Committee decided to award Vivaldi & Cardino the "Welcome. Working for refugee integration" logo, a recognition given to organizations that stand out for their commitment to the integration of refugees into the workforce.



Donations

In 2024, Vivaldi & Cardino voluntarily donated a total of €3,500 to support three charitable initiatives:

1. Salute Ma Non Solo ODV: for the show "Il Signor Scartapenna – Ogni oggetto può raccontare mille storie" (Mr. Scartapenna – Every object can tell a thousand stories), the proceeds of which contributed to the purchase of reclining chairs and a portable ultrasound machine for the pediatric ward of the Vizzolo Predabissi Hospital.
2. Fondazione Telethon ETS: for the event "La Due Comuni Corre per la Ricerca" (The Two Municipalities Run for Research) held in the municipalities of Somma Vesuviana and Sant'Anastasia.
3. Lonati Foundation: for the "Festival Bei Pensieri" (Beautiful Thoughts

Festival), intended for the "SuperSonic" project, for the purchase of the first ultrafast ultrasound machine at the Children's Hospital in Brescia.

Future developments and investments

In 2024, the foundations were also laid for new projects to be implemented in 2025, including:

- Project to support mothers with children through Mestieri Lombardia;
- Project to increase urban green spaces in collaboration with Evergreen;
- Launch of the "Dritto – Bonus Portal and Incentives" portal through Laborability, which allows employees to access over 300 public bonuses with a simplified application process

All these initiatives will be reported and detailed in the 2025 Sustainability Report.