

# CSR Report FY2023

SandenVendo Europe S.p.A



# CSR policies and objectives



## Responsible Growth

The company promotes ethical and sustainable conduct, integrating harmoniously into the global society.

## Respect for humanrights

Corporate culture based on the dignity and respect of each person.

## Environmental protection

Commitment for sustainable practices for the benefit of future generations.

## Health and Safety

Creating a safe and healthy working environment for employees.

# Towards stakeholder



## Clients

We aim to provide 'Quality First' products and services to meet the global needs of our customers

## Shareholders and Investors

We maintain transparency and corporate value, responding to investor confidence and supporting the growth of the group

## Employees

We promote a corporate culture based on open communication, respect and innovation, growing together with our employees.

## Community and Suppliers

We support the development of local communities and build fair relationships with suppliers, considering them as trusted partners

# CSR Team: the CEO

*"SandenVendo Europe describes itself as a virtuous company, committed to an ongoing process of economic, environmental and social sustainability, with the aim of preserving opportunities for future generations. By adopting a sustainable model, the company promotes environmental protection, economic support and local employment, while ensuring safety, education, justice and democracy for all employees."*



***Degiovanni Valter***  
*Presidente*





# Other members of CSR team



**Sommariva  
Alessandro**

HR Manager



**Rosati  
Andrea**

Safety & Maintenance  
Manager



**Zorgno  
Michele**

Responsible for  
Management Systems &  
Sustainability



# FY2023 context

During the Fiscal Year 2023, the external issues that affected the Company's business in some way were as follows:

## Geo-political instability

The high geopolitical tensions, from the continuation of the Russian-Ukrainian conflict to the escalation in the Middle East, via the smaller-scale conflicts in the Middle East, Africa, South America, the Caucasus and North Korea, testify to a situation of precarious equilibrium that inevitably reflects on the timing and cost of supply of the main raw materials, as well as on the dynamics of global demand

## Post-Covid recovery

In 2023, global (G20 member countries) Gross Domestic Product (GDP) growth stood at + 3.1%, above expectations at the beginning of the year, showing resilience, with inflation falling faster than expected. Country results diverged, with strong growth in the US and many emerging economies offset by a slowdown in most European countries. After the pandemic crisis, the vending machine sector is recovering, as are related industries, including vending machine manufacturers, and in 2023 manufacturers in Italy recorded a +1% increase in turnover despite a reduction in the number of machines sold (down 7%).

## Green' regulation

Europe continues on its path to implement the Green Deal, issuing regulations aimed at achieving its stated sustainability goals and objectives that require a continuous effort from the business world, proposing an innovative approach compared to many other countries outside the EU. However, the strategy pursued at European level, if not carefully monitored, risks creating a 'race to the bottom' on environmental and social standards with obvious impacts on production costs and competition dynamics

SandenVendo Europe continues its path of sustainability with the continuation of Carbon Neutrality projects (in addition to maintaining ISO14064-1 certification, the company has already achieved Scope 1&2 offsetting of the GHG Green House Gases Protocol) and social projects, through the organisation of social days with the growing involvement of the local community, as well as by increasing its support for local initiatives and its attention to the needs of its stakeholders.



# Integrated Quality, Environment, Safety and Energy Policy (QASE)

SandenVendo Europe S.p.A. (SVE) is committed to providing high quality products and services, respecting the environment, ensuring the health and safety of our employees, with responsible use of energy and agreed with Ethical Business rules.

To achieve these goals, the company is committed to implementing and maintaining integrated management systems compliant with ISO 9001 (quality), ISO 14001 (environment), ISO 45001 (health and safety) and ISO 50001 (energy), and meeting sustainability standards in accordance with the ECOVADIS model.

The adoption of an integrated management system (IMS) makes possible to optimise resources, improve efficiency, reduce efforts and safeguard one's assets, both tangible and intangible, while the annual issuing of a Sustainability Report also covers the ethical-social sphere.

## **Management commitment:**

- Meet the requirements of the regulations and standards described above by continuously improving the effectiveness of our integrated management systems.
- Understand and respect the needs and expectations of stakeholders and integrate them into our decisions and actions.
- Open communication of our progress to all stakeholders, demonstrating transparency and accountability.
- Comply with all applicable laws and regulations on quality, environment, safety and energy management, staying up-to-date.
- Continuously improving our processes, adopting new technologies and proactively responding to regulatory changes and the evolving external environment..

SVE recognises the importance of employee involvement at all levels and in the different processes: every member of our organisation is responsible for adhering to this integrated policy. The company also promotes training and awareness to ensure that all our employees contribute to achieving the integrated objectives



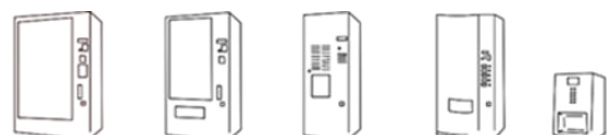


## Fundamental principles:

- Business planning stems from a Risk Based Thinking approach, where the identification and assessment of risks goes hand in hand with the management of opportunities
- The health and safety of our employees is a top priority. SVE promotes a culture of prevention to ensure a safe working environment by identifying and then reducing or eliminating risks associated with our activities.
- Reducing the environmental impact of our activities is crucial. SVE checks and manages its consumption of natural resources and waste production through sustainable practices and reliable suppliers.
- Promote the responsible use of energy through awareness, measurement and continuous optimisation of energy performance, and support the sustainable supply of all forms of energy.
- Spreading ethical values and promoting initiatives aimed at the overall growth of the community and the territory. Meeting customers' needs and expectations is at the core of our business. SVE constantly monitors the quality of its products and services throughout all processes to ensure maximum satisfaction.
- Regularly monitor and evaluate the performance of our integrated systems through key performance indicators, taking preventive and/or corrective action when required.

SVE also adopts an Organisation, Management and Control Model for the prevention of offences as identified by art. 6 of Legislative Decree no. 231/01 with the aim of achieving the highest conditions of fairness and transparency within its organisation.

The following integrated policy is communicated to all levels of the company and made available to all interested parties, including online. It is also subject to periodic review to ensure that it remains relevant and effective in the organisation's operational context. By implementing these principles, we aim to build a sustainable, safe and quality-oriented future for all.





# ISO certificates



**ISO 45001**

Health and Safety



**ISO 50001**

Energy



**ISO 14001**

Environment



**ISO 9001**

Quality



# Enviroment

- Environmental policy
- Energy efficiency and KPI
- Water policy & KPI
- Waste policy & KPI
- Emission policy and KPI
- Climate change
- Carbon neutral project







# Environmental policy

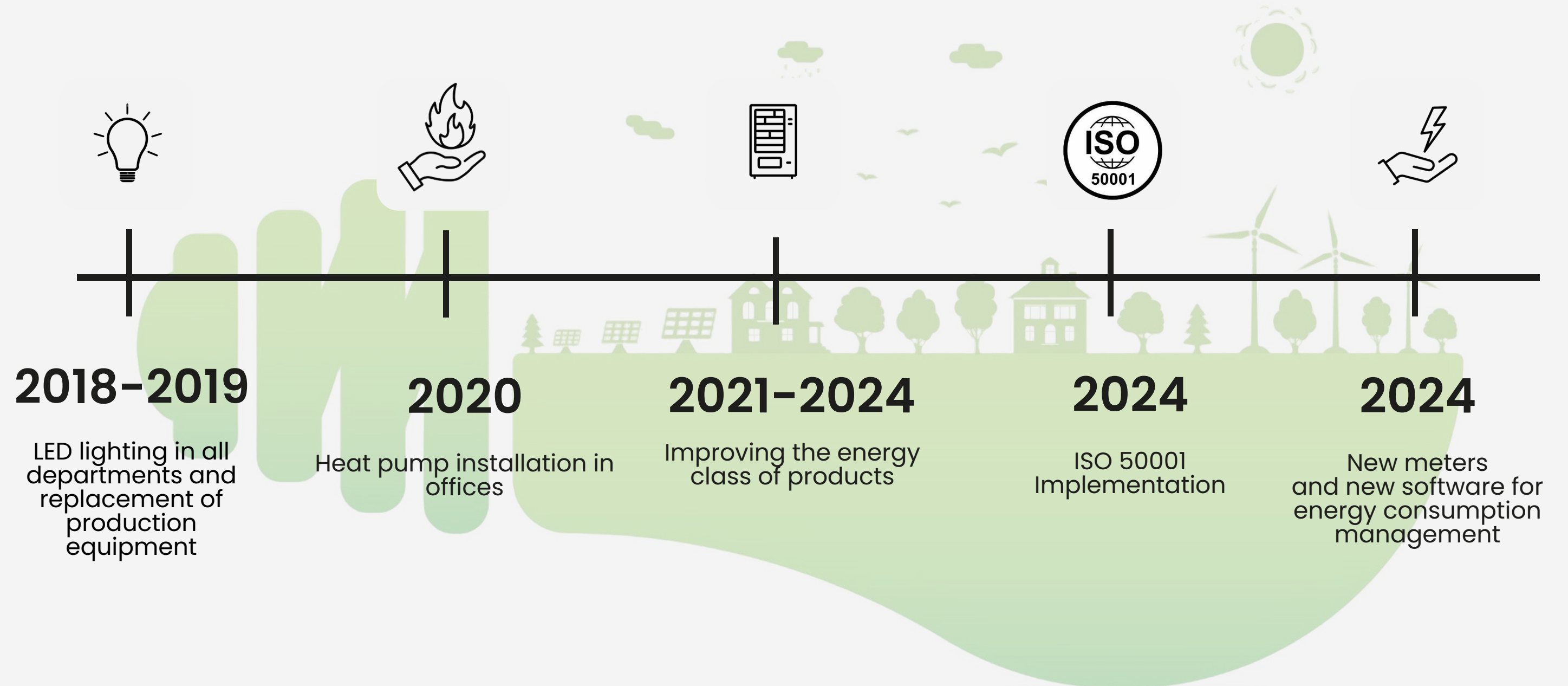
*“Think and act from the environmental point of view in your own job as a member of the Pioneer Company of Environment”*

The company has introduced an environmental management system to improve its performance, adopting a structured approach geared towards continuous improvement. This system is integrated in turn with that of quality, safety and energy in order to optimise resources and processes, exploiting synergies in terms of control, correction, verification and review. The improvement cycle adopted follows the principle 'Plan, Implement, Check, Review', starting from the company's environmental policy and including the identification of environmental aspects, the definition and achievement of environmental objectives.

General Management is responsible for defining the environmental policy, controlling impacts, reducing energy consumptions and preventing pollution. It is also responsible for ensuring compliance with relevant regulations and requirements and for setting specific, quantifiable targets to protect the environment and promote sustainable development. Internal communication is crucial: environmental policy and objectives are shared with all employees through company notice boards.

# Energy efficiency

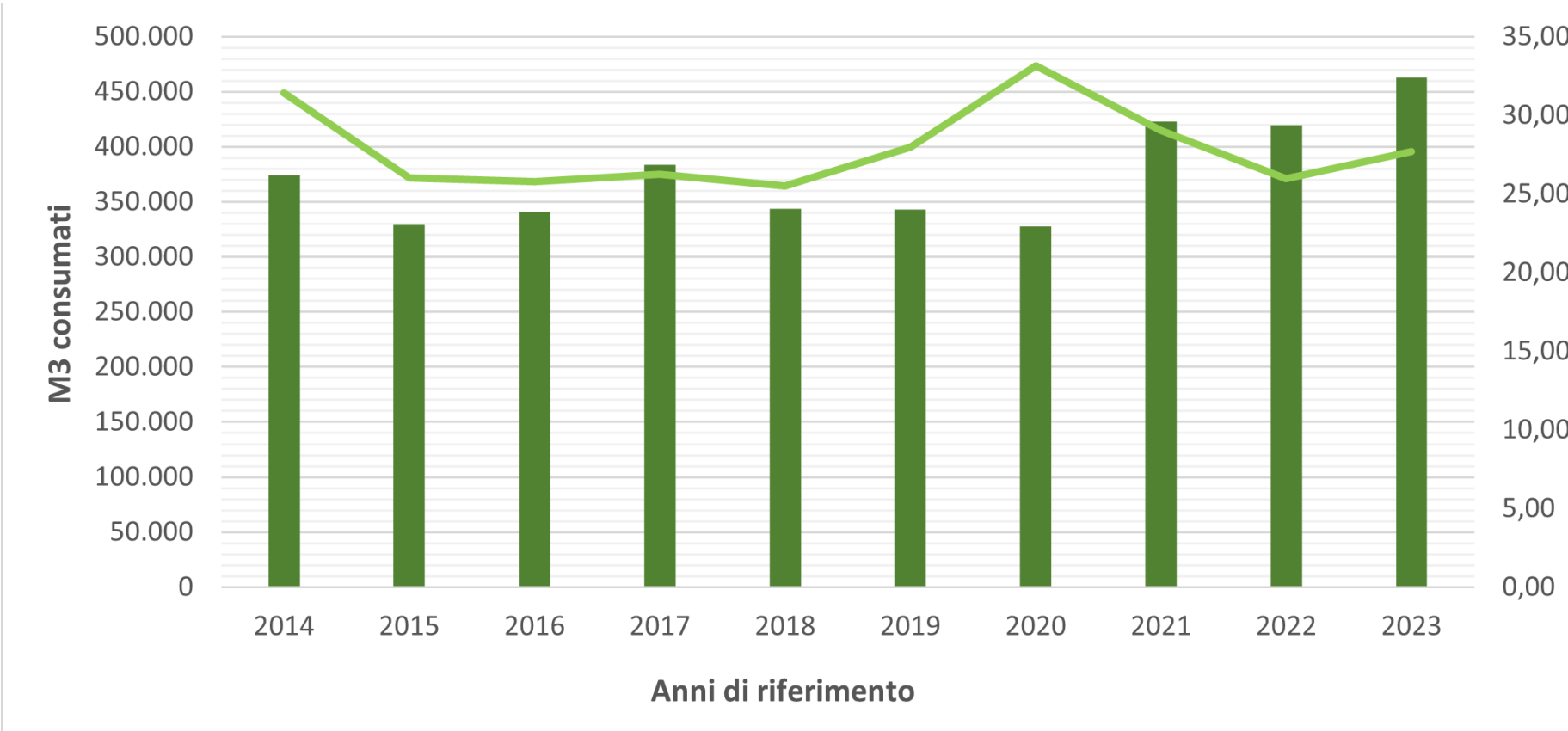
To improve energy efficiency, SandenVendo takes an approach that encourages the rational use of energy by promoting various energy-saving activities



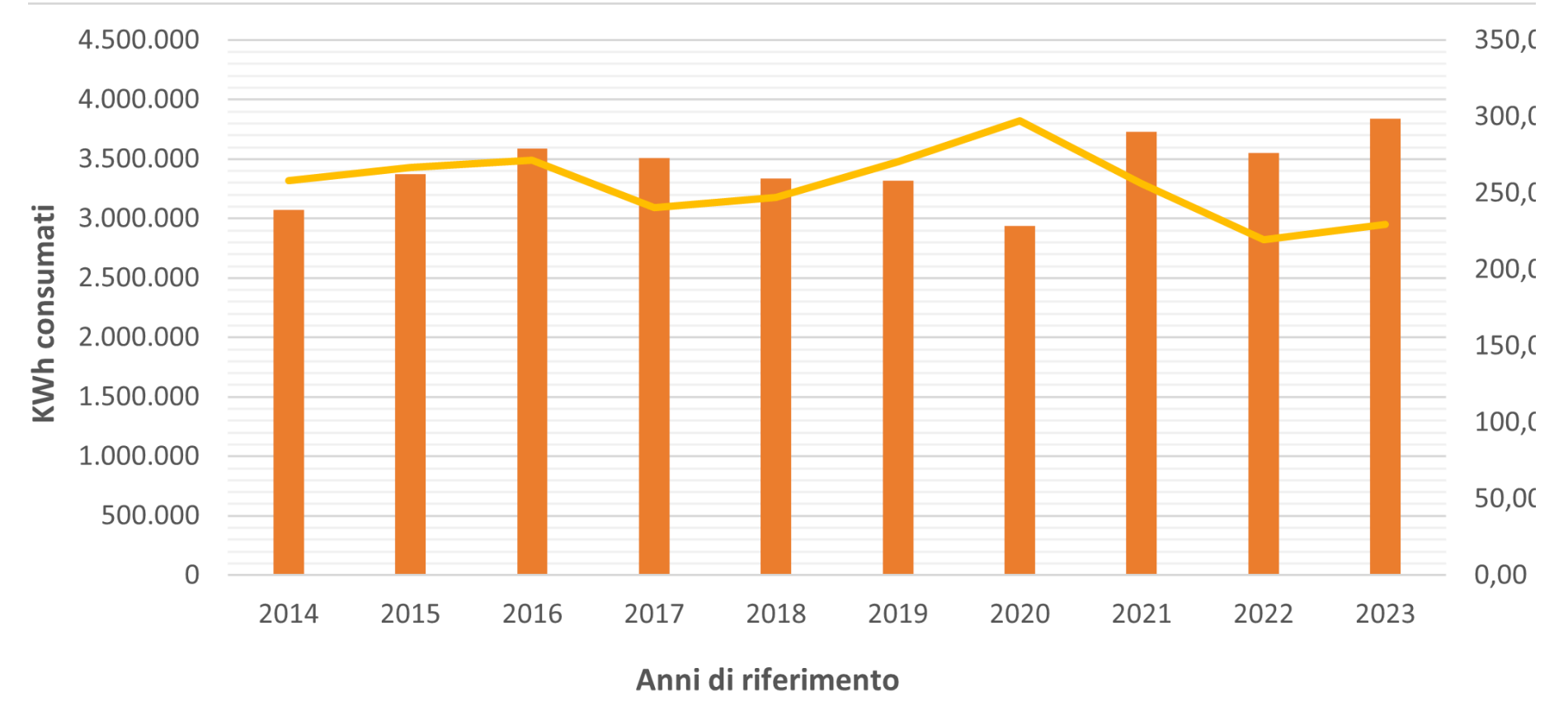


# KPIs energy consumption

Natural gas consumption trend



Electricity consumption trend



	Indicatore	Modalità calcolo dell'indicatore	U.M.	Anno 2023/24	TARGET 2024/25
OPI 2	Gas Naturale	Quantità di gas consumato all'anno su macchine prodotte.	m³	27,68	26,00

	Indicatore	Modalità calcolo dell'indicatore	U.M.	Anno 2023/24	TARGET 2024/25
OPI 1	Energia elettrica	Quantità di energia elettrica consumata all'anno su macchine prodotte.	KWh	229,64	207,00

# Water Policy

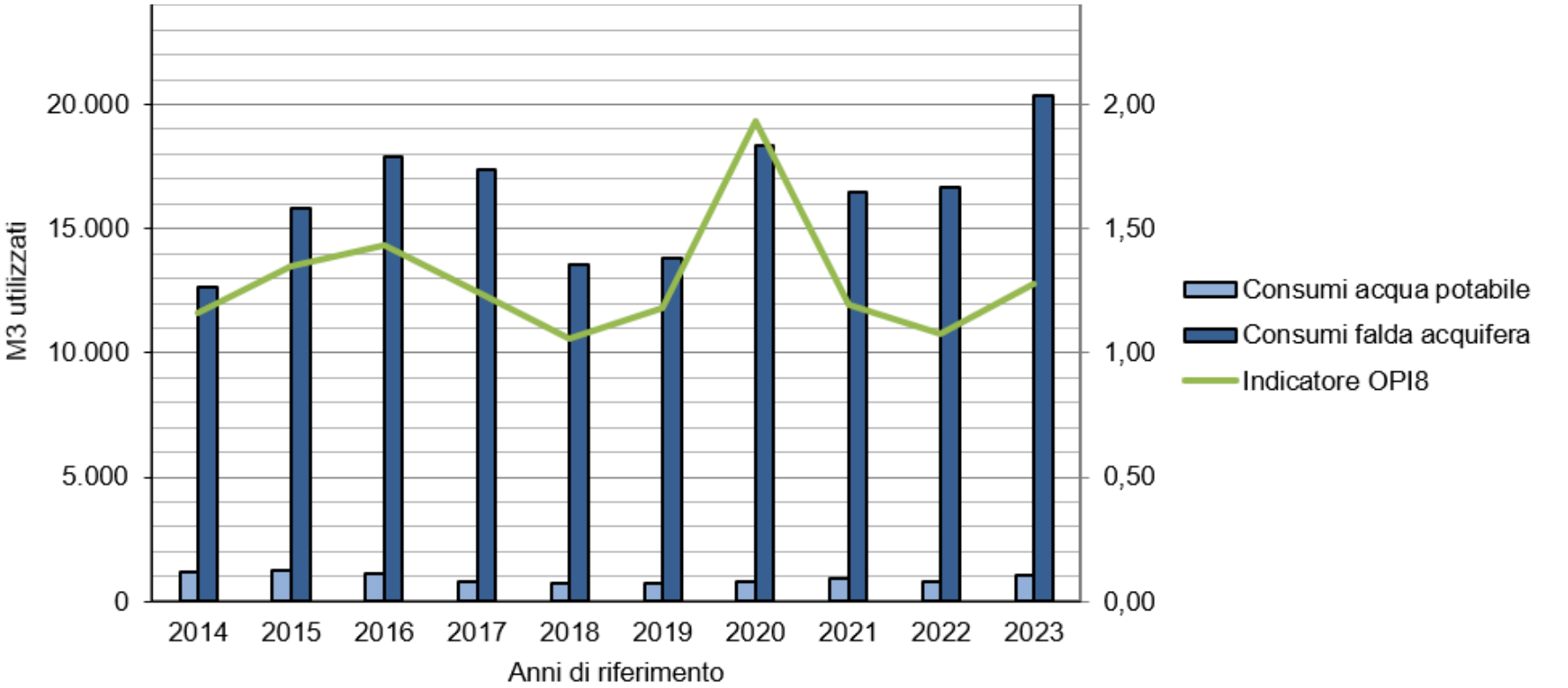
SandenVendo encourages the sustainable use of water resources through the adoption of innovative technologies, exploiting the aquifer for production activities and promoting water recycling where possible.

Rainwater is collected through a system of pipes and conveyed to an artificial basin, where it is mainly absorbed by the ground. In addition, a purification plant has been installed to treat wastewater.

Basin water and wastewater analyses are performed annually to ensure compliance with regulatory requirements.



# KPI



	Indicatore	Modalità calcolo dell'indicatore	U.M.	Anno 2023/24	TARGET 2024/25
ECI 1	Acqua riciclata	Acqua riciclata su acqua prelevata	%	5,20	10,00
OPI 8	Acqua totale	Quantità di acqua consumata all'anno su macchine prodotte.	m³	1,28	1,21
OPI 9	Acqua pozzi	Quantità di acqua dei pozzi consumata all'anno su macchine prodotte.	m³	1,22	1,16



## FY2024 Target



SandenVendo is committed to improving its water recycling process in 2024 by installing a new automatic recall system for recycled water for the painting dept.

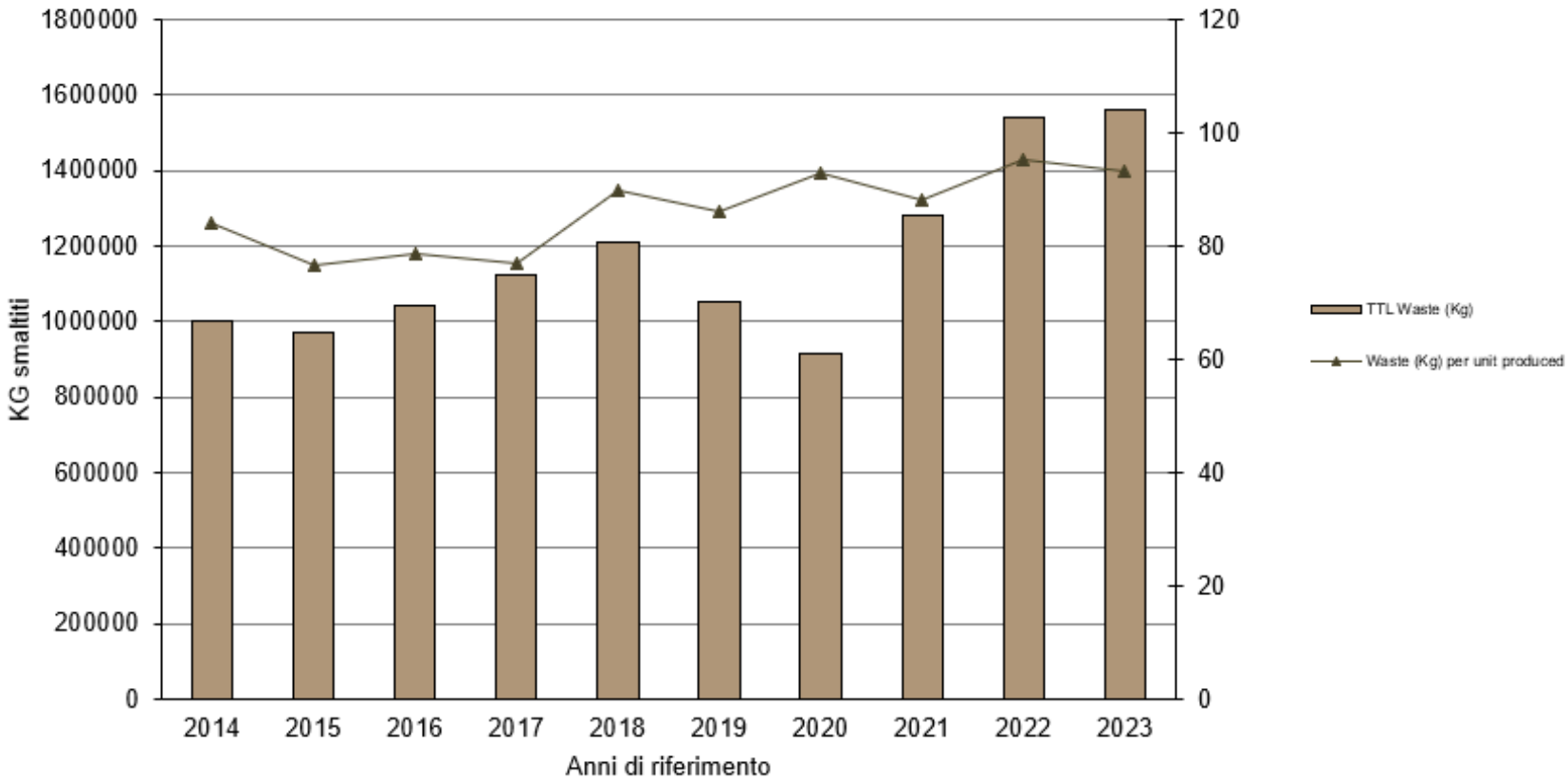


# Waste Policy

The amount of waste generated is a key indicator for measuring progress in a sustainable approach. SandenVendo defined areas for waste collection, promoting orderly and responsible waste management. It also actively promotes the collection and proper disposal of materials, with the aim of reducing environmental impact.

Trattamento rifiuto	Kg rifiuti smaltiti	Incidenza %
Riciclo	1.490.335	95,47%
Discarica	31.980	2,05%
Inceneritore	22.010	1,41%
Recupero	16.700	1,07%
<b>Totale complessivo</b>	<b>1.561.025</b>	

# KPI



	Indicatore	Modalità calcolo dell'indicatore	U.M.	2023/24
OPI 5	Rifiuti totali	Quantità di rifiuti totali all'anno su macchine prodotte.	Kg	93,32
OPI10	Rifiuti pericolosi	Quantità di rifiuti pericolosi totali all'anno su macchine prodotte.	Kg	0,66
OPI 6	Sfridi metallici	Quantità di sfridi metallici all'anno su macchine prodotte.	Kg	75,65

# Emission Policy

SandenVendo considers the fight against climate change and decarbonization an integral part of its corporate strategy, as well as one of the factors to take into account in its investment decisions. To reduce the number of greenhouse gas emissions, accepting the challenge of a zero-impact economy, it was necessary to:

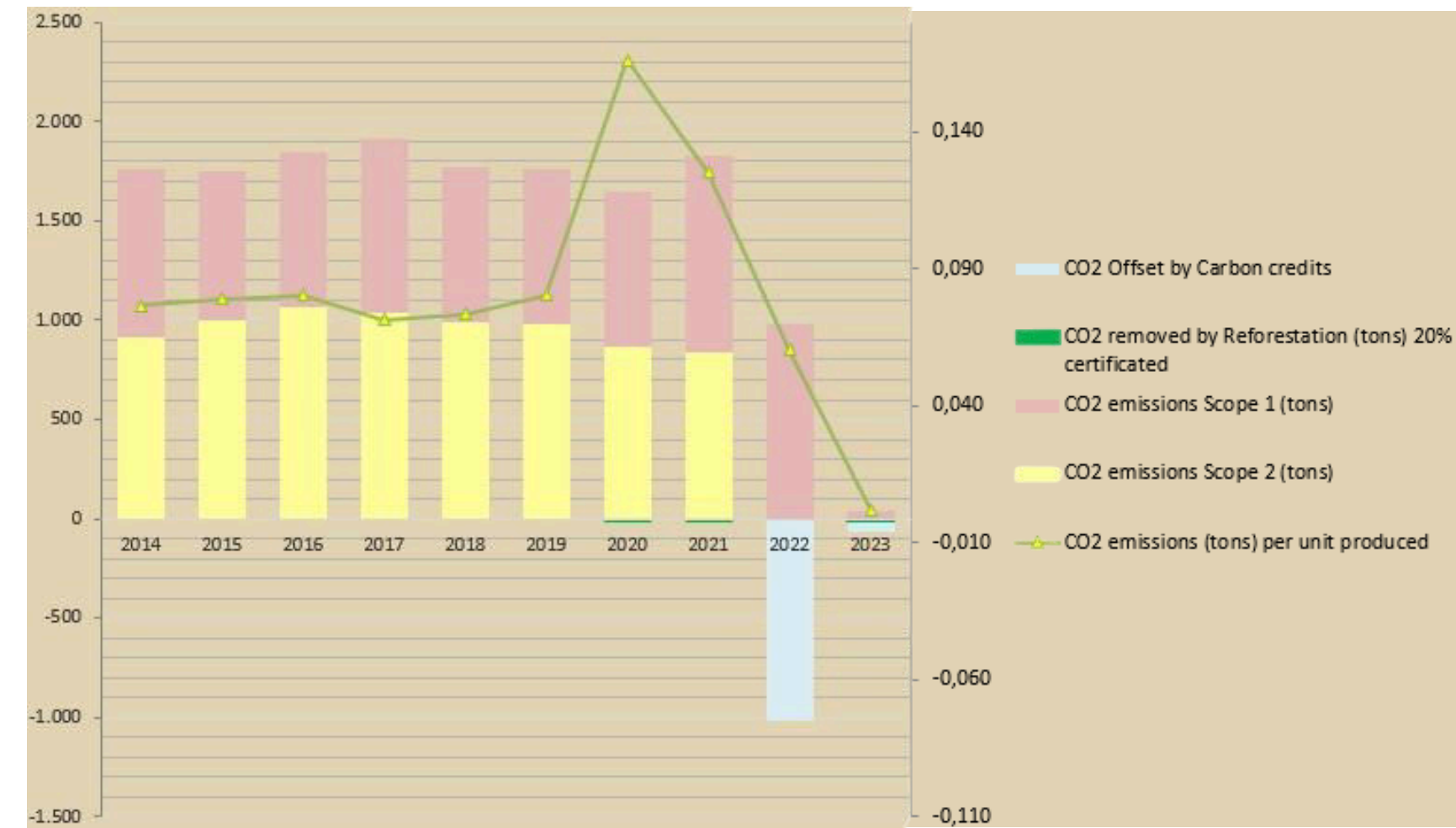
- invest in safer and more environmentally friendly technologies (sustainable innovation)
- promote environmental and social sustainability projects
- communicate with suppliers and customers to promote possible joint environmental improvements

## Emission Results

From FY2021 to FY2023, the company reduced its overall carbon footprint from 100,192.91 to 95,078.98 tCO<sub>2</sub>e, while improving the quality of its ISO14064-1 certified data.

Most of the emissions come from Scope 3 of the GhG protocol, since Scope 2 has been eliminated since 2022 with the purchase of 100% energy from renewable sources, and Scope 1 has been almost completely eliminated since 2023 through compensation projects carried out with the natural gas supplier. In fact, since FY2022 the company has obtained the "CO<sub>2</sub> compensated" label thanks also to afforestation projects and the purchase of carbon credits.

## KPI

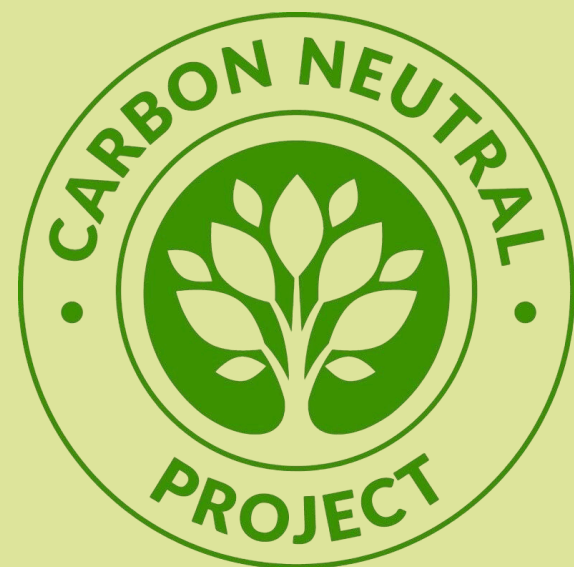


	Indicatore	Modalità calcolo dell'indicatore	U.M.	2023/24
ECI 2	CO2e emessa (SCOPE 1+2)	Quantità di CO2e emessa (SCOPE 1+2) all'anno su macchine prodotte.	ton	0,002

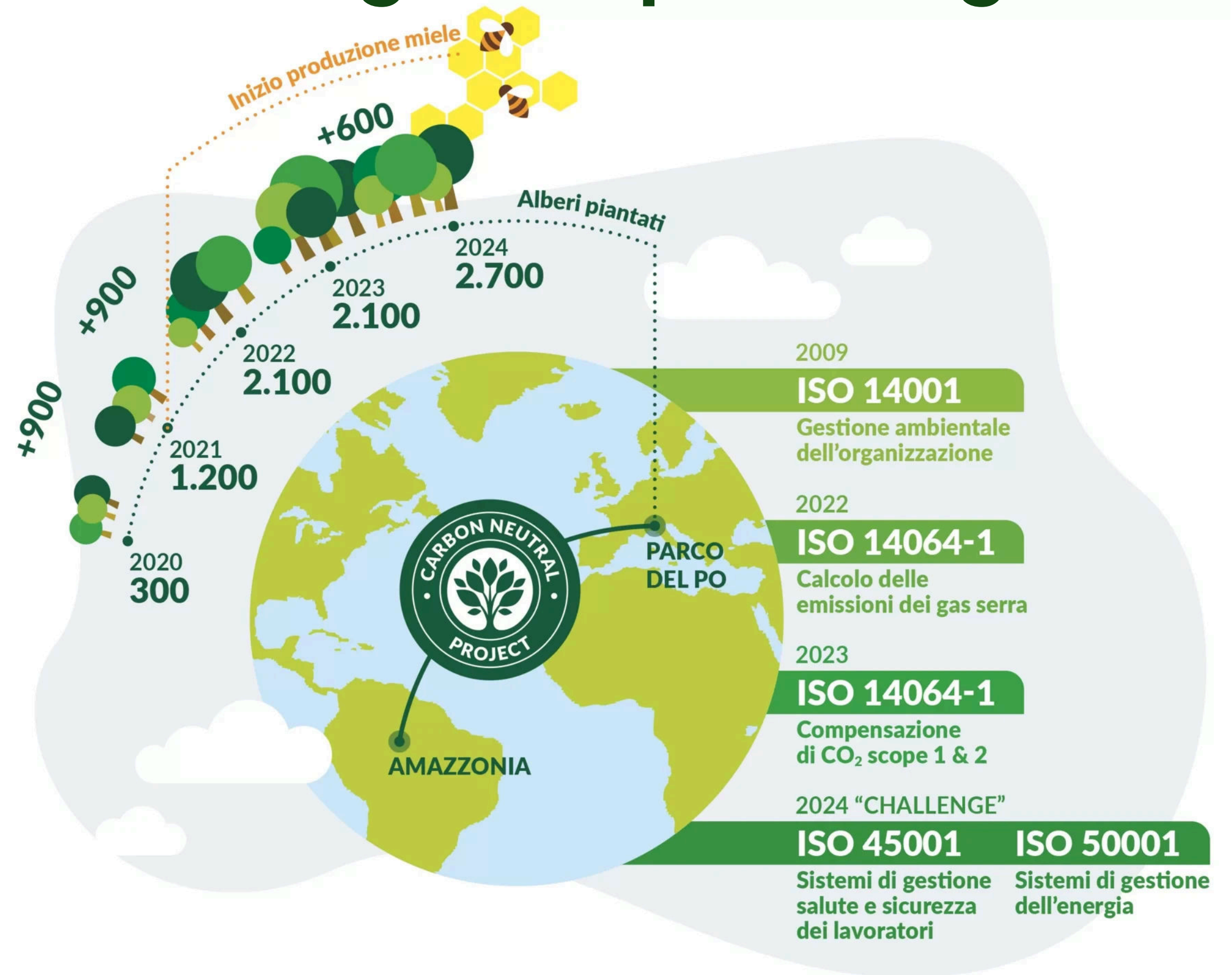


# Carbon Neutral project

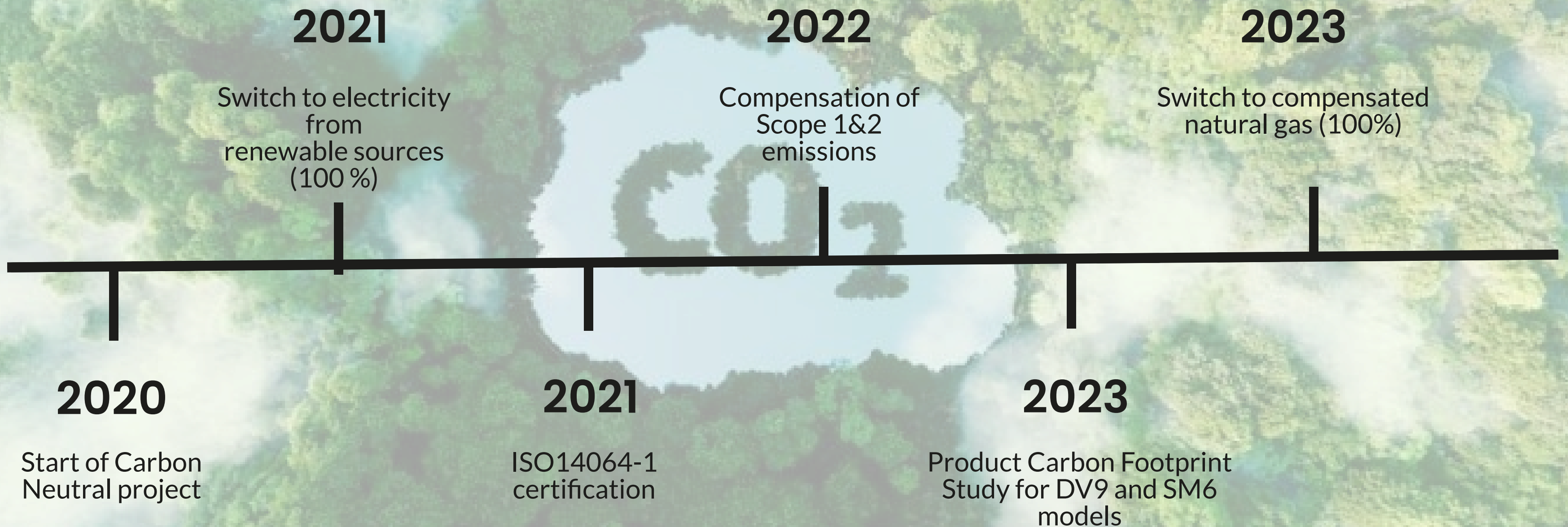
The aim of the project is reducing the environmental impact of the company's activity by balancing atmospheric emissions, in terms of equivalent tonnes of carbon dioxide, through reduction and compensation programmes and the definition of near and long term goals.



## Targets & planning

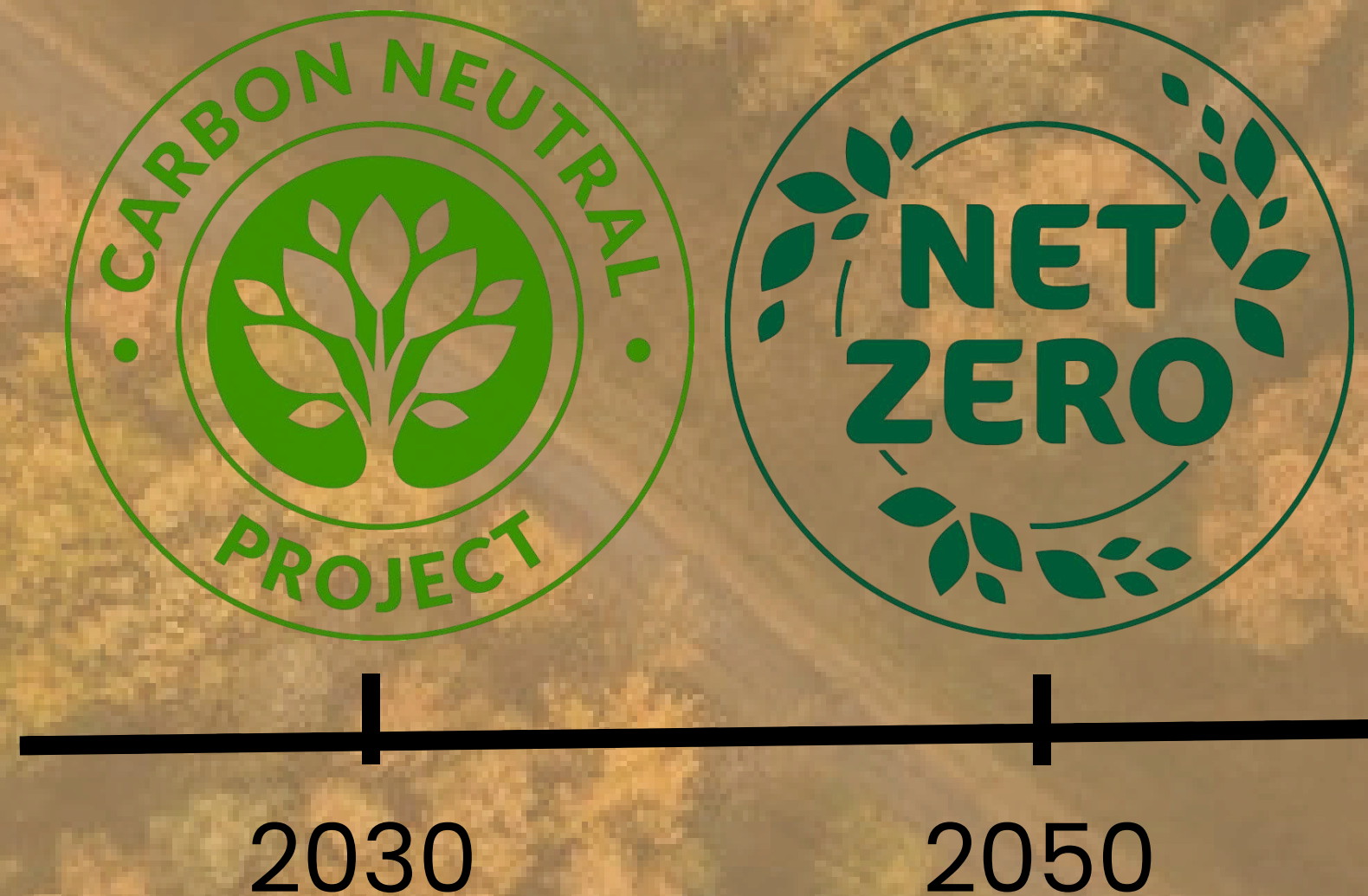


# Fighting the climate change



# Future goals of SandenVendo

"Anthropogenic greenhouse gas emissions are offset by an equal amount of emissions reduced, avoided or sequestered within a given time horizon"

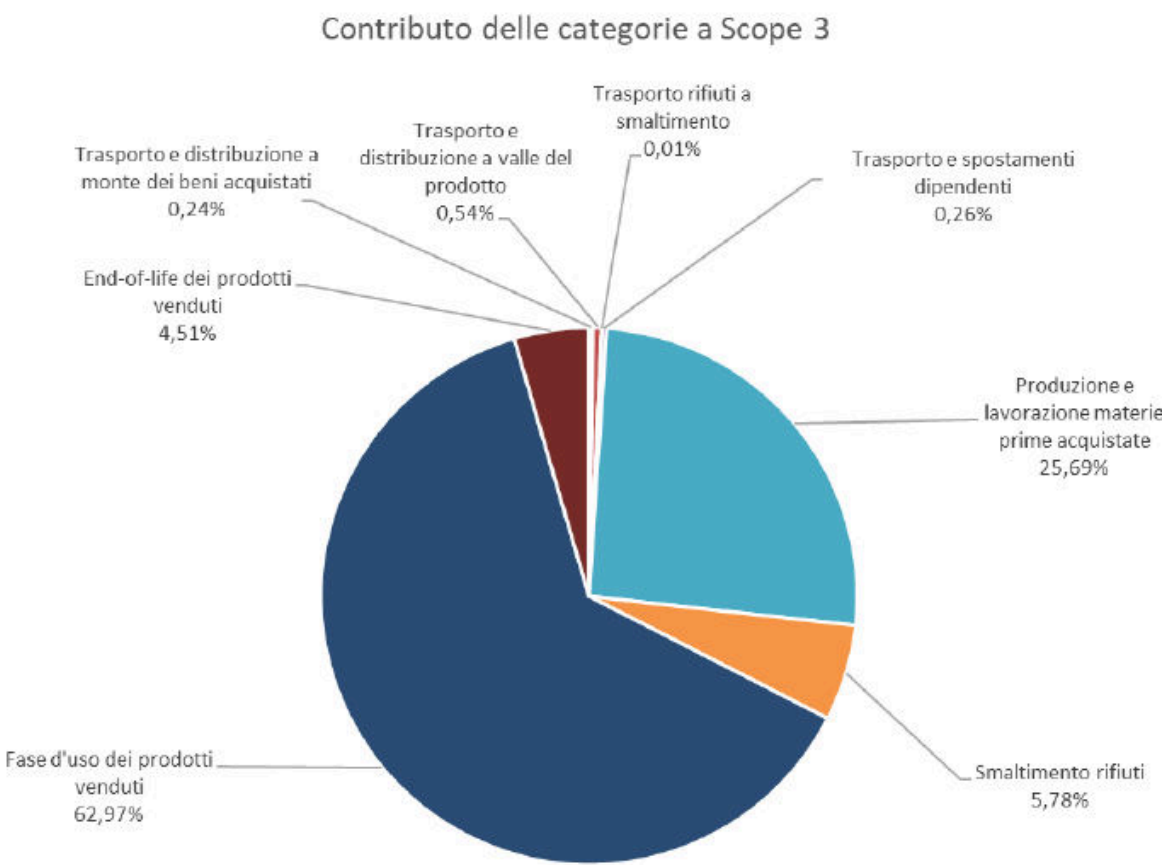


"anthropogenic greenhouse gas emissions, not achievable through mitigation actions, are offset by an equivalent removal of greenhouse gases from the atmosphere, within a specified timeframe. Achieving "NetZero" means reducing greenhouse gas emissions in line with a 1.5°C trajectory, following the Science Based Targets (SBTi) initiative."



# ISO 14064-1

EMISSIONI DI GHG				
Categoria di emissione		FY2021: emissioni totali (tonCO <sub>2</sub> eq)	FY2022: emissioni totali (tonCO <sub>2</sub> eq)	FY2023: emissioni totali (tonCO <sub>2</sub> eq)
Categoria 1: Emissioni dirette				
1.1	Combustione in apparecchiature fisse per produzione di energia e calore	924,61	954,82	-
1.2	Combustione in apparecchiature mobili per mobilitazione flotta aziendale	21,80	19,27	27,92
1.4	Emissioni fuggitive	0	18,59	9,08
Categoria 2: Emissioni indirette da energia importata				
2.1	Consumo di energia elettrica acquistata dalla rete	837,39	-	-
Categoria 3: Emissioni indirette da operazioni di trasporto				
3.1	Trasporto e distribuzione a monte dei beni acquistati	116,65	110,87	224,40
3.2	Trasporto e distribuzione a valle del prodotto	382,57	481,03	516,93
3.3	Trasporto rifiuti a smaltimento	5,13	5,37	10,35
3.4	Trasporto e spostamenti dipendenti	258,39	254,98	246,33
Categoria 4: Emissioni indirette da prodotti o servizi impiegati				
4.1	Produzione e lavorazione materie prime acquistate	22.618,57	6.291,21	24.413,34
4.3	Smaltimento rifiuti	4.379,00	5.278,72	5.495,35
Categoria 5: Emissioni indirette da uso dei prodotti generati				
5.1	Fase d'uso dei prodotti venduti	67.518,57	78.949,73	59.846,79
5.2	End-of-life dei prodotti venduti	3.130,46	3.772,81	4.288,50
Totale		100.192,91	96.137,40	95.078,98



The use phase of the product is the one with the highest emission impact, so the company has committed to reducing emissions in this category first, lowering the total by around 7,000 tonnes over the past three years, despite a 20% increase in production.



\*I 2 attestati sono relativi al FY22. Non appena disponibili, caricheremo sul sito aziendale i nuovi attestati relativi al FY23.





# Labor & human rights



- Human and labour rights policy
- Policy working conditions
- Policy salute e sicurezza
- Health and safety policy
- Equal Opportunity Anti- Discrimination Policy and KPIs



# Labor & human rights policy

*Respect for human rights is a core value for us and guides our operations, our interactions with stakeholders and our commitment to the global community. SandenVendo respects diversity and the right to equal opportunities. We are committed to protecting the rights of employees, customers, future generations and the communities in which we operate. This policy is a clear message about our expectations regarding respect for human rights and should be considered an integral part of the standards of behaviour required of our employees.*

## Goals and projects

### Health and safety

Continuous improvement of the health and safety management system

#### ISO 45001

Obtain certification by FY2024



### Working conditions

Worker involvement and continuous training

### Human Rights Compliance

Fight against all forms of forced and child labour

# Working Conditions policy

SandenVendo maintains a constant commitment to complying with all national and trade union regulations regarding wages. Thanks to the application of the national collective agreement, the company operates in full compliance with current laws, allowing for:

Pay all employees even above the minimum wage

Offering formalised parental leave, updated according to national and contractual guidelines

Implement collective bargaining to manage any wage changes

Providing supplementary health care

The national collective agreement also guarantees freedom of association, a principle fully supported by the company, which encourages dialogue through union meetings and working groups.

## Indicators

Part-time workers in the 2023 financial year represent approximately 3% of the total

Employee turnover in the 2023 financial year was 9.6%

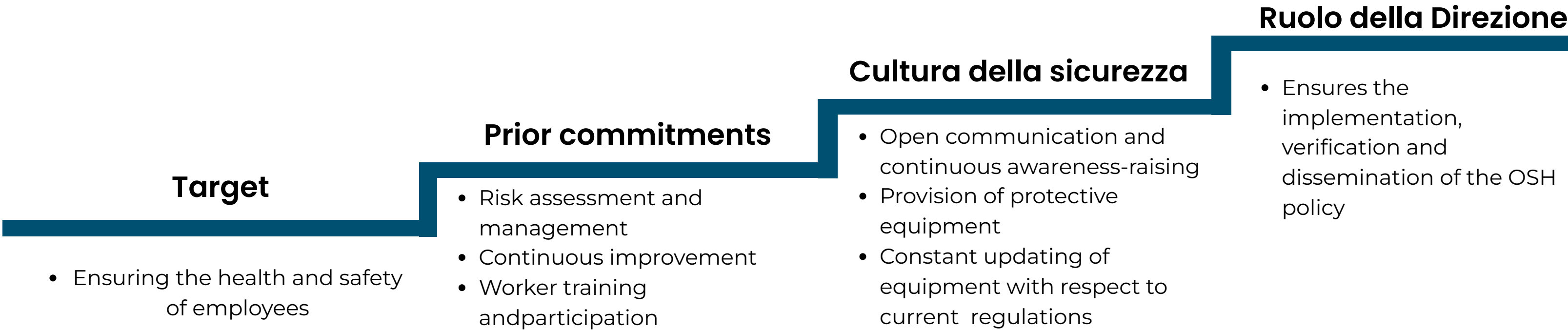
The absenteeism rate in FY 2023 was 8.1%

The total number of training hours in the 2023 financial year was 1439.

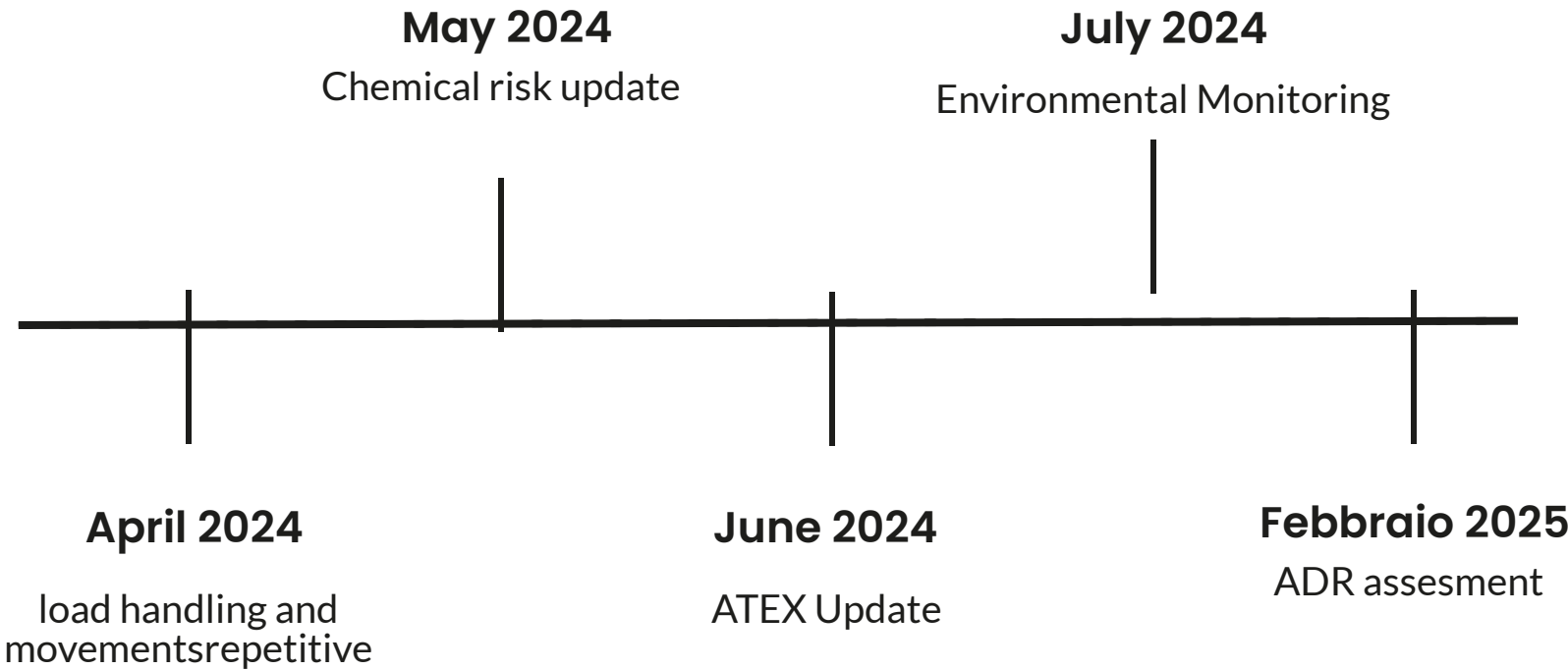




# Policy salute e sicurezza



## Health and Safety Planning



## KPI

	Indicatore	Modalità calcolo dell'indicatore	U.M.	2023/24
O2	Gravità Infortuni	Gravità Infortuni	GGx1000/h	0,44
O3	Frequenza infortuni	Frequenza infortuni	N°x1000000/h	20,63

# Forced and Child Labour Policy

SandenVendo is strongly committed to combating child labor, following the international standards of the ILO and the UN Convention on the Rights of the Child. It considers "child labor" any activity that deprives children of their childhood, education, potential and dignity, compromising their mental, physical and social well-being. SandenVendo takes responsibility for promoting this policy and asks its employees and partners to do the same, convinced that ensuring a safe future for children is a collective duty.

SandenVendo is firmly committed to the fight against forced labor, absolutely prohibiting all forms of forced labor, including any restriction of workers' freedom. This strict prohibition also extends to business partners, who are required to fully comply with the same policy. This commitment is in line with Italian legislation and with corporate responsibility standards, which we adhere to with determination.



# Policy e KPI anti-discriminazione e pari opportunità



Our anti-discrimination policy protects employees, customers and stakeholders by promoting a safe and inclusive work environment. We comply with applicable laws and define discrimination as any negative attitude towards a person because of a protected characteristic (age, ethnicity, religion, gender, etc.). We recognize unconscious bias and provide training to overcome it, but take severe action in the case of serious behavior such as assault or harassment. Reports will be handled with discretion and confidentiality and the organization is open to suggestions for improving inclusivity.

Our equal opportunities policy ensures equality and promotes diversity, supporting a healthy and productive work environment. Special attention is paid to traditionally disadvantaged groups, ensuring fair and non-prejudiced treatment. The company is also committed to combating violence against women with social projects. The indicators monitored include the percentage of women and ethnic minorities in the workforce, as well as generational balance.

		U.M.	2021/22	2022/23	2023/24
Ethnic minority ratio	Employees	%	6,40	5,50	9,33
	Office workers		4,70	5,00	4,76
	Executives		0,00	0,00	0,00
Female ratio	Employees	%	12,20	11,70	10,88
	Office workers		18,60	17,50	19,05
	Executives		0,00	0,00	0,00
< 30 years old	Employees	%	12,40	16,00	12,95
	Office workers		4,70	5,00	4,76
	Executives		0,00	0,00	0,00
> 50 years old	Employees	%	38,40	42,00	49,22
	Office workers		51,20	45,00	57,14
	Executives		100,00	100,00	100,00



# Etichs

- Anti-corruption and ethical compliance policy
- Anti-Competitive Behavior, Responsible Marketing, Customer Considerations
- Local Community Policy
- Etichs KPIs





# Anti-corruption and ethical compliance policy

SandenVendo fully aligns its operations with the principles contained in its Code of Ethics and with the provisions of Legislative Decree 231/2001, regarding the administrative liability of companies for violations committed in their own interest. The company considers ethics in business to be an essential element of success and image. The Code of Ethics guarantees compliance with the law and promotes ethical conduct by all collaborators and partners (Recipients), inspired by impartiality, honesty and transparency. An internal audit is carried out every year, in addition to external checks by the Supervisory Body (OdV), to ensure compliance with the Organization, Management and Control Model with which the Company is equipped.

SandenVendo fights corruption at national and international level, respecting anti-corruption laws and standards (Legislative Decree 231/2001, Legislative Decree 3/2019, UK Bribery Act, US Foreign Corrupt Practices Act, etc.) to protect its reputation and avoid sanctions. The key principles of the company policy include the protection of free competition, integrity in relations with public officials and limitations on gifts and entertainment. Employees are prohibited from offering or accepting undue advantages to obtain company benefits. This policy is integrated with the Code of Ethics and the Organizational Model 231/2001.

## Ethics KPI

	Indicatore	Modalità calcolo dell'indicatore	U.M.	2023/24
OPI 7	Attività sociale	N. azioni di attività sociale per il territorio	un.	9
MPI 6	Formazione HSE	N° di ore di formazione in tema HSE sul totale ore di formazione	%	66,78
S1	Segnalazione esterne di NC	Segnalazione di anomalie da parte di OdV e enti preposti esterni	un.	0
S4	Personale con formazione su aspetti di etica	Personale con formazione su aspetti di etica	%	7,87
T1	Quantità di audit comportamentali all'anno	Quantità di audit comportamentali all'anno	un.	1
R1	Retribuzione massima	Rapporto tra retribuzione più elevata e retribuzione media	%	319,32
O5	Sanzioni	N° sanzioni all'anno	un.	25





# Anti-Competitive Behavior, Responsible Marketing, and Customer Considerations

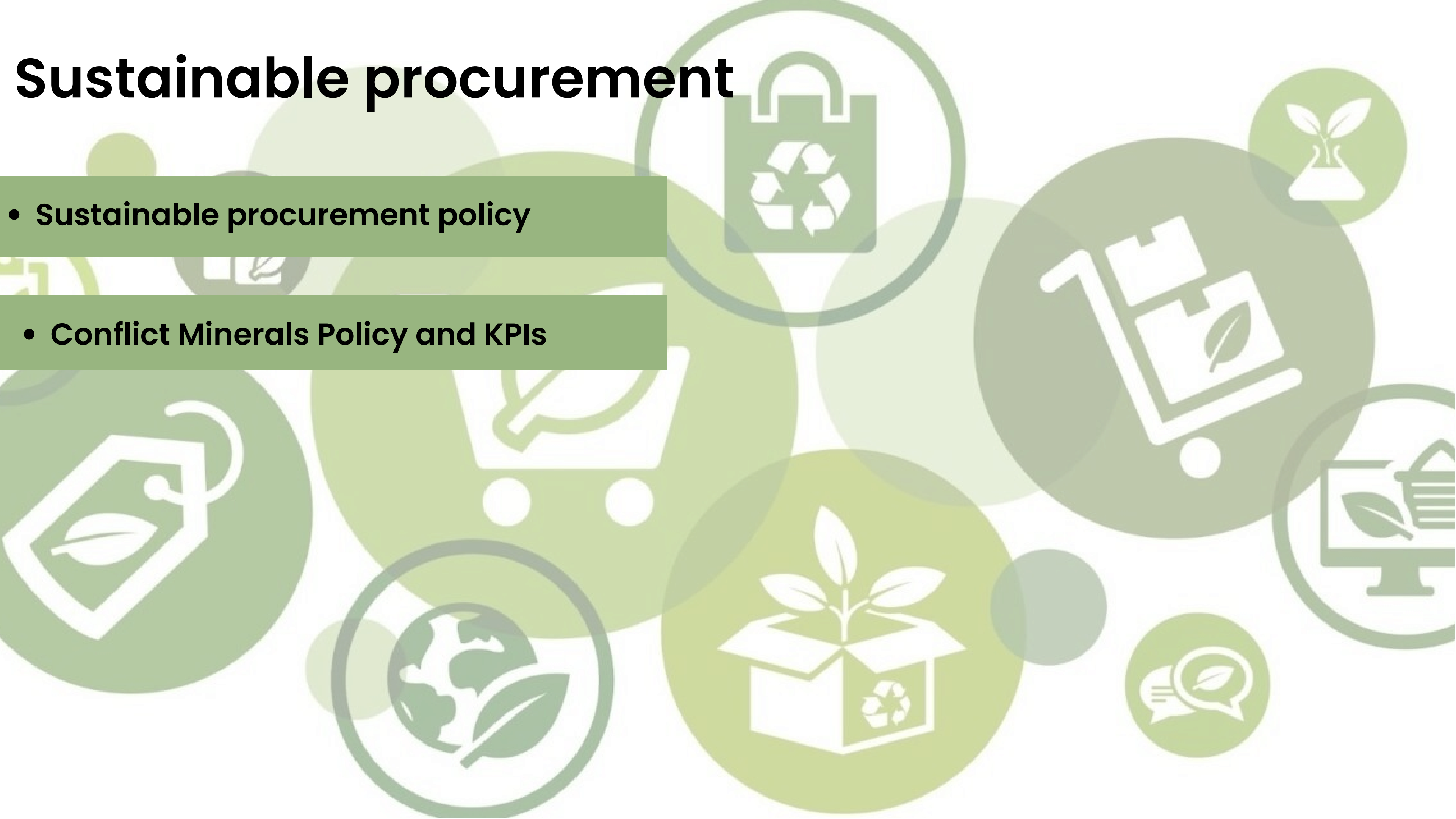
Within the Group, SandenVendo Europe S.p.A. is the only production site. Consequently, compliance with anti-competitive regulations, responsible marketing and customer management are the responsibility of the parent company SandenVendo GmbH, which markets our products. In this context, our relationship with the parent company is based on transparent and constant communication, placing the satisfaction of their needs as one of the strategic priorities of our company. Furthermore, the code of ethics shared at Group level strictly prohibits unfair marketing practices. All advertising and sales activities are managed in compliance with the regulations in force at national, European and international level.

# Local Community Policy

SandenVendo stands out for its constant ethical and social commitment, promoting numerous community involvement programs every year including: support in the form of donations and/or sponsorships for local initiatives, days dedicated to solidarity, training initiatives for students, participation in open days, projects for the active protection of natural capital and enhancement of the landscape and activities aimed at enhancing the fundamental principles of our code of ethics. Our company firmly believes in collaborating with communities and local entities, with the aim of promoting collective well-being and actively contributing. This means helping to keep the territory a prosperous place full of job opportunities, while ensuring the protection of the environment and its natural resources.

# Sustainable procurement

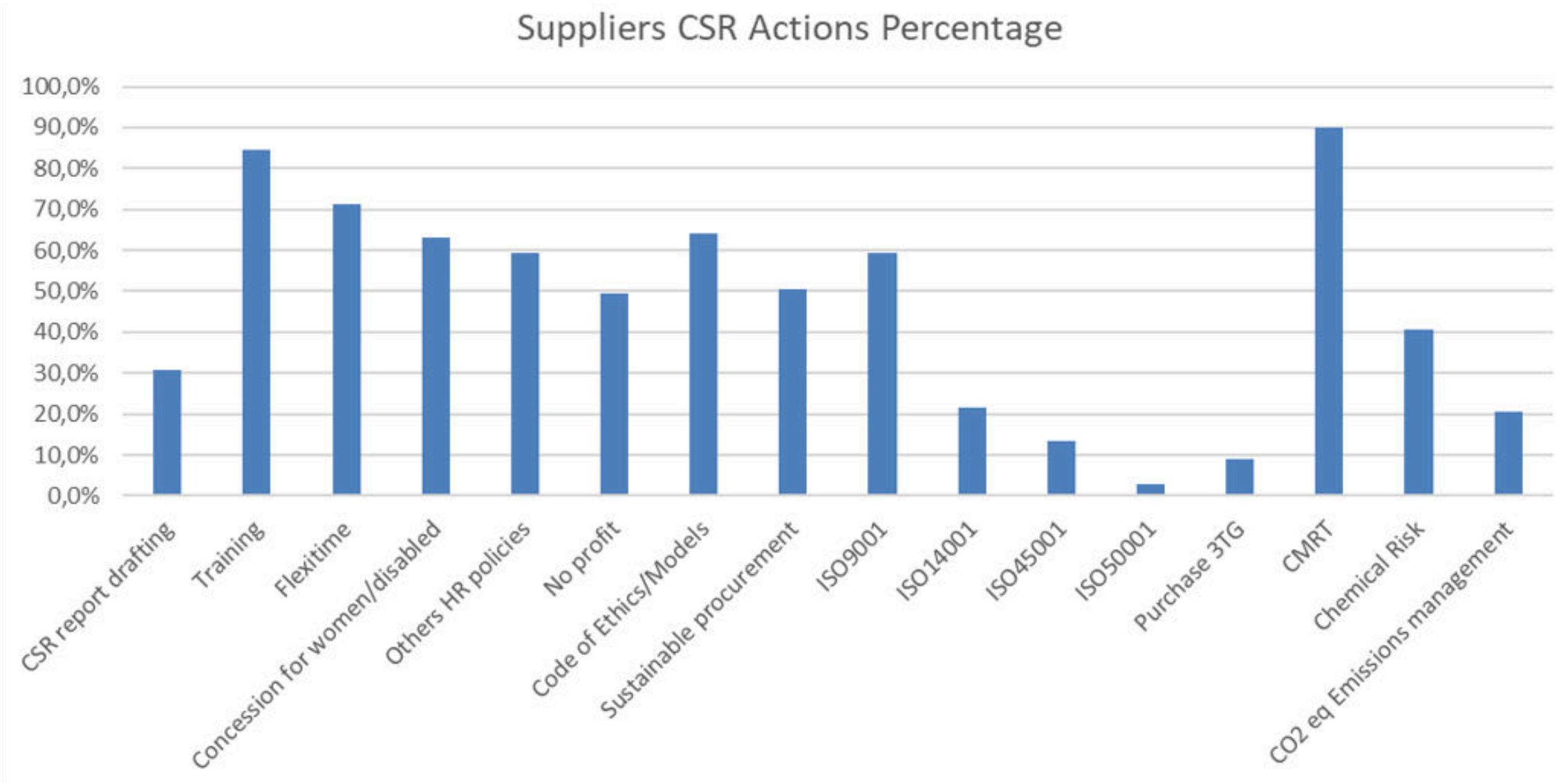
- Sustainable procurement policy
- Conflict Minerals Policy and KPIs





# Sustainable procurement policy

For SandenVendo, Suppliers play a fundamental role in contributing and helping the company achieve its sustainability goals, integrating these values into every stage of the supply chain, throughout the life cycle of products and services. SandenVendo's sustainable procurement policy is designed to respond to growing demand from emerging markets, manage resource scarcity challenges and mitigate cost pressures by reducing energy consumption and waste. Furthermore, sustainability in purchasing is seen as an opportunity to simultaneously protect and strengthen brand reputation, minimising the risk of scandals or bad publicity. SandenVendo is committed every year to improving its sustainable procurement processes, actively collaborating with suppliers to ensure that environmental and social factors are taken into account throughout the chain.



# Conflict Minerals Policy and KPIs

SandenVendo fully supports the international and European regulations (the latter effective January 1, 2021) that govern 3TG (tin, tantalum, tungsten and gold) and is committed to responsible sourcing. In addition, SandenVendo aligns with industry coalition due diligence and reporting processes that seek to ensure supply chain transparency by obtaining 3TG country of origin and other information from all suppliers directly managed or sourced by us. SandenVendo does not directly source 3TG from mines, smelters or refiners. SandenVendo therefore requires all suppliers to comply with our policy by declaring components, parts and products that contain 3TG and also providing associated country of origin and other information. Additionally, suppliers are required to implement controls in their supply chains consistent with the same Responsible Purchasing Commitment, so that they are able to provide us with this information and so that all 3TG in components, parts and products we purchase are “conflict free.” Suppliers of components, parts or products containing 3TG are required to source those minerals from ethically and socially responsible sources that do not directly or indirectly contribute to conflict. Suppliers who do not meet these expectations will be reviewed and assessed accordingly for future business and sourcing decisions.

N°	Indicator CM	Value % FY2021	Target % FY2022	Value % FY2022	Opinion	Goal	Target % FY2025
CM1	Risposte dai fornitori	73,39	90	88,46	Il numero di risposte inizia ad essere soddisfacente	Sensibilizzare sempre più fornitori per ottenere le risposte da tutti	90
CM2	Fornitori che entrano in contatto con 3TG	22,50	\	9,00	Indicatore di riferimento, non ha un obiettivo		\
CM3	Fornitori che usano o rivendono materiali con 3TG, ma che non hanno specificato in parte o totalmente l'origine delle materie prime	2,50	5	9,80	Con l'aumento di fornitori nel sondaggio, il valore si è nuovamente alzato	Richiedere una collaborazione da parte di tutti nell'individuare l'origine di 3TG.	5



# Social projects

- "Proprietary" honey
- Bottle Cap Collection – Year #4
- Open Factories Piedmont 2023
- 3rd Alberto Spinoglio memorial
- Corporate 7-a-side football team
- Social-Day: StraVendo
- "Make the right move"
- Uspidalet Christmas lottery
- Autism Awareness Day 2023 Keychain







## "Proprietary" honey

Christmas gift to all employees with multi-flower honey from the apiaries installed at our reforestation sites in Palazzolo Vercellese



## Bottle Cap Collection

The employee Sigali Fabio, from the door assembly department, has started a collection of plastic caps on his own initiative, which he is donating to the Red Cross of Crescentino. The proceeds from the sale of the caps will be used by the Red Cross to purchase new equipment useful for transporting the sick, start projects for social support and inclusion, and purchase defibrillators. The company supports and promotes this type of initiative and hopes that new ones will arise.



## Open Factories

SandenVendo Europe opened its doors to the public for the Fabbriche Aperte Piemonte 2023 event, which consists of allowing an interested public to visit the company. The company has therefore organized guided tours for groups of about 15 people through all its departments, transparently describing its production process and the history that has allowed it to remain a beautiful reality in the area.







## 3rd Spinoglio Memorial

Third match that sees Vendo employees and Alberto's friends clash on a soccer field. The match ended with a pyrotechnic 5-4 in favor of the Vendo employees. The proceeds of the event were donated to the health emergency association Misericordia of Casale Monferrato.



## Corporate 7-a-side football team

The company decided to participate in an amateur 7-a-side football championship by registering a team made up of workers with different roles, but with the same passion for sports. The team was eliminated in the playoffs, after having been the protagonist of an excellent second half of the season.



## Social-Day: StraVendo

The FY23 social day, held in March 2024, involved the organization of a charity run or walk called StraVendo. The route saw employees start and arrive at our plant after about 5.5 km through the fields that separate the company from the Po River, or inside the Po Piemontese Park. The participation was truly numerous and the compensation was entirely donated to the Italian Red Cross of Casale Monferrato.





## FAI LA MOSSA GIUSTA

2 DICEMBRE 2023

2° EDIZIONE

Giornata per l'orientamento  
allo studio superiore dedicata  
a studentesse e studenti  
della scuola secondaria  
di primo grado



### “Make the right move”

Orientation event for young students organized by the municipality of Casale Monferrato with the aim of making known the business realities present in the Casale area.



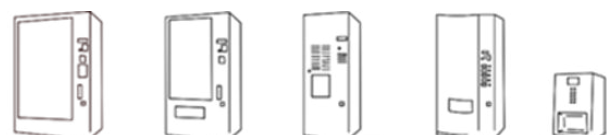
### Uspidalet Christmas lottery

In December 2023 we allowed the Uspidalet Foundation to set up a stand for the sale of lottery tickets. Uspidalet is a non-profit organization that raises funds to support the hospital facilities of the Pediatric Hospital of Alessandria, one of the 16 children's hospitals (ages 0-18) in Italy.



### Autism Awareness Day 2023 Keychain

Donation of key rings by SandenVendo Europe S.p.A. for World Autism Awareness Day 2 April 2023.





# Product Sustainability Policy

## 1. introduction

Promoting the responsible use of our products is a key priority for SandenVendo. Through the adoption of sustainability-oriented practices, we are committed to reducing the environmental impact of our products and actively contributing to the conservation of natural resources for future generations. We are therefore committed to designing, producing and placing on the market products that generate the least possible environmental impact throughout their life cycle, from production to the post-end-of-use phase. We identify and assess potential risks associated with our products throughout their life cycle and take preventive measures to mitigate these risks. We develop emergency plans and procedures to promptly handle any emergency situations related to our products. We continuously monitor the safety of our products and cooperate with the relevant authorities in the event of incidents or other adverse events, providing assistance and support to consumers. All customers and various stakeholders are required to adhere to this policy and actively support the sustainable use goals of our products. The following policy has therefore been developed to describe how our product is designed to be distributed, used and disposed of in the most sustainable way possible.



## 2. Design of the products

Sustainable design has become one of the foundations of our corporate philosophy, oriented towards the creation of products that minimize environmental impact and maximize resource efficiency throughout their life cycle. Following the principles of sustainable design, we are committed to integrating environmental, social and economic considerations in all phases of the design process, from the acquisition of raw materials, through production, use and its end of life, including the choice of eco-friendly materials and the minimization of packaging. We favor the use of sustainable materials with a low environmental impact, preferring recycled, recyclable or renewable materials.

We also seek to reduce the use of materials that are harmful to the environment and human health, such as hazardous chemicals. We work in partnership with our suppliers to promote sustainable practices throughout the supply chain, including selecting suppliers who adopt responsible environmental policies. We are committed to providing clear and accurate information about the materials used in our products and how to use them sustainably. We provide guidance on the reuse and/or disposal of product components after the end of their useful life (see END OF LIFE). We aim to maximise the energy efficiency of our products, both during the use phase and during production. This includes optimising energy consumption, adopting low-energy technologies and using renewable energy in our manufacturing facilities.

Favoriamo la progettazione di prodotti di alta qualità, duraturi, modulari e flessibili, in modo che permettano un facile smontaggio e riparazione, che riducano la necessità di sostituzione frequente e che contribuiscano alla riduzione complessiva dei rifiuti, facilitando anche il riciclo dei materiali al termine della vita utile. Utilizziamo approcci come il design ottimizzato, la produzione su richiesta e la gestione efficiente delle scorte per minimizzare gli sprechi di materiale e energia. Coinvolgiamo attivamente gli stakeholder, specialmente i clienti, nel processo di progettazione per comprendere meglio le loro esigenze e preoccupazioni e integrare tali considerazioni nella progettazione dei nostri prodotti. La salute e la sicurezza dei nostri clienti e degli utenti finali sono di fondamentale importanza per noi. We are committed to ensuring that our products are safe to use and meet the highest standards of quality and regulatory compliance. Our product health and safety policy is based on fundamental principles to protect the health and well-being of consumers and to provide reliable products. We constantly monitor the evolution of regulations and are committed to adapting our products accordingly. By integrating safety into the design phase of our products, we minimize the risks associated with their use and production. We use safe and durable materials, design safety features, provide clear labeling and indicate any warnings, precautions and instructions for the safe and correct use of our products in order to prevent accidents and harm to users. We subject our products to rigorous safety and quality tests to ensure they meet the required standards. We work with accredited laboratories and independent certifiers to obtain the necessary certifications to attest to their compliance.



# 3. Distribution ed use

The conscious and responsible distribution and use of our products are a fundamental part of our commitment to promote sustainability throughout the entire supply chain. In this phase, to reduce the impact, mainly environmental, the objectives are: optimizing transportation, maximizing energy efficiency, adopting practices that contribute to the conservation of products, avoiding waste, and reducing related waste. We favor the use of low environmental impact modes of transportation, such as rail and maritime transport, and promote load consolidation and optimized routing to reduce greenhouse gas emissions and air pollution. We optimize distribution routes to minimize distance traveled and fuel consumption. We use advanced logistics management systems and technologies to plan and monitor our distribution operations efficiently. We use sustainable and low-impact packaging materials, such as recycled cardboard and recycled plastic with increasing percentages of the total, and we minimize the use of unnecessary packaging to reduce the associated waste production.

We aim to minimize waste during distribution operations through recyclable, reusable and recoverable packaging. We support the awareness of our customers and other stakeholders regarding the importance of the sustainable use of our products and provide the necessary resources to achieve this goal through instructions accompanying the products, information campaigns and targeted interviews. As already mentioned, we favor the design of our products so that they are easily repairable and disassembled, and we promote the separate collection and recycling of materials. We promote the use of renewable energy as power supply, the use of energy saving modes foreseen in the design, the correct maintenance of the vending machine.

Our after-sales service offers comprehensive support and assistance to ensure customer satisfaction and the longevity of our products. This includes:

**Information:** Detailed descriptions of how the after-sales service is carried out, ensuring that customers understand the processes involved in obtaining support and assistance.

**warranty and Replacement:** in compliance with the warranty terms reported in the manuals, we provide the RMA (Return Material Authorization) forms to activate the warranty and replacement request procedure.

**Support and Assistance:** through the various channels provided by us such as email, telephone, Ticket, external technical centers, we guarantee a complete and widespread assistance service for any need relating to the use and maintenance of our products, helping to extend their life cycle and maintain performance and safety standards.

**Maintenance and Safety:** with the support of the digital use and maintenance manual where all the information relating to the safety and use of our products is reported, we guarantee proper operation

Through our strong after-sales service, we aim to improve customer satisfaction and promote the sustainable use of our products.





# 4. End of life and conclusions

Sustainable management of the end of life of the product represents an important phase of the life cycle of the product itself. We are committed to ensuring that our products are disposed of responsibly and that the materials that constitute them can be reused, recovered or recycled depending on the type and state of conservation, to minimize the environmental impact and promote efficient management of resources. We provide clear and accessible information on the disposal and recycling processes of our products, as well as on the methods for returning products at the end of their life. In fact, in the user manual, we provide detailed instructions on how the dispenser must be disposed of, specifying which parts can be recycled, recovered or reused, and which cannot.

We also include contact details of qualified disposers, record disposal methods and track them for carbon footprint calculations. Educating our customers on sustainable waste management practices is key to promoting responsible behaviour. We work with specialist waste management organisations to ensure our products are disposed of or recovered safely and in compliance with environmental regulations. We invest in research and development to identify innovative solutions for sustainable end-of-life management. We explore new technologies and materials that can reduce the environmental impact of our products and promote a circular economy. Sustainability is at the heart of our business philosophy and we are committed to promoting responsible practices in the use of our products.

We will continue to innovate and adopt increasingly sustainable approaches to reduce our environmental impact, ensure that products are reliable and safe, and contribute to a more prosperous and equitable future for all. We continuously monitor the effectiveness of our product sustainability management programs through the analysis of key performance indicators and stakeholder feedback. We publicly report on our progress towards the goal of sustainable use of our products, sharing the results of our initiatives and the challenges encountered along the way. We monitor, reduce and offset greenhouse gas emissions and other air pollutants from all our processes, including product management.

In fact, being ISO14064-1 certified, we have an inventory of emissions that includes all areas of the GHG Protocol, and thanks to which we can undertake improvement actions. We manage all our processes through an integrated and certified system in compliance with the ISO9001, ISO14001, ISO45001 and ISO50001 standards. Furthermore, we strive to maintain high ethical and social standards through the adoption of an organizational model suitable for preventing the commission of crimes (pursuant to Legislative Decree 231/01) and to guarantee the separation of functions and the segregation of tasks within our organization. We join Ecovadis annually to obtain an international sustainability rating. This policy will be subject to periodic monitoring and review in order to evaluate the effectiveness of the measures adopted and make any changes or improvements necessary to achieve the sustainability objectives set and ensure its adaptation to regulatory changes and best practices in the sector..



# Materiality Assessment FY2023

