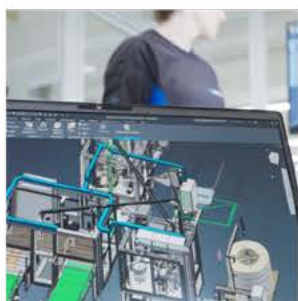


SUSTAINABILITY REPORT 2023



Letter to stakeholders

Dear stakeholders,

This year we want to introduce the corporate Sustainability Report for 2023 with a different, more serene and positive spirit. This state of mind does not arise from the global political, economic, social and environmental context, which continues to represent an element of uncertainty and risk on a global scale and consequently on the industrial scenario. Trust comes rather from the awareness of how Coster has been able to face the challenges that have arisen in recent years, has transformed and continues to evolve, generating growth, transforming threats into opportunities, developing processes and products according to sustainable, agile and innovative models.

2023 was the 60th anniversary of the company's foundation and we celebrated it all together, dwelling only briefly on the many results achieved. We continued the carbon emission reduction process through energy efficiency initiatives and the procurement of renewable energy, completing the process of submitting company targets to the validation of SBTi, then released in the first quarter of 2024 in line with the 1.5°C trajectory. Two other sites (Italian and French) have obtained system certifications for the environment and energy respectively. The product catalogue has been enriched with new sustainable proposals, redesigned through the use of plastic generated from post-consumer mechanical recycling or in a recyclable way and which have obtained, in both cases, a positive response on the market. We have worked resolutely on our fully-recyclable and LPG propellant-free innovations, in the certainty that the latter represents the key to aerosol future development and with the ambition of being able to offer the best response on the market. The CosterCares ethical-social program continued with commitment and tenacity in all its aspects, passionately pursuing its objective of training and education of the new generations.

From the brief story of the present, we immediately looked at the future that awaits us. The company development lines are traced and, adapting to a constantly evolving context, aim at the three objectives of Sustainability, Product Innovation and Competitive Growth. In 2024 we will focus on wastes in relation to which, as packaging producers, we particularly feel the responsibility for reduction and virtuous management. We will therefore pursue a first goal of the Zero Waste to Landfill management program, which will go hand in hand with the energy efficiency plan and the initiatives outlined in the Group Sustainability Roadmap to 2030.

The future is unpredictable but the premises seem excellent, based on solid organizational foundations, technological excellence but above all on the responsibility and collaboration of the main

corporate value: people. The path chosen turned out to be the right one but the best thing the company can do is to meet the future with confidence, hope and positivity, because the future is openness and the search for new opportunities⁰¹.



Bernard MSELLATI
President & CEO



Martina SEGATTA
Vice-President



01 GRI 2-22

Methodological note

Coster's 2023 Sustainability Report represents the main means of communicating to stakeholders the Company's commitment and the path towards Sustainability. Coster is developing and implementing the Corporate Social Responsibility along its value chain, making Sustainability an integral part of its business. For this reason, Coster adopted precise, measurable and reproducible key performance indicators (KPIs), which are an objective for all corporate functions⁰².

Unless otherwise stated, the scope (reporting period) of Coster's Sustainability Report covers information and data for the year 2023 – which coincides with the calendar year - consolidated in the Annual Report as of 31st December 2023⁰³. Coster issued this document in accordance with the 2024 consolidate version of GRI Standards. As this non-financial report is now at its seventh edition, Coster believes it is of utmost importance to provide stakeholders with a yearly document outlining the company's efforts in implementing its Corporate Policies.

The complete review of the annual Sustainability Report is carried out by the entire Executive Committee (ComEx), including the President and CEO, where all the executive officers review the contents with a specific focus on the material topics covered by their position in the Organization. The CEO finally approves the Sustainability Report and ensures that all material topics are adequately covered and reported⁰⁴.

Unless otherwise specified, or required by the context in which they are used:

- the terms "Coster", "Coster Group", "Group" and "Company" refer to all companies consolidated within Coster Tecnologie Speciali S.p.A.
- the term "Customer", as used in this Report, refers to the end user of our products or services

There are no changes in the list of material topics compared to the previous reporting period⁰⁵.

The boundaries of this report are the same as in the previous year, and only an assumption has been made regarding the consumption and waste generation related to the offices of France, COSTER SAS, which has been considered the same as in 2022 due to the impossibility of obtaining reliable data.

For the calculation of emissions we used two different tools, GHG's Stationary combustion tool

and SimaPro software with more up to date emission factors than ADEME, the previous ones. All Scope 1 and 2 emissions data will be based on 2021 and Scope 3 on 2022, according to our SBTi validated targets.

The exclusion of a specific geographical area, Group company or site from the scope of reporting is due to:

- The lack of relevance in relation to the Group as a whole
- The lack of influence or involvement in management.

For these reasons, the following sites are not included in this report: Coster Asia Pacific Pte Ltd (PO Box only), Coster Packaging do Brasil Ltda (sales offices that will change to production site in 2024) and RxPack S.r.l.

For any claims connected to this seventh non-financial report, please contact Andrea Raineri, Chief Innovation & Sustainability Officer by phone at +39 0461 726457, or by email at raineri@coster.com⁰⁶.



02 GRI 2-4
03 GRI 2-3
04 GRI 2-14
05 GRI 3-2
06 GRI 2-3

Vision, mission and values⁰⁹

In 2023, Coster established a new purpose and vision which, together with the CosterFormula defined by our values, provided a new and challenging framework for the company's present and future.

Respect: We strive to show a deep respect for human beings, environment and more in general for the communities in which we live. We value diversity and individual authenticity, fostering an open and inclusive culture and treating each other in an open, honest, ethical and genuine way.

Collaboration: We rely on and trust others to achieve company objectives, leveraging on each other strengths.

Ownership: We embrace and drive change and take reasonable risks for the best long-term out-

come. We take personal accountability for our actions and results, we bring up issues and propose solutions. We have a "can do" (positive) attitude and strive to get the job done.

Operational excellence: What we do, we do well, following through. We encourage innovation and constant improvement, having in mind to keep things simple. We master the fundamentals.

Consistency: We pursue sustainable long-term growth, balancing the interests of multiple stakeholders. We are proud of our footprint and we have passion for what we do.

Coster firmly believes that the application of these values in our daily actions create that special formula that sets it apart and helps it achieve all its goals.

09 GRI 2-23

our purpose

Deliver innovative and sustainable dispensing solutions for people's everyday needs.

our vision

To be responsible partners helping brands make the best products through our design & manufacturing excellence.



COSTER AT A GLANCE

Coster is a multinational provider of spray packaging solutions.

Its products are used on a daily basis by millions of consumers all over the world in a variety of markets, ranging from personal care to households, perfumery and technical uses.

The company strives to make a positive impact on communities by developing and supplying the most efficient and sustainable products. It does this by leveraging its organisation knowledge, innovation expertise, sustainability leadership and manufacturing excellence.



Founded in 1963 in Italy



Family and women-owned



Headquartered in Calceranica al Lago, Trento – Northern Italy



939 FTE people



17 manufacturing sites



Global presence in 11 countries and 4 continents

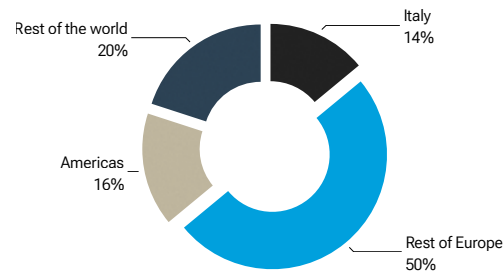


Over 4 billion finished products manufactured

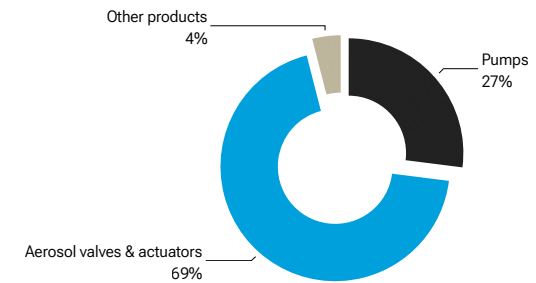


3 business units: packaging, machinery and anodization

2023 TURNOVER BREAKDOWN



PER GEOGRAPHICAL AREA



PER PRODUCT



TURNOVER 2023

250.648 K€



GROWTH VS 2022

2%



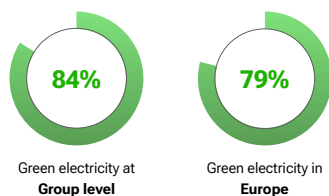
SUSTAINABILITY

Sustainability is at the centre of Coster's strategy. The company is committed to having a positive impact and challenges itself to improve year after year. The new roadmap will lead the company to achieve several sustainable goals by 2030.

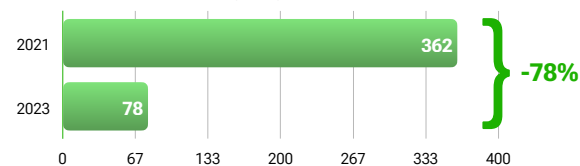
SUSTAINABILITY HIGHLIGHTS 2023

- **2nd edition of the initiative “joining forces with suppliers”**
- **SBTi targets submission**
- **2nd year of CosterCares program worldwide**
- **CDP discloser**
 - B Climate change
 - A Supply chain
 - B- Water footprint
- **EcoVadis Gold medal**
- **Global Commitment**
 - Signatories of Ellen MacArthur Foundation
- **New Certifications**
 - ISO 14001: Tecnocoster and Catidom
 - ISO 50001: Coster 2

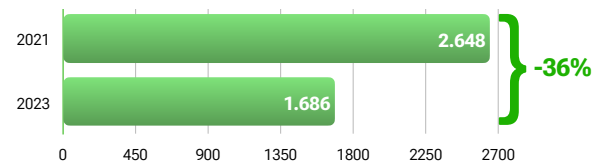
GREEN ELECTRICITY



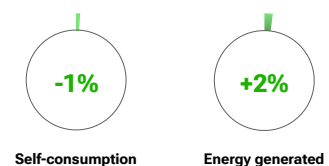
WASTE DISPOSAL REDUCTION vs 2021 (ton)



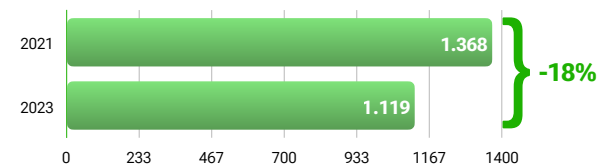
SCOPE 1 & 2 MARKET BASED EMISSION REDUCTION vs 2021 (CO₂e)



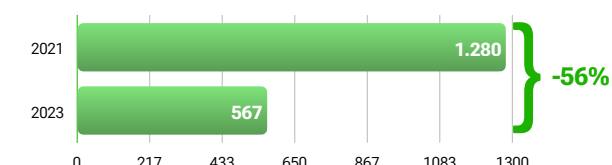
PHOTOVOLTAIC ENERGY vs 2021



SCOPE 1 EMISSION REDUCTION vs 2021 (CO₂e)



SCOPE 2 MARKET BASED EMISSION REDUCTION vs 2021 (CO₂e)





PEOPLE & COMMUNITY

CosterCares program was launched in 2022 and last year was the 2nd edition worldwide. This 5-year program (2022-2026) aims to **take care of Coster employees and local communities** in which Coster operates, thanks to **cultural, educational and economic measures**, based on the following three pillars:

- **Employee Well-being, People Development & Retention**
- **Diversity, Equal Opportunities & Inclusion**
- **Partnership with Local Communities**

and supported by a wide range of actions aimed at strengthening the social aspect of sustainability.

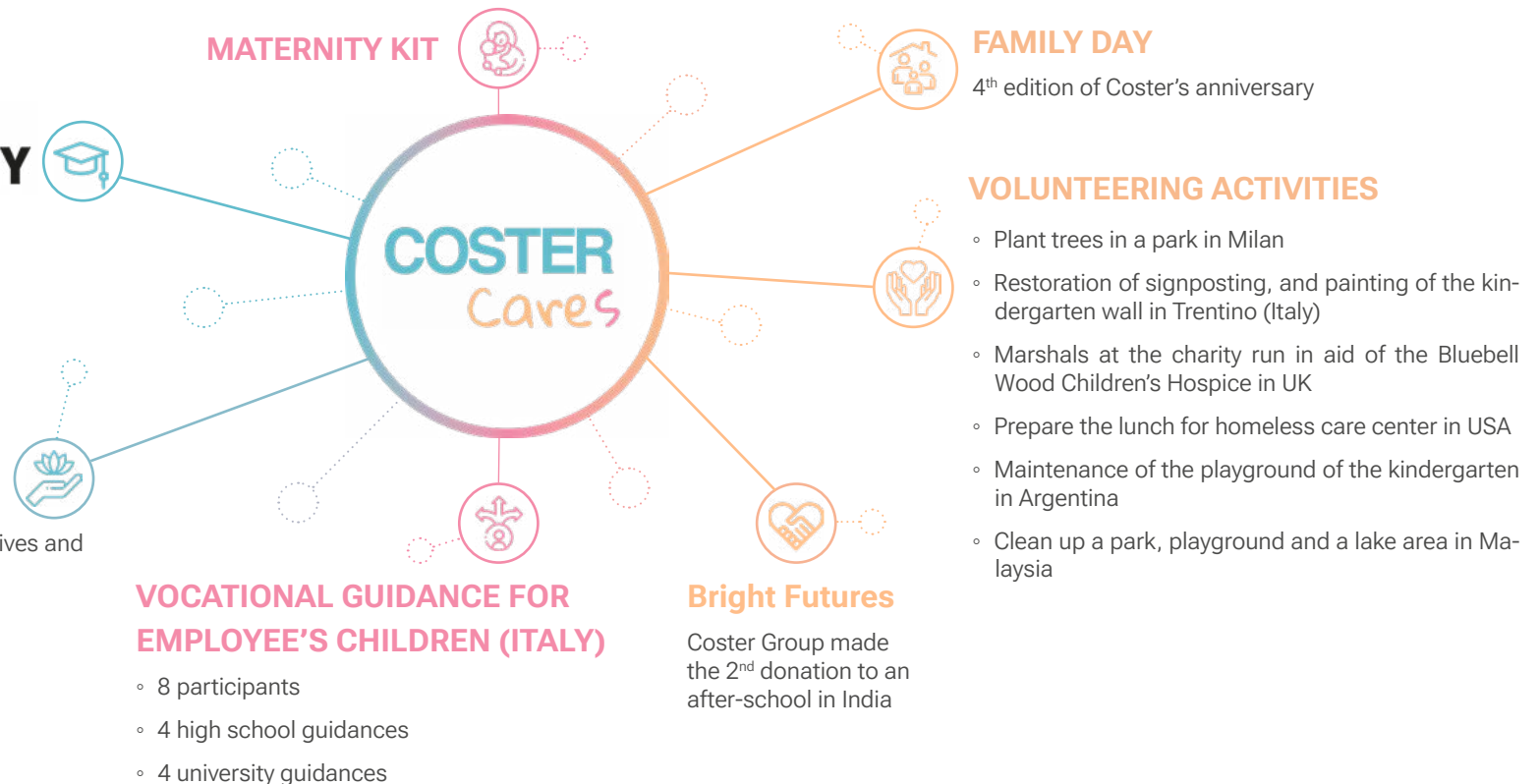
COSTER ACADEMY

- 4 days at Italian facilities
- 11 students
- 11 courses and a laboratory

WELL BEING SEMINARS

For Coster's employees, and their relatives and friends

- 20 seminars
- 878 participants



INNOVATION IS SUSTAINABILITY



The **Innovation & Sustainability organization**, headquartered in Calceranica al Lago, Trento, counts over thirty engineers and employees taking care of the R&D activities for the Group keeping innovation and sustainability as the two key growth drivers. Both concepts are deeply rooted and are taken into account in the development of all projects. Coster is the preferred partner of many Fast Moving Consumer Goods multinational companies for their **new product developments** and keeps introducing novel products to the market that **make the difference to consumers and the environment**.



2023 AWARDED INNOVATIONS

- **Refillable BOV:** ADF Innovation Award 2023 – category “Concept of the year”.
- **Digital Printing technology:** BAMA Aerosol Packaging Award 2023.

2015	2018	2019		2020		2021		2022			2023	
ADF 9.15 Fair Play Limit	ADF Dior Very Cool Spray	ADF AirNext	BAMA Texture Effects Technology	FEA L'Oréal Ushuaia	FEA Glove-On	FEA Vortex Technology	FEA Bag On Jar	BAMA CosterEco	BAMA Vortex	ADF & AEDA Digital Printing	ADF Refillable BOV	BAMA Digital Printing

TABLE OF CONTENTS

Letter to stakeholders	02	Cyber risk management	36	Products	
Methodological note	03			Innovation	66
Vision, mission and values	04	Environment		Industry 4.0	69
Highlights	05	Our Environmental Policy	39	Sales and customer service	70
Introduction	10	Energy consumption	41	Supply chain	70
Coster sustainability plan	12	Renewable energy	44	Procurement	71
		Carbon emissions	45	Raw materials	73
		Water consumption	47		
		Waste management & recycling	48	Fact & figures	
		Environmental management	49	GRI content index	104
Who is Coster		Community			
Who we are	16	Local communities	52		
Company structure & governance	21	Employees	55		
Economic and financial performance	22	New hired personnel	56		
Code of ethics	25	Occupational health and safety	59		
Commitment to sustainability	30				
Sustainable development goals	32				
Quality	34				
Certifications	35				
Risk management	36				

Introduction

The last few years have been difficult for a variety of reasons and 2023 has been no different. In addition to the war in Ukraine, there has been the conflict in Middle East and these events, among many others, have continued to influence energy prices, raw materials, as well as logistics in general. Nevertheless, the enormous resilience of the company and all its members managed to minimise the impact of these factors on our business, enabling us to achieve excellent results and an incredibly good outlook for the coming years.

For this reason, a new roadmap was launched in 2023 with short, medium and long-term actions that should guide the company's sustainability path in the coming years. However, our firm steps in this area have led us to achieve the following milestones in 2023:

International footprint

One of the Group's main objectives is growth, as a determining competitive factor. This objective also passes through internationalization, to expand our reality in a global context. In 2023, the construction works of the new factory in Brazil have been almost completed, which will be operational during 2024

Full transparent company

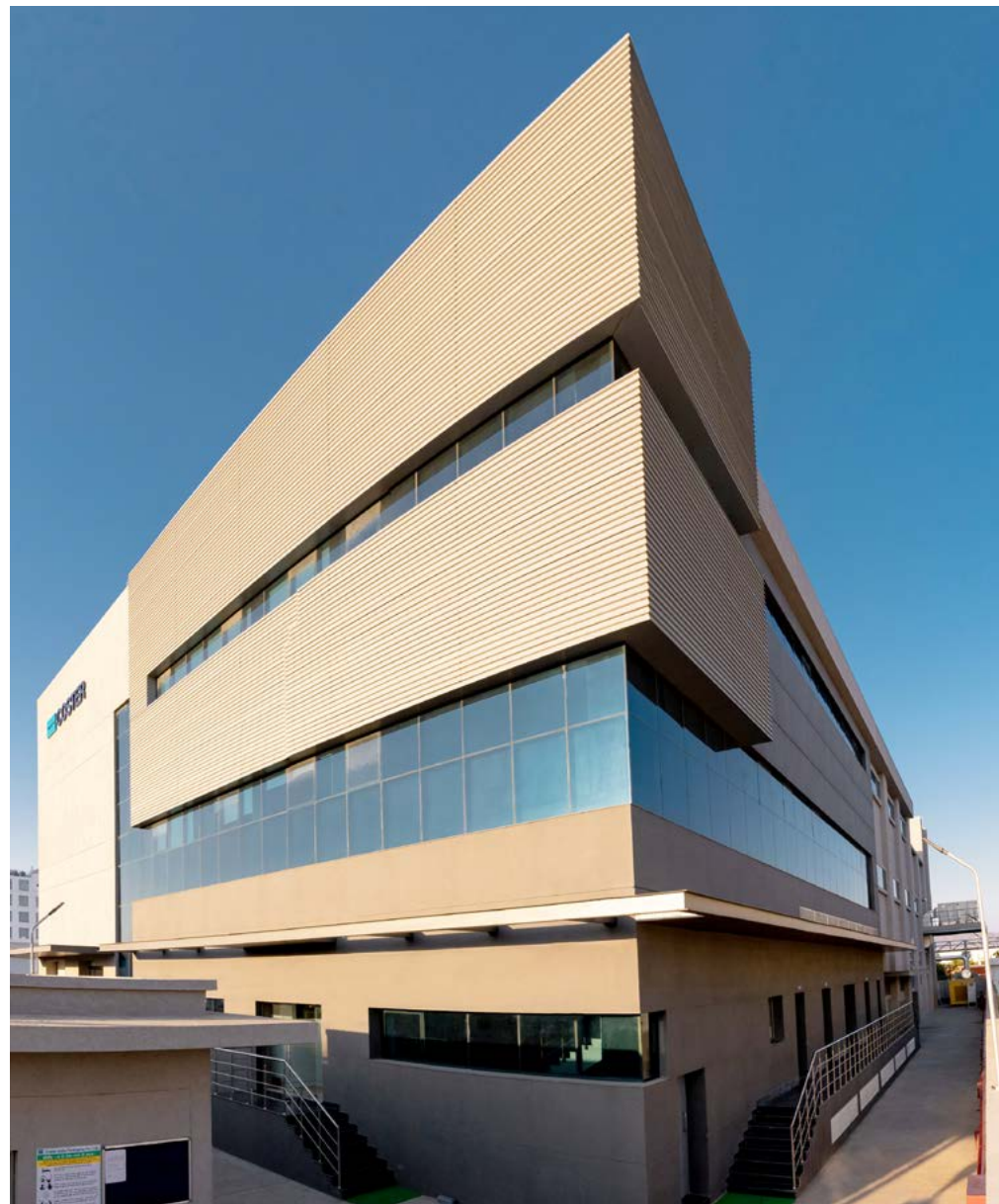
As one of the leading multinational companies in our sector, transparency in all our activities and the dissemination of relevant information to our stakeholders are two key pillars. For these reasons, we report our activity through multiple documents and platforms communicating our projects, objectives and progress, for example: Annual report, Global Commitment – Ellen McArthur Foundation, Science Based Targets, CDP, Ecovadis, Sedex, Manufacturing 2030.

New policies and Roadmap

New group policies were published in the beginning of 2023 replacing the integrated one that we had in the past to give more visibility to every different topic covered.

New certifications

In 2023, Tecnocoster obtained ISO 14001 certification, achieving a 76% of the group-wide coverage. In addition, Coster 2 got ISO 50001 certification to reach almost 25% coverage worldwide and zero waste to landfill certification project was launched at group level and will be completed in 2026 with all our sites certified.



Carbon emissions

Although we received a “B” rating from the CDP (Carbon Disclosure Project) in the climate change assessment, our commitment remains unchanged and initiative- and measure-related emission reductions lead to more than 40% decrease of absolute market-based Scope 1 + Scope 2 CO₂ emissions from 2021.

External recognitions

We have received the following awards during 2023:

Refillable BOV project has won ADF Innovation Award in 2023 for the category “Concept of the year”.

Digital Printing technology has won the BAMA Aerosol Packaging Award in 2023.

Sustainable product solutions

Coster continued to implement the LCA calculation model, which is used to screen products and to provide robust elements to eco-designing the items also under the problematic and unnecessary plastics perspective. According to this, Coster adds to the existing LCA calculations the dispenser pumps and some spray pump families.

In addition, R&I and technical departments worked on the design of lighter solutions for the actuators and plastic caps, as well as the creation of new 1” and BOV metered dose valves and a semi-capillary dip tube.

Regarding unnecessary plastic, we continue to develop innovative solutions to eliminate the micrometric insert in specific spraying applications (namely the patented Vortex technology) and different versions of POM-free micrometric inserts for pump and valve actuators.

In the perspective of offering mono-material solutions, Coster continued working on how eliminate inseparable alu foil from multilayers films of bag-on-valves.

Finally, we increased with 5 new references in PCR the actual offer in recycled plastic products.

CosterCares Program

In 2021 CosterCares took its final form and was launched partially in 2022. The program takes care of Coster employees and local communities leveraging on cultural, educational and economic measures. The nine-points roadmap addresses the three macro-areas of:

- Employee wellbeing, people development & retention
- Diversity, equal opportunities & inclusion

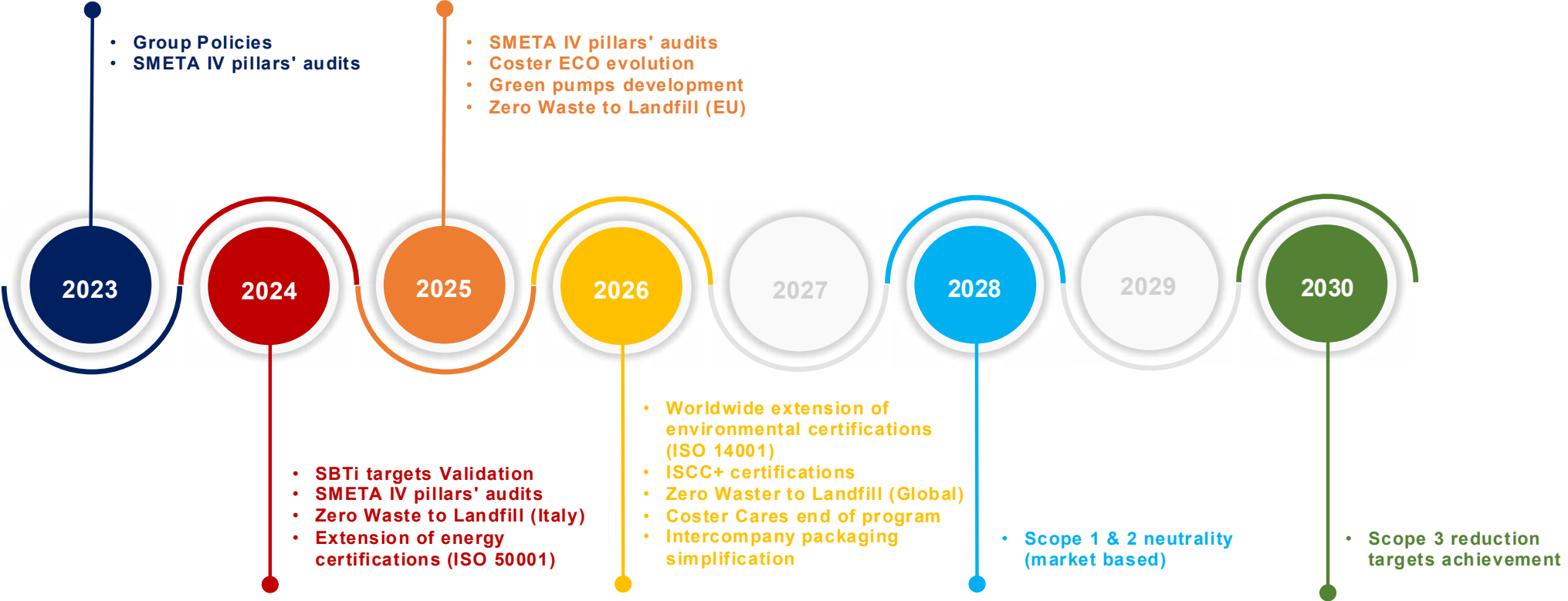
- Partnership with local communities

Two activities like Coster Academy and the Well-Being Seminars were launched in 2021 but during 2022 the final program was shared with all workers and partially activated in Italy and Argentina, the two countries with the highest concentration of employees. The full activity plan is in place for 2023 according to a geographically applicable roadmap and return a very positive feedback internally and externally (see different activities “PEOPLE & COMMUNITY” - pag. 07).



Coster sustainability plan

Coster launched in 2023 the new sustainability roadmap 2023-2030 according to the current global necessities, international programs and market requirements. The following KPIs are part of it and are strictly connected with the Materiality Assessment reported later in the document and will be picked up in more details in the specific sections of the Report. In addition to the following KPIs, several other indicators and targets will be reported in the document in compliance with the GRI Standards requirements.



Target	SDG	Description	Target		Base or previous year	Result 2023
Energy 1		Injection moulding electric consumption normalised on weight of transformed plastic [kWh/kg plastic]	-15% (2,22) vs Base year 2018	By the end of 2026	2,24	2,24
Energy 2		Assembly electric consumption normalised on assembled finished goods [kWh/1000 pcs]	-10% (4,5) vs Base year 2018	By the end of 2026	4,16	3,82
Energy 3		[%] Electricity from renewable sources	100%	By the end of 2026	83%	84%
Energy 4		[%] Gas from renewable sources	100%	By the end of 2026	0	0
Carbon emission 1		Absolute Scope 1 + 2 (Market based) - CDP [metric tons CO ₂ e]	0	By the end of 2028	2.648	1686
Carbon emission 2		Absolute Scope 3 reduction (categories 1- purchased good and 5- Waste) [metric tons CO ₂ e]	-42% vs Base year 2022	By the end of 2026	147.256 ^a	155.320
Waste		Landfill free waste management	< 1%	By the end of 2026	11%	3%
H&S		Recordable work related injuries rate	Zero incidents	By the end of 2026	17,8	12,45
Procurement 1		[%] of cardboard boxes from recycled material or FSC certified fibers	>90%		100%	100%
Procurement 2		Paper consumption reduction in offices [mln copies]	-50% (0,95)		1,47	1,36

Target	SDG	Description	Target		Base or previous year	Result 2023
Procurement 3		[%] of recycled paper used in the offices	100%		87%	91%
Product	 	Implement LCA from cradle to grave of the products for ecodesign	Extend LCA to whole range of products		Issue of LCA for dispenser pumps	4 LCA new studies
Compliance		Increase ISO Certification coverage for integrated management systems	Reach >60% mfg sites with ISO 14001 and ISO 22716		50%	65%
EcoVadis		EcoVadis CSR Rating – Overall score	≥ 75		77	78
CDP		Carbon Disclosure Project – Climate Change scoring level	Leadership (A or A-)		A-	B
Governance		Number of issues reported to Whistleblowing Supervisory Board	0		0	0
SBTi Targets		Number of targets submitted to SBTi	2	By the end of 2023	Committed to SBTi	Committed to SBTi

a: this data has been corrected in category 3 due to a typographical error and expanded by adding categories 2 and 15.



WHO IS COSTER



60th anniversary



Family owned



Global presence



Who we are



Coster Group⁰⁷ is a leading multinational provider of spray packaging solutions and filling equipment. The company serves all segments of the market with a complete range of standard aerosol valves and actuators, spray caps, spray pumps and dispensers, with a global production and distribution network.

In addition, Coster provides its customers with significant design resources, many of which are multinational firms operating in diverse consumer markets with a number of well-known brands. Coster is the world's only supplier of both aerosol packaging components and filling machinery.

Coster was founded in 1963 in Milan and in 1966 moved its production in Calceranica al Lago (TN), in the North of Italy.

It currently employs nearly 1000 people and, with its worldwide commercial and logistic network, counts around 1000 customers. Its main clients are multinational companies operating in the personal care and beauty industries which make up 70 % of revenue, followed by household, technical equipment and food & beverage.

The production of valves and actuators represents the main source of revenue, followed by dispensers and spray pumps. Half of Coster's Group production is dedicated to valves and the main geographical market areas are Europe, Latin America and South East Asia.

Today Coster is present in 11 countries and 4 continents, counting 17 manufacturing sites equipped with more than 250 injection moulding machines and more than 200 assembly machines.

The company has two headquarters in Italy: the legal headquarter is based in Calceranica al Lago, Trento, viale Trento 2 - 38050, the commercial and financial one is located in Pero, Milan, Via Leonardo da Vinci 2/4 - 20016⁰⁸.

A significant portion of the Group's global production capacity is located in the area near Trento, in Northern Italy, with its plants Coster 1, Coster 2, Coster 3, Coster 4, Coster Robotics, Costerplast, Tecnocoster and Central Warehouse. The company also includes the Machinery Division in Pero (Milan).

Outside Italy, Coster has manufacturing facilities in Netherlands, Spain, France, United Kingdom, Argentina, India, Malaysia and the U.S.A. Sales offices are also based in France, Germany, and Brazil. ("[Organization structure](#)" - pag. 76)



07 GRI 2-1
08 GRI 2-6

Materiality & stakeholder engagement

Stakeholders engagement

The materiality analysis is a powerful tool to align company vision and strategy with the topics cherished by stakeholders. It also helps Coster identify its key objectives, considering potential risks and opportunities for the Group.

The matrix resulting from this analysis is based on the functional opinions of top management, in close relationship with identified stakeholders, and feedback received from:

- a panel of employees (of different ages, gender and job title) representing all our sites
- customers and suppliers identified through an internal evaluation of revenue/expenditure figures in terms of business and specific expression of interest into CSR issues

These internal and external stakeholders were engaged through a specific personalised survey.

In Coster's sustainability report, the materiality analysis is made up of 20 specific aspects connected to sustainability and submitted in the form of a Materiality Questionnaire to the main Management functions¹⁰.

The most relevant stakeholders involved in the analysis, confirmed by the previous reports, are listed in the next table, which also outlines the daily relationship between the corporate functions and each of the stakeholders¹¹.



Stakeholders	Corporate Function
Clients	Sales Marketing Supply chain, agents, service network Product Development and Manufacture Quality Direct involvement through a specific survey
Suppliers and outsourcers	Purchasing & Supply Chain Quality Direct involvement through a specific survey
Employees	Human Resources Environment, Health and Safety Regional dedicated function Direct involvement through a specific survey
Trade unions and employee representatives	Industrial relations Also included in the panel of surveyed employees
Institutions/ Community	Governance Institutional relations Environment, Health and Safety Also included in the panel of surveyed employees
Ownership and Shareholders	Governance Investor Relations Corporate affairs Sustainability, Planning and Reporting Also partially included in the Management survey

According to this approach, topics are considered relevant if they reflect Coster's economic, environmental, and social impacts, or if they actually influence stakeholder decisions (in line with

¹⁰ GRI 2-29

¹¹ GRI 2-12, 2-29

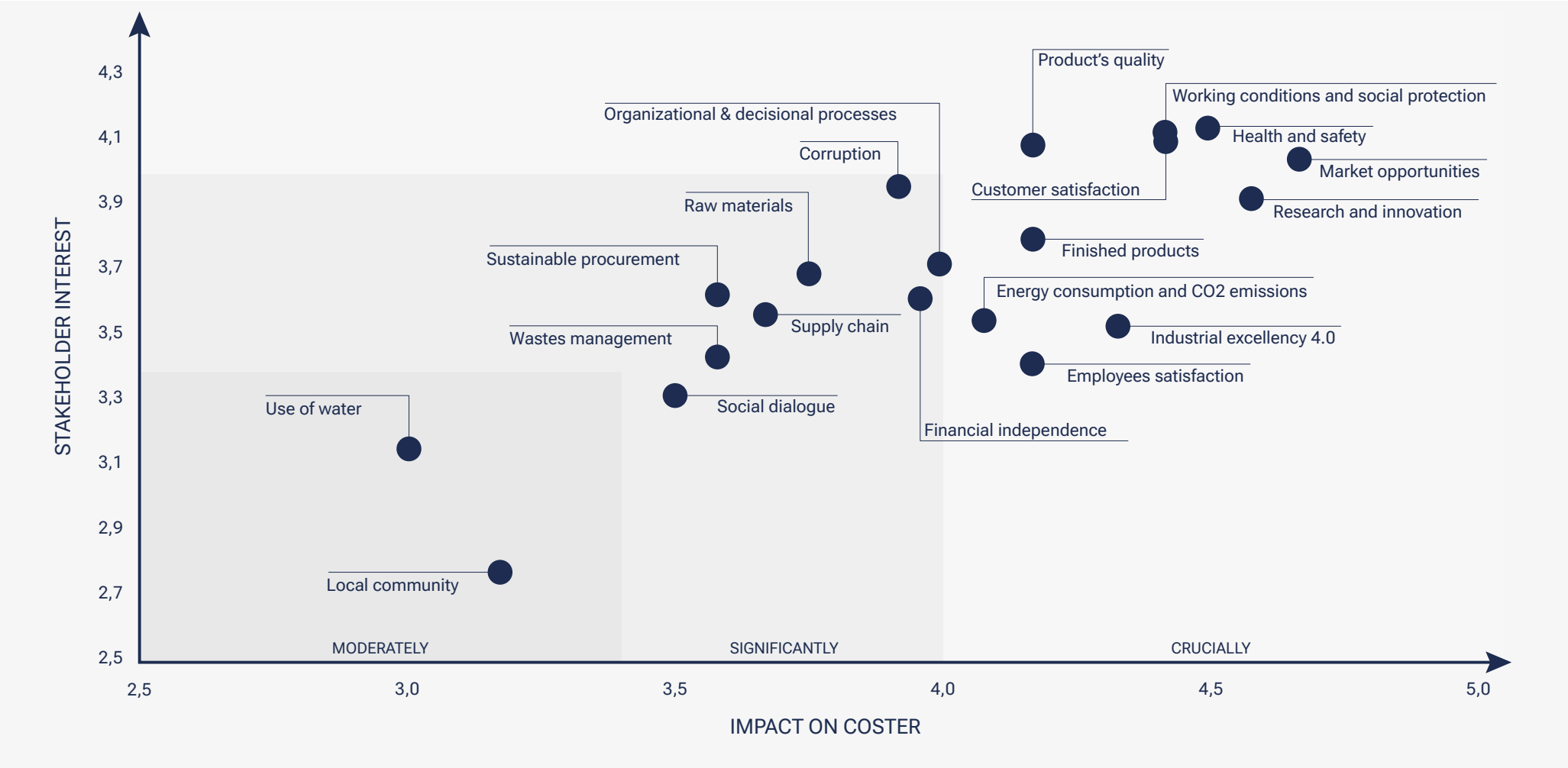
GRI's materiality principles).

Respondents had to classify, according to their position, the importance of the analysed issues on a scale of 1 (not relevant) to 5 (extremely relevant).

The results of the analysis showed that the stakeholders' interests on the issues analysed are aligned with those of Coster. In particular, the areas of greatest stakeholder interest are reflected

in Coster's awareness and deployment of strategic resources for the development of our crucial issues. This confirmed approach has resulted into the matrix, in which Coster and stakeholder expectations grow hand in hand in a real virtuous trend.

In 2023, no updates were made to the materiality analysis consolidated in 2021. Next year, we will extend this analysis with dual materiality according to the European Corporate Sustainability Reporting Directive (CSRD). The results are shown in the graph below:



Materiality Matrix

Through the Materiality Assessment and the results of management and stakeholder interviews, the company was able to prioritise the issues that have the greatest impact on the economy, society and the environment and that most influence the decision-making of our stakeholders. The analysis of these issues and their relevance led to the Materiality Matrix¹².

These topics cover all the relevant areas of the GRI Standard and were subdivided into three categories: moderately material, significantly material and crucially material.

Coster has identified as:

- **moderately** material the issues that scored below 3,4 for either Stakeholders or Coster.
- **significantly** material the ones between 3,4 and 4,0 for both Stakeholders and Coster.
- **crucially** material the topics rating equal or above 4,0 for either Stakeholders or Coster.

Crucially material:

Market opportunities: search for opportunities to gain new market share through innovative products and choices (international footprint, increase territorial coverage, development of products portfolio) ; diversify in new technologies and markets¹³.

Research and innovation: develop new products; customise products compatible with industrial standardization; define new productive processes; develop new packaging solutions.

Health and Safety: adopt all necessary measures to avoid work-related incidents and disease; manage risks connected to formaldehyde and any other risk factor; invest in H&S.

Working conditions and social protection: ensure that working conditions comply with national laws and norms and are consistent with international norms on labour; assure adequate working conditions and environments; protect unprivileged categories and minorities; combine work with family duties.

Client satisfaction: increase the commercial dynamism, presence and assistance before and after sale; anticipate customer's needs and market trends; increase the quality of service and product; diversify to expand offering; improve service and lead-times.

Industrial Excellency: get advantages from filling lines production; hi-tech technologies and plants, implement new IT infrastructures and networks; create Group's centres of excellence.

Product quality: respect clients' quality requirements; implement robust and integrated quality management systems; increase perfumery product's quality standards; guarantee customer and end-user safety.

Finished product: promote R&I on design, eco-design to reduce or eradicate materials; fit product into circular economy models, in particular plastics; design fully recyclable systems and alternative solutions beneficial to the environment; develop LCA on products.

Employee satisfaction: adopt welfare initiatives, work-life balance, professional growth and job rotation policies; promote training and employee involvement.

Energy consumption and CO₂ emissions: implement initiatives aimed at increasing energy and transportation efficiency; innovate and invest on technologies and products which reduce the energy consumption; invest in energy from renewable sources.

Corruption: identify the risks of corruption; implement and maintain anti-bribery and anti-extortion policies and practices; raise awareness on corruption and how to prevent it, while adopting Whistleblowing measures among the employees, representatives, contractors and suppliers; implement a Governance Model: the topic became crucially material after the 2018 analysis on performance.

Structures and decision-making processes: implement processes, systems, structures or other mechanisms which enable the adoption of social responsibility principles and practices; boost fast decision-making processes, even for big capital investments.

Financial Independence: perform scenario assessment and adopt corporate strategies, long-term planning and decision-making processes to avoid debt.

Significantly Material:

Raw materials: reduce the impact of POM resin (formaldehyde emission); reduce materials' consumption; research eco-friendly materials like biobased, OBP and PCR plastics; introduce recycled materials and reuse model wherever possible like in offices and secondary packaging.

Supply Chain: look for agility and resilience of manufacturing models; select suppliers through sustainability criteria; create values along the supply chain; favour local suppliers; adopt sustainable logistic solutions and logistic footprint network; globally connect the Group with the new ERP SAP S/4 HANA.

Sustainable purchases: bring positive economic and social impact in local contexts; integrate

¹² GRI 3-1

¹³ GRI 3-2

sustainability requests in the purchasing process; support social inclusion, cultural and economic developments in the territory of operations; adopt policies and Solidarity Sourcing initiatives.

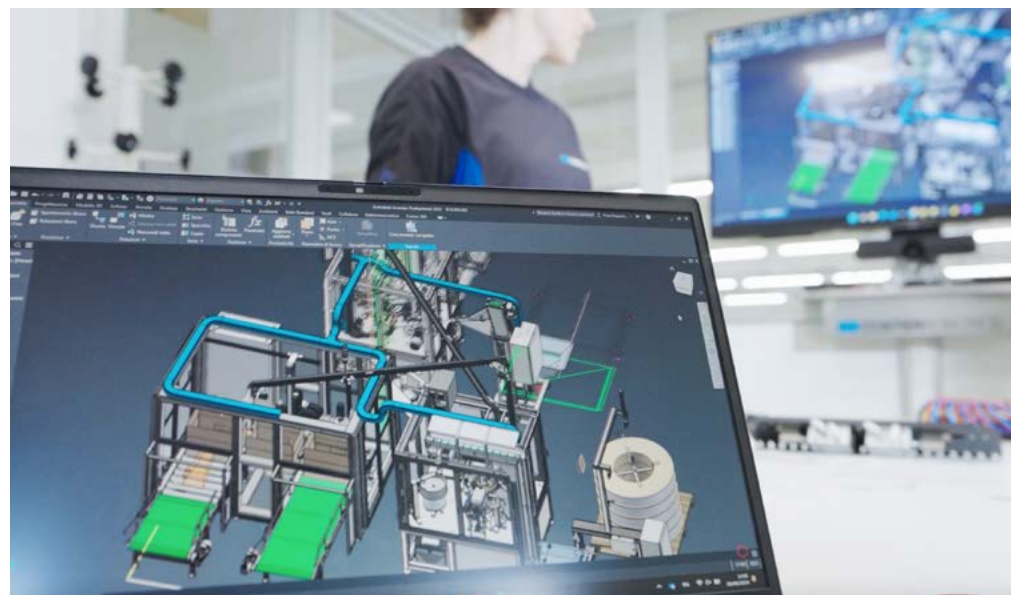
Waste Management: adopt waste disposal strategies to increase recycling, reducing its quantities and improving its management; pursue ISO 14001 certification at Group level.

Moderately Material:

Social Dialogue: recognise the importance of social dialogue, also at the international level, and collective bargaining structures; do not hinder or discriminate employees who wish to join these bodies to promote their interests and to negotiate collectively.

Local communities: promote community-based initiatives; consult with groups representing communities to determine priorities for social investments and activities for their development; take part in local association with the aim of contributing to public good; encourage and support people to participate in volunteer work on behalf of the community. Even though this topic remains moderately material, it has grown in consideration, especially considering the specific request from a stakeholder who would like more engagement in community and partnership development; Coster is taking actions accordingly.

Use of water: adopt initiatives to reduce water consumption (in particular for cooling systems, air conditioning) and to facilitate its recycling.



Company structure & governance

The Governance Model

The Governance Model, adopted and implemented in Coster Tecnologie Speciali S.p.A. in compliance with the Italian law D.Lgs.231/2001, disciplines the administrative responsibility of the legal persons. The Model widely promoted within the Organization through specific training, has been disseminated by the Parent Company to all subsidiaries in the form of guidelines, as it represents the standard of behaviour at the Coster Corporate level¹⁴. The Model aims to prevent the risk of commission of crimes through the adoption of proper conduct, a whistleblowing system, an independent supervisory body reporting to the board of directors, periodic audits, and a system of disciplinary sanctions. It consists of a set of rules of conduct that cover all activities which have been mapped and assessed to be exposed to practicable risks of violation in the framework of the crimes under 231 Law. During 2021 the board of directors nominated the Supervisory Body for the new three-year course. In 2023 the Supervisory Body hold 4 meetings and continued to work in accordance with its tasks.

Women-owned enterprise



Coster is proud of its woman-ownership and leadership exercised by its Vice-President in decision-making processes, accountability, management and control. In 2023 Coster was still a member of **WEConnect International**. By joining, Coster became part of the global network that connects women-owned businesses with qualified buyers around the world.



14 GRI 2-9

Economic and financial performance



The solid financial situation and clearly defined ownership are the drivers behind the continuity of the business plan and company strategy:

- Capex approved for 2024 representing the 9,2% of the annual total turnover.
- Coster counts on the following main economic and financial levers:
- a solid shareholding structure
 - regular Capex and cashflow review process
 - careful analysis of warehouse and stock
 - continuous checks of customer’s credit-worthiness and outstanding payments
 - financial accounts reviews made by external accredited company as well as for fiscal and legal assistance
 - a comprehensive scheme of insurance policies well covering the company responsibility including both civil and penal liability for products and people
 - the Governance Model 231 to oversee fair business practices and regulate the conduct of finan-

cial operations and processes in accordance with all applicable legal requirements

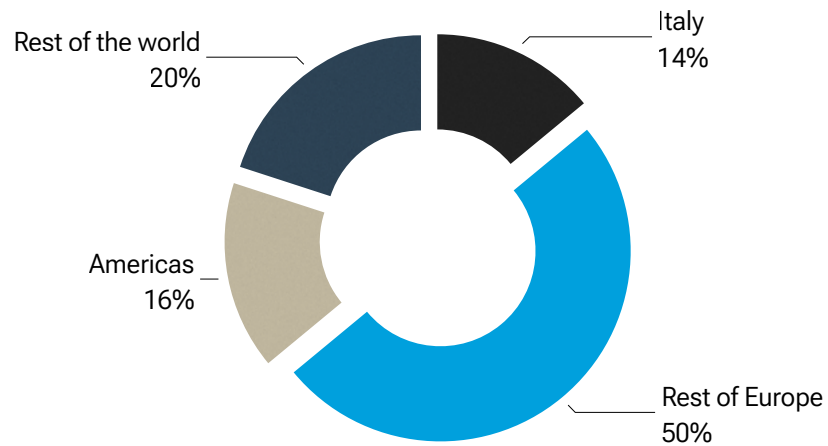
The **Economic and Financial performances** in 2023, compared to the previous year, once again showed very good numbers in term of sales and operating margin. The 2023 financial year was characterized by a general reduction in the costs of plastic resins and the main energy sources, which had been subject to speculative increases in the previous period. Nevertheless, inflation rates have remained high and the central banks of the major western countries have moved with great caution by pursuing tightening monetary policies. The prolongation of the world conflicts have emphasized the instability of the current geo-political borders and caused new imbalances in international production and distribution chains.

During 2023, the Group mitigated the risk of sourcing raw materials and components through a purchasing strategy aimed at reducing dependence on its strategic suppliers. The geographical diversification and the product mix have made it possible to increase sales volumes significantly with efficiency in the use of installed production capacity. The Group’s limited use of external financial sources reduced the impact of rising interest rates on consolidated results as at 31st December 2023.

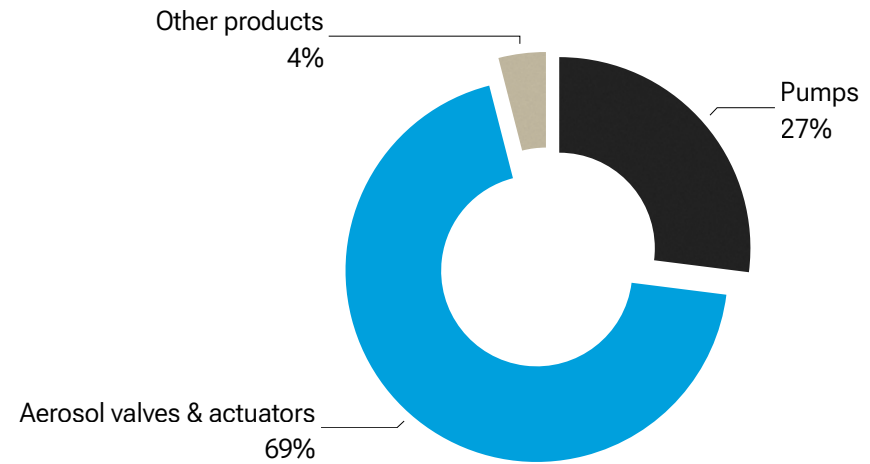
	2018 [€/1000]	2019 [€/1000]	2020 [€/1000]	2021 [€/1000]	2022 [€/1000]	2023 [€/1000]
Total sales	193.054	201.527	195.975	218.102	244.672	250.648



TURNOVER PER GEOGRAFICAL AREA (2023)



TURNOVER PER PRODUCT (2023)



Membership to associations



Relations with the regulatory authorities, institutions and public entities are based on ethical conduct, transparency and are disciplined by the Governance Model 231.

- The main institutions¹⁵ which Coster partnered and worked with in 2023 are:
- CONAI, a private non-profit consortium in Italy, established by packaging producers to ensure that they achieve the recycling and recovery target of packaging waste provided for by law. Since Coster Group is a producer of plastic, aluminium and steel packaging, the Group was asked to contribute to three sub-consortiums: COREPLA, CiAI and RICREA.
- Confindustria Metalmeccanica
- Confindustria (Milano & Trento)

- IBC Ass,Ind,Beni Di Consumo
- Federmeccanica
- Federchimica – Associazione Italiana Aerosol (adhering to FEA – European Aerosol Federation)
- CFA (Comité Français des Aérosols), Aerosol Recycling work group created by the CFA, member of the FEA (European Aerosol Federation).
- AEDA (Asociación Española del Aerosol)
- Beauty Cluster
- CADEA (Camara Argentina DEL Aerosol)
- CAIP (Camara Argentina de la Industria Plastica)

¹⁵ GRI 2-28

- BAMA - British Aerosol Manufacturers Association
- BMA – Bhiwadi Manufacturers Association (India)
- NMA - Neemrana Manufacturers Association in India
- DVI (Deutsches Verpackungsinstitut E.V.)
- IGA – Industrie Gemeinschaft Aerosole EV
- NAV (Dutch aerosol association)
- NVC (Dutch packaging centre)
- OCM (Entrepreneurs Club Marslanden)
- Federation of Malaysian Manufacturers



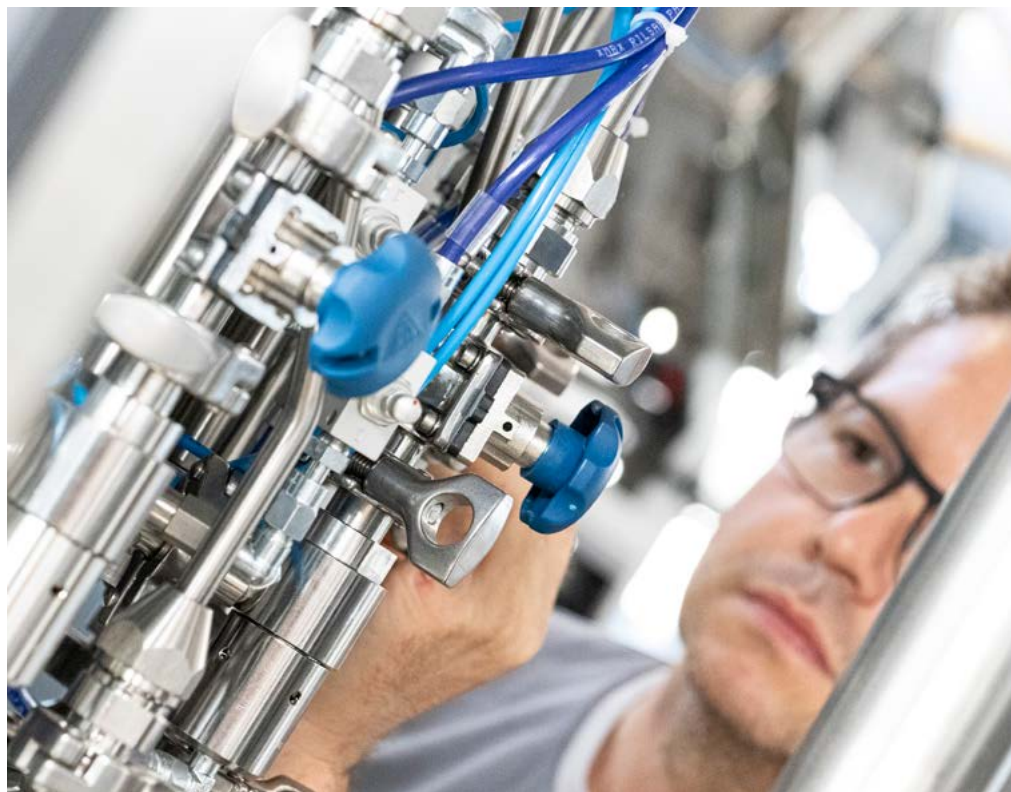
Code of ethics



Coster Code of Ethics represents the core of its internal control system. This document, combining the principles of the ETI Basic Code that are the ground for compliance with SMETA, defines the ethical values related to the economic, social and environmental spheres that are promoted by the

Company and that directors, employees and those acting on behalf of the Company are expected to uphold.

Coster encourages its employees to actively engage in the detection and prevention of misconduct or behaviour contrary to the Code of Ethics or international, national or local legal requirements. Reporting potential violations allows Coster to investigate the concerns raised and take the appropriate corrective actions.



Code of Ethics & Governance Model

Coster's Governance Model builds upon the Code of Ethics, which integrates with a set of additional written protocols dictated by the applicable legal requirements of Legislative Decree 231/2001 starting with the mapping of crime risks in all the company areas and processes. In close synergy with the Code, the Model raises all addressees' awareness to keep a conduct aligned with Coster ethical values, protecting the company reputation, ensuring that all company activities comply with the laws in place. The proper training and promotion of the Code and Model at all levels within the Organisation, the regular surveillance and reporting made by an independent supervisory body established on purpose, the whistleblowing structure, the sanctioning system, the inclusion of such provisions in the contracts with suppliers, the SMETA IV Pillars and CSR audit programs made both internally and at suppliers' level, are the means used by Coster to fostering its values to all stakeholders and preventing from violations in particular for the inherent crimes. The latter, falling under the definitions of Corporate Crimes as referred in the Italian Civil Code, are:

- crimes against the Public Administration
- private-to-private corruption
- safety norms violations
- money laundering
- misleading declarations
- environmental violations
- tax crimes



Supplier Code of Conduct

In 2020 Coster issued and distributed the first edition of the Supplier Code of Conduct, consistent with the Group principles and in the framework of integrating the Corporate Social Responsibility into relations with our business stakeholders. Coster considers the collaboration with the Supply Chain as an integral part of its long-term success and fundamental to achieve the highest sustainable standards. In addition to all applicable legal prescriptions, regulatory requirements and to any agreement or contract between the parties, suppliers are therefore asked to share a common commitment to the following points: business integrity, employee and working rights, respect of the environment, transparency. The adherence to said principles is a prerequisite for becoming a Supplier and developing a lasting business relationship with Coster.

Whistleblowing

Through the Code of Ethics and the Governance Model, Coster established appropriate and accessible communication channels available to all employees.

The **Compliance Line** is a mean to confidentially report by email about any concerns and suggestions relating to the Code, for the purpose of helping Coster to identify and address them in a positive and constructive way. It is a more confidential and anonymous tool to express good-faith concerns about presumed non-compliances, alternative to the preferred mode represented by direct discussion with one's supervisor. Coster makes the necessary arrangements to prevent any possible breach of data security, sharing with implicated parties, their peers or subordinates, and to guarantee a distribution process strictly addressed to individuals at the Headquarters Company trained to manage issues.

The **Whistleblowing scheme** is a procedure that enables all addressees to confidentially report to the Supervisory Body any concern about the Governance Model. The minimum contents of the communication and the protection of the whistleblower, as required by applicable law, are dealt within the Governance Mode protocol¹⁶. This scheme includes an internal version called **Speak-Up** which follows exactly the same premises but is only available to Coster staff.

In 2023 there have been no reports to Whistleblowing scheme¹⁷.

Conflict of interest

All decisions taken on behalf of Coster must be made in the interest of Coster. Coster manage-

ment and employees must avoid any possible conflict of interest, with particular regard to personal, financial or family considerations (i.e., the existence of a vested interest in a supplier). Coster managers and employees shall avoid and report any conflicts of interest between personal and family business activities and their tasks within the company. Any situation that constitutes or might constitute a conflict of interest must be reported immediately to the direct supervisor¹⁸.

No conflict of interest was reported in 2023.

Fair business and anti-corruption¹⁹

Fair business and anti-corruption, as well as the respect of a competitive market, anti-trust and pro-consumer laws in force in all countries of operation, are crucial points of the Code of Ethics and Governance Model. They have been communicated to all Coster's employees and suppliers, including the governance body members, who have all been trained on the subject. This reflects Coster's commitment to comply with all applicable anti-corruption laws, in particular:

- OECD Convention on Combating Bribery of Foreign Public Officials
- OCSE Guidelines and Foreign Corrupt Practices Act

The inherent risks specifically related to corruption, i.e., to actions made in the interest or advantage of the Company, previously assessed through all the facilities and offices of the parent company Coster Tecnologie Speciali S.p.A. (representing more than 40% of the total workforce of the whole Coster Group) are:

- recognition of rewards, bonus, free services
- disposal of operating assets at unfair price
- career facilitation to public-sector workers
- recruiting employees close to public sector
- passive or brokers invoicing to gain benefit from public offices
- incitement to corruption of public officers
- creation of slush funds for procurement overbilling or inexistent purchase
- customs corruption
- any corruption form of inspection authorities

¹⁶ GRI 2-26

¹⁷ GRI 2-16

¹⁸ GRI 2-15

¹⁹ GRI 205-1

- any corruption form private-to-private with customers, consultants, accountants, suppliers, subsidiaries or controlled companies aimed to: altering the balance sheet, managing fictitious-cash-false invoicing/market unfair payments/fictitious intercompany transactions, offering work relationship or career advantage, disregarding or not checking contracts terms, winning tenders or business, debts collection, gaining advantages from purchasing, altering the corporate merging and spin-offs
- any tax fraud form envisaged by the law

The mapped areas are: controlling, treasury, finance and administration, sales, procurement, operations, inspections and authorizations, government.

All Coster employees, including external employees, receive general training on the company's code of ethics, complemented by specific training for management teams on certain aspects of the code, such as corruption.

The Governance Model finally provides the provisions for correct behaviours for sales (including brokers), purchase, HR, finance and accounting/administration, quality and sustainability areas.

No corruption cases were recorded in 2023.

Anti-trust

All Coster's management members and employees are required to not engage in business practices (i.e. price cartels) which may represent an anti-trust violation²⁰. All information about Coster's competitors is obtained legitimately and will only be used for legitimate purposes in compliance with all laws and regulations. To this regard, in 2023 Coster had no legal actions regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation²¹.

Anti-laundering

Coster management and employees will not be engaged or involved in any activity which may imply the laundering of proceeds of criminal activities in any form, anti-laundering legislation shall be strictly adhered. Before establishing any business relationship with a third party, Coster shall check available information (including financial information) on its proposed business partners and suppliers to ensure that they are reputable and involved in a legitimate business. Furthermore, Coster grants transparent and accurate records of business and commercial dealings.

²⁰ GRI 205-2

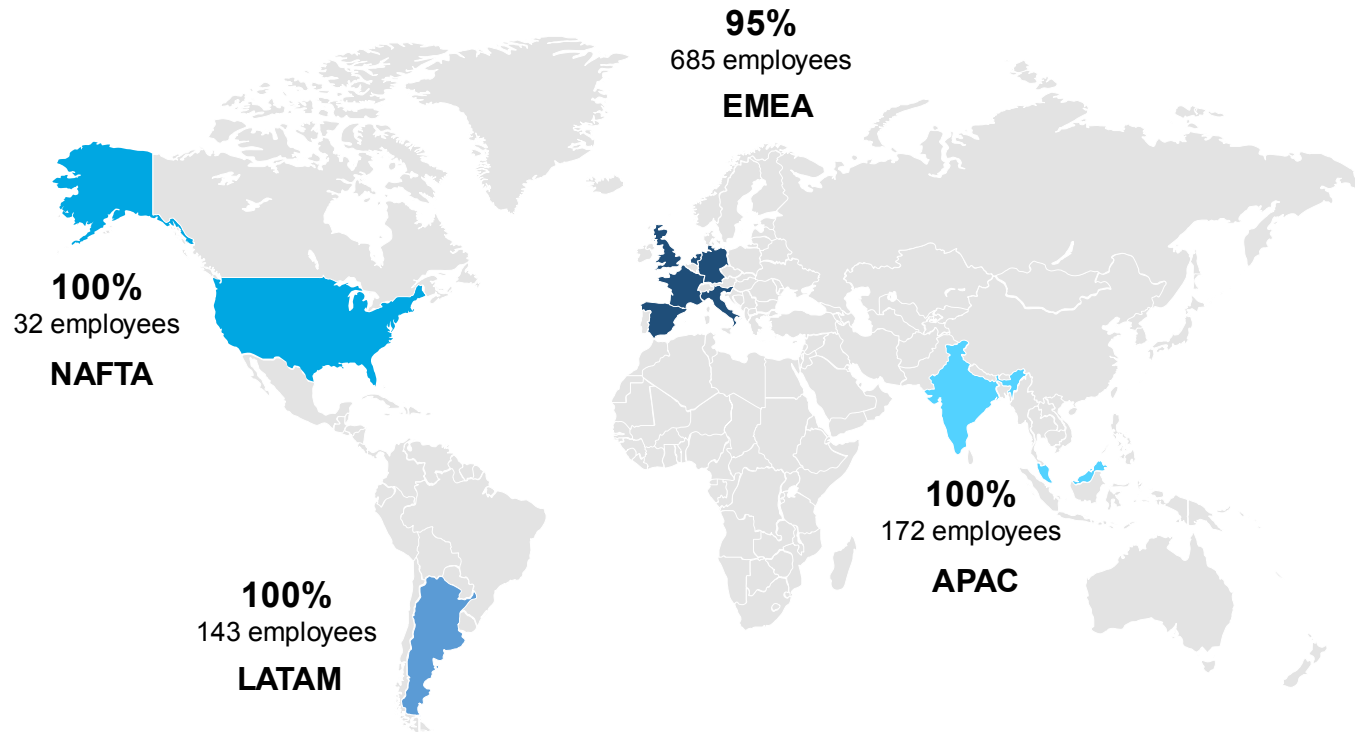
²¹ GRI 206-1

Insider trading

All personnel in Coster are strictly required to comply with the insider trading legislation in all countries where it operates. In particular, Coster doesn't accept any use of information not in the public domain and obtained as a result of individual's position within Coster in order to obtain a personal advantage or to favour other parties.

In addition, any risk of fraud, concussion, induction crime, cyber-crime, racketeering, crimes against industry and commerce, corporate crimes, fencing, induction of misleading declarations, market abuse, fiscal frauds, crimes against public faith, copyright, as well as of crimes in the labour, individual, environment, safety and terrorism are duly mapped through the organisation, assigned with conduct rules and monitored by an independent body.





Freedom of Association and Collective Bargaining

Coster guarantees the right of its workers to join associations and bargain collectively in accordance with local law without interference, discrimination, retaliation, or harassment (ref. ILO Conventions n. 87 and n. 98). Employees can be represented by trade unions or other delegates established in compliance with local applicable legislation. When engaging in negotiations with such representatives, Coster seeks a constructive approach and relationship and no employee is intimidated or harassed in the exercise of her/his rights to join or refuse from joining any organisation²².

²² GRI 407-1

²³ GRI 2-30

The figures achieved in 2023 do not show significant differences in comparison to previous year results in terms of percentages of employees covered by collective bargaining agreements²³.

Forced and Child Labour

Coster does not employ any form of forced, mandatory or child labour, whereby the term “child” refers to a person who is younger than 15 years old or who has not yet reached the age for completing compulsory education, whichever is over 18 (ref. ILO Convention n. 138).

Work is conducted on a voluntary basis within Coster. Employees working within Coster do it

freely and on agreed and documented legal terms of employment. Employment is voluntarily and freely chosen and proceeds by previous verifying the legal employment eligibility of all persons to work and not use any form of prison, indentured, forced, involuntary, bonded or slave labour. Involuntary labour includes the transportation, harbouring, recruitment, transfer, receipt or employment of persons by means of threat, force, mental or physical coercion, abduction, fraud or payments to any person having control over another person for the purpose of exploitation. Neither Coster nor recruitment agency contracted by Coster require employees to lodge deposits or identity papers, or to pay recruitment fees. All employment contracts are in a language understood by the worker.

Coster is also committed not to establishing or maintaining working relationships with suppliers that employ child labour or forced labour as per the above definitions²⁴. Coster watches over the compliance to said prescriptions by using the means of audits SMETA, audit to the Governance Model, CSR audit to suppliers, whistleblowing procedure and compliance line.

Land rights and Indigenous people

Coster adopts a zero-tolerance approach to land grabs and guarantees that the rights and title to property and land of the individual, indigenous people and local communities are respected. Coster adheres to the principles of Free, Prior and Informed Consent (FPIC) in all negotiation in regard to the property or land of the individual, indigenous people and local communities.

Due diligence is undertaken to uphold individual or indigenous people's established rights to property and land, where applicable. Whenever deemed necessary, e.g., in case of relocations or purchase of land for buildings enlargement, qualified external consultants are commissioned to check the compliance with laws and regulations of the adopted procedures and action plans. In 2023 and throughout its existence, Coster has never received any form of complaint concerning the rights of indigenous people²⁵.



²⁴ GRI 408-1, 409-1

²⁵ GRI 411-1

Commitment to sustainability²⁶

As a global leader manufacturer in the Aerosol and Dispensing Packaging business, Coster considers sustainability with the highest importance and a responsibility towards all stakeholders both inside and outside its factories.

The Sustainability and Social Responsibility Group structure translates the Governance strategies and policies into assessments, material action plans, objectives, metrics, monitoring and accountable reporting. The Group Sustainability model certified against the requirements of the ISO 26000-20400 guidelines has been maintained also in 2023, thus reflecting the assumption of responsibility towards all the 7 Core Subjects mentioned at Clause 6 of the Guideline and the implementation of all mechanisms to adequately respond to their requirements.

The foundations of Coster beliefs disclosed in the Code of Ethics and Governance Model are the **lawful and fair business**, **respect of human rights**, commitment to continuously **enhance the working conditions** and **protection of the environment**. These values are communicated throughout all sites and among stakeholders with different informative means, with the intent of raising awareness, stimulating proactive collaboration, sharing and developing ideas in an open and transparent working environment at all levels of the organization, supply chain and interested parties.

Furthermore, Coster fully believes in the importance of international initiatives, such as those endorsed by the United Nations. In particular, Coster believes that the 1992 Rio de Janeiro Conference is a key initiative that must be supported whereas, principle n. 16 states that:

“In order to protect the environment, the precautionary approach shall be widely applied by States according to their capabilities. Where there are threats of serious or irreversible damage, lack of full scientific certainty shall not be used as a reason for postponing cost-effective measures to prevent environmental degradation.”

Hence, Coster applies the precautionary principle in designing its products, in managing its manufacturing processes and in developing sustainable procurement and logistic strategies. In 2020 were established the Innovation and Sustainability Directorate and the Group-wide Sustainability Champions team and functions, with the aim of leading all tasks related to sustainability, collecting all necessary data for the design of sustainable programmes and their subsequent implementation and reporting of results.

External reporting

Coster accountability consists of annual disclosure of commitments and performances in a public and transparent way with the following means:

- Sustainability Report for non-financial information
- CDP Climate Change for GHG management (including Scopes 1, 2 and 3)
- CDP Water Security
- EcoVadis CSR assessment
- Annual reporting to the New Plastic Economy Global Commitment
- Submitting targets to SBTi
- Manufacturing 2030

Carbon Disclosure Project

In year 2023, Coster was awarded with the following score reports:

- Climate Change: CDP Score B, for the general questionnaire and in the light manufacturing activity group. This score places Coster in the managerial range of those organisations taking coordinated climate actions, compared with average performance of B for the same activity group, B for Europe and C for Global Average score reports.
- Water security: CDP Score B, for the general questionnaire and in the light manufacturing activity group. This score places Coster in the managerial range of those organisations taking coordinated in climate actions, compared with average performances of B for the same activity group, B for Europe and C for Global Average score reports. The score reflects that water use resulted moderately material in Coster, use is primarily civilian and there are no significant opportunities for improvement.

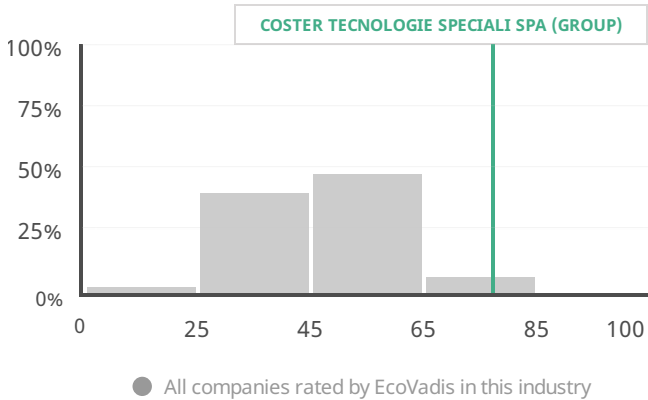
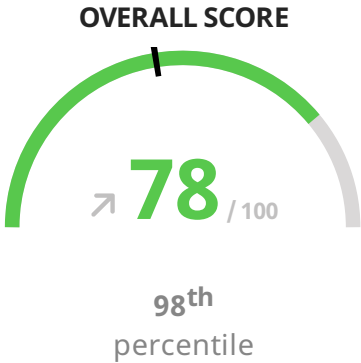
²⁶ GRI 2-23



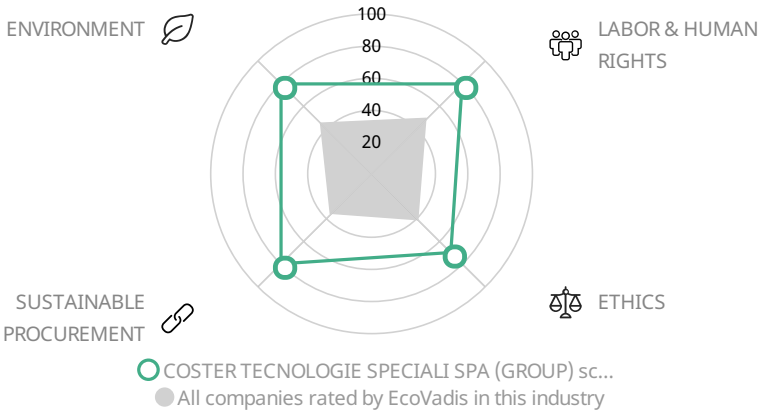
In its desire to maintain the philosophy of continuous improvement and transparency applied to sustainability, since 2017 Coster has reported all its progress in this area through, among others, the Ecovadis portal, knowing the importance and prestige that obtaining a good score gives as well as the confirmation of being on the right track.

During these years our overall **score has increased from 56 points in 2017 to 78 points in the last assessment in 2023**. Likewise, the score in each of the four categories assessed environment, labour & human rights, ethics and sustainable procurement has increased as can be seen in the following charts and table:

Overall score



Theme score comparison

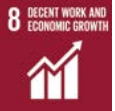


Year	Overall Score (%)	Enviroment (%)	Labour & Human Right (%)	Ethics (%)	Sustainable Procurement (%)
2017	56	60	60	50	40
2024	78	80	80	70	80

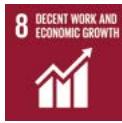
Sustainable development goals

Coster wants to contribute to the sustainable growth by building alliances with influential partners, being aware that no individual organisations will be able to solve and manage the many challenges on its own. Moreover, Coster knows that the idea of sustainability covers a wide range of topics that need to be addressed one by one in order to pursue common results. It is for this reason that the company keeps on fully supporting the **Sustainable Development Goals** set

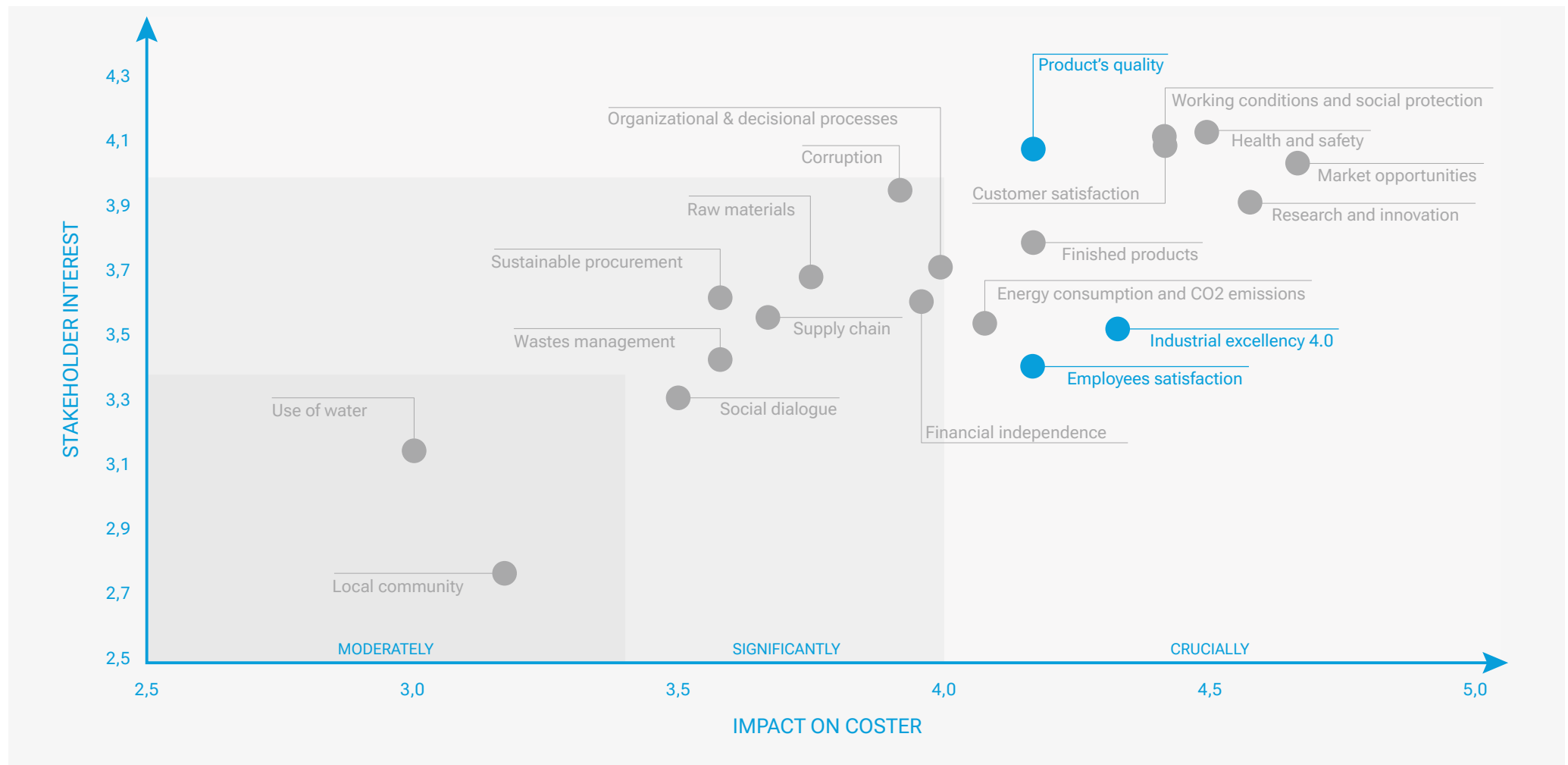
by the **United Nations** and has therefore selected the six SDGs that primarily and best mirror Coster's sustainability areas of commitment and most material topics. Nevertheless, within the document every section was referred to the SDGs, which well fit or can be also (marginally) correlated with the specific contents.

	Quality education represents one of the pillars to build a more sustainable world. In fact, inclusive education gives to locals the instruments to come up with innovative solutions to the trickiest world's problems.
	Ensure access to affordable, reliable, sustainable and modern energy for all.
	Promote inclusive and sustainable economic growth, employment and decent work for all.
	Build resilient infrastructure, promote sustainable industrialisation and foster innovation, Technological progress is the foundation of efforts to achieve environmental objectives, such as increased resource and energy-efficiency. Without technology and innovation, industrialisation will not happen, and without industrialisation, development will not happen.
	Ensure sustainable consumption and production patterns. Sustainable consumption and production is about promoting resource and energy efficiency, sustainable infrastructure, and providing access to basic services, green and decent jobs and a better quality of life for all. Its implementation helps to achieve overall development plans, reduce future economic, environmental and social costs, strengthen economic competitiveness and reduce poverty. Sustainable consumption and production aim at "doing more and better with less," increasing net welfare gains from economic activities by reducing resource use, degradation.
	Climate action comprises the need to develop adaptive capacity to climate change-related hazards and strengthens resilience against them, it also implies the spread of education and awareness on the matter and the enhancement of least developed countries in order for them to address the problem in the best way possible.

Coster's areas of commitment to sustainability and most material topics are aligned with the United Nations Sustainable Development Goals (SDG's) and the objectives identified in the internationally agreed 2030 Agenda for Sustainable Development.

Coster' Material Sustainability Topics	4 QUALITY EDUCATION 	7 AFFORDABLE AND CLEAN ENERGY 	8 DECENT WORK AND ECONOMIC GROWTH 	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	13 CLIMATE ACTION 
Market opportunities		✓	✓	✓	✓	
Research and innovation		✓	✓	✓	✓	✓
Health and Safety			✓	✓		
Work conditions and social protection	✓		✓	✓		
Client satisfaction				✓	✓	
Industrial Excellency			✓	✓		✓
Finished product				✓	✓	✓
Product Quality				✓	✓	
Employee satisfaction			✓	✓		
Energy consumption and CO ₂ emissions	✓	✓		✓	✓	✓
Financial Independence			✓			
Structures and decision-making Processes			✓			
Corruption			✓			
Raw materials		✓			✓	✓
Supply Chain	✓	✓	✓	✓	✓	✓
Sustainable purchases	✓				✓	✓
Social Dialogue	✓		✓			
Waste Management	✓				✓	
Local communities	✓		✓	✓	✓	
Use of water	✓				✓	✓

Quality



Quality has been recognised by customers as one of the main strengths to the advantage of Coster's competitiveness. Following many years of operating at such high standards, Coster's name is now synonymous with quality, distinguishing its products, processes, assets, and way of doing things. As a result, Coster's products and services offered are founded on the following concepts:

- **Specialisation**, by means of plants producing single product lines
- **Vertical Integration**, standing for moulding and assembling in the same facility
- **Automation**, covering 100% of logistic flow in production, machinery and equipment, avant-garde IT systems (e.g. MES, SPC)

- **Business Excellence**, translated into the processes of manufacturing, with mistake-proof systems, visual management, human error reduction tools and Lean methodologies
- **Systematic and effective issues prevention**, based on a structured approach to data analysis and continuous auditing on the field, including a wide utilization of risk management approach
- **Quality Management System**, based on the global strategy of standardising Cosmetic GMPs (ISO 22716) across all factories
- Inter-company **integration**, aimed at bringing out the best practices, standardising the tools and sharing information in a Group maturity awareness and under common targets
- **Informative Tools**, within Coster Group organization, dynamic informative tools constantly updated currently represent a fundamental instrument for an effective management system

Certifications

The commitment to reach the objectives of the 17 Sustainable Development Goals and the adoption of voluntary technical standards are intricately connected. In fact, standards not only support the three pillars of sustainable development (economic, social and environmental), but they also respond to specific market and social needs in a way that embodies the mission and values of ISO and reflects the objectives set out by the UN.

Coster demonstrates its commitment to sustainability by adopting new certifications and expanding the existing ones to its plants. Therefore, **in 2023, it achieved these new certifications:**

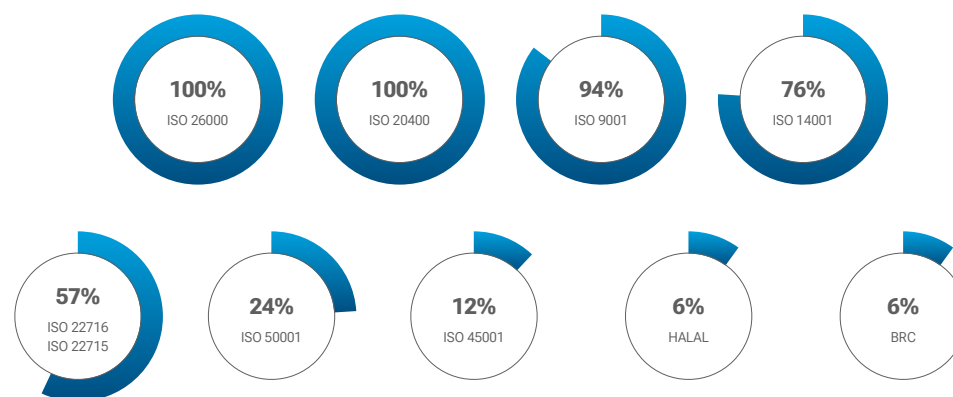
- ISO 14001 in Tecnocoster and Catidom
- ISO 50001 in Coster 2

The next chart provides an overview of the Certification achieved at Group level up to 2023; every ISO Standard has been associated with the SDGs numbers fulfilled in Coster (see “[Table 1: Certifications](#)” - pag. 77) among the ones officially assigned by the ISO body to the Standards themselves:



implementation

- **Reporting**, KPIs tracking and reporting is a key activity to understand the status of the Quality Management System, identifying the trends and introducing the necessary corrective and preventive actions to improve its performances
- **Working Environments**, designed to achieve the highest quality levels, clean and tidy, modern, spacious, healthy areas as appropriate to forward-looking industry operating in highly demanding markets
- **Diversification**, applicable to acquisition of in-house metal anodisation and also beneficial to Quality as a feature under the direct control of the company



Risk management



Coster is committed to managing and mitigating the risks to our business, and its risk assessments cover a broad range of topics, including: sanitary emergencies; socio-economic scenario; sustainability core subjects; regulatory initiatives; competitive actions; financial issues; industrial accidents; natural disasters and all other applicable environmental impacts; urban context; product and facility security; impacts of changes; new products design; liability claims and lawsuits, insurance coverage; portfolio management and investor decisions; organizational resources (HR); cyber and technological resources; energy and natural resources; employees Health & Safety; raw materials, suppliers and similar exposures among Coster's supply chain.

Risks are indexed by priority and can be classified as local, regional or global. They are often

tangible – usually quantified in financial terms – or more qualitative, such as the reputational risk among business partners, clients or shareholders. During this phase of assessment, operations are analysed in terms of their relative vulnerability and the potential impact of disruptions. After first identifying the risks, Coster takes measures to reduce their likelihood of occurrence and/or increase their detectability, develops plans for responding to risks should they occur, and where possible, secures insurance to cover potential losses.

Specific risk management covers crimes scenario relevant to Italian decree D.Lgs 231/2001.

HACCP is conducted where food packaging is manufactured.

Subsequently, significant global focus risks are identified and risk dashboards created to monitor major risk indicators as well as current and go-forward mitigation efforts²⁷.

Cyber risk management



Coster guarantees the highest standards of its cyber structure, data management and cyber risk prevention in the framework of the Group business contingency policy. The cybercrimes were mapped throughout the Organisation areas within the Governance Model according to Italian law D.Lgs 231/2001, and resulted to be not inherent for Coster. Nevertheless, Coster is committed to achieve the best practices and technologies for collecting processing data and protecting it from unauthorised or accidental alteration, loss or unauthorised disclosure, including electronic data, paper documents and verbal exchanges via phone calls and direct communications, in compliance with the legal provisions in force.

Within the group, information is processed and managed regarding sensitive information such as: transactions, contracts and confidential customers, staff and products. Coster ensures that clients' data and information must be available and usable on the client's side.

Some initiatives were activated in 2023 to further mitigate the risk of cyber-attacks:

- Implement Multi-factor Authentication to gain access to Coster Cloud applications and Coster VPN.

- Implement the Privileged Access Management (PAM) software as a fundamental asset to mitigate cyber-attacks and prevent from hacker's infiltrations within organization.

Thanks to these activities it is possible to identify the cause of problems and proceed with the removal and remediation activities as soon as possible. Therefore, no incident was recorded in 2023 in which the attack could have appropriated sensitive information of the company or any of our stakeholders.

GDPR and privacy

Coster complies with national laws on preserving personal data and, to this end, conforms with the D.Lgs 196/2003 in force in Italy. The procedures put in action to comply with the Italian law will be used by the other Coster sites around the world as a guideline²⁸. In the reporting year, Coster has not identified any substantiated complaints concerning breaches of customer privacy and losses of customer data.

After assessing data through all areas and once the gaps were identified, Coster worked to conform to the European Union's GDPR – General Data Protection Regulation, enforced from 25th May 2018 – through the creation of the cyber solutions, procedures, policies and tools needed to

²⁷ GRI 2-12

²⁸ GRI 418-1

comply with the Regulation. This system deployment through the Organisation must be capillary spread using different means to successfully reach all recipients.

During 2023 there've been no reported incidents relating to the loss or theft of personal or company data.

ERP – Migration to SAP

In 2023, the ERP migration to SAP S4 Hana was launched in Spain and the roll-out to the rest of the non-EU subsidiaries will take place in 2024, to finally connect the entire Group with a fully compliant tool that responds to Coster's real needs. Coster achieved with SAP the global footprint and advanced interrelation tool, which allows to better analyse all the data that are collected at different plant and functions levels, thus enabling to take faster and more informed decisions. This project is also beneficial to reach the whole process review, integration and robust management through the worldwide organisation. Despite the major investments and the massive deployment of resources, the result reflects the strategic model of centralised computer operations, system scalability both vertically and horizontally, modular but integrated approach to work that best fits our reality. Modernity and quality through mistake risk reduction, rigour with agility, control with streamlining, full traceability and clear reporting were the keys to develop the new Group ERP based on a process flow structure. Data security related to SAP was achieved by hosting the hardware in a remote data centre managed by the main telecom company in Italy and certified to the applicable norm.

Connecting Coster

All Coster companies are now connected to a new internal portal (Coster New Network), with updated security standards and sufficient bandwidth, allowing them to perform routine tasks more easily and efficiently.

As far as business activities interruption, Coster set up measures aiming at reducing the risks and consequences caused by computer and communication systems breakdown.

The cyber risk management involves:

- data and servers' protection: through online mirroring of major data archives, servers virtualisation with regular back-ups using electronic and tape back-up, multistore robotic libraries, high technology data compression system, hardware redundancy, connectivity controls. Different back up strategies are in place to achieve maximum reliability. ERP software is centralised. There are written policies for disaster recovery, systems restore, data retention and protection, use of computer assets.

- All hardware in the main computer sites is protected from power disruption through a continuity system and a diesel generator automatically triggered. The communication lines of the European network are completely backed up.
- Different means of communication, including Internet and emails, Microsoft SharePoint and Microsoft 365 were set up to manage different functionalities and improve collaboration among facilities.





ENVIRONMENT



84%

GREEN ENERGY (electricity supply)



-36%

SCOPE 1&2 MARKET BASED CO₂e EMISSIONS
vs 2021

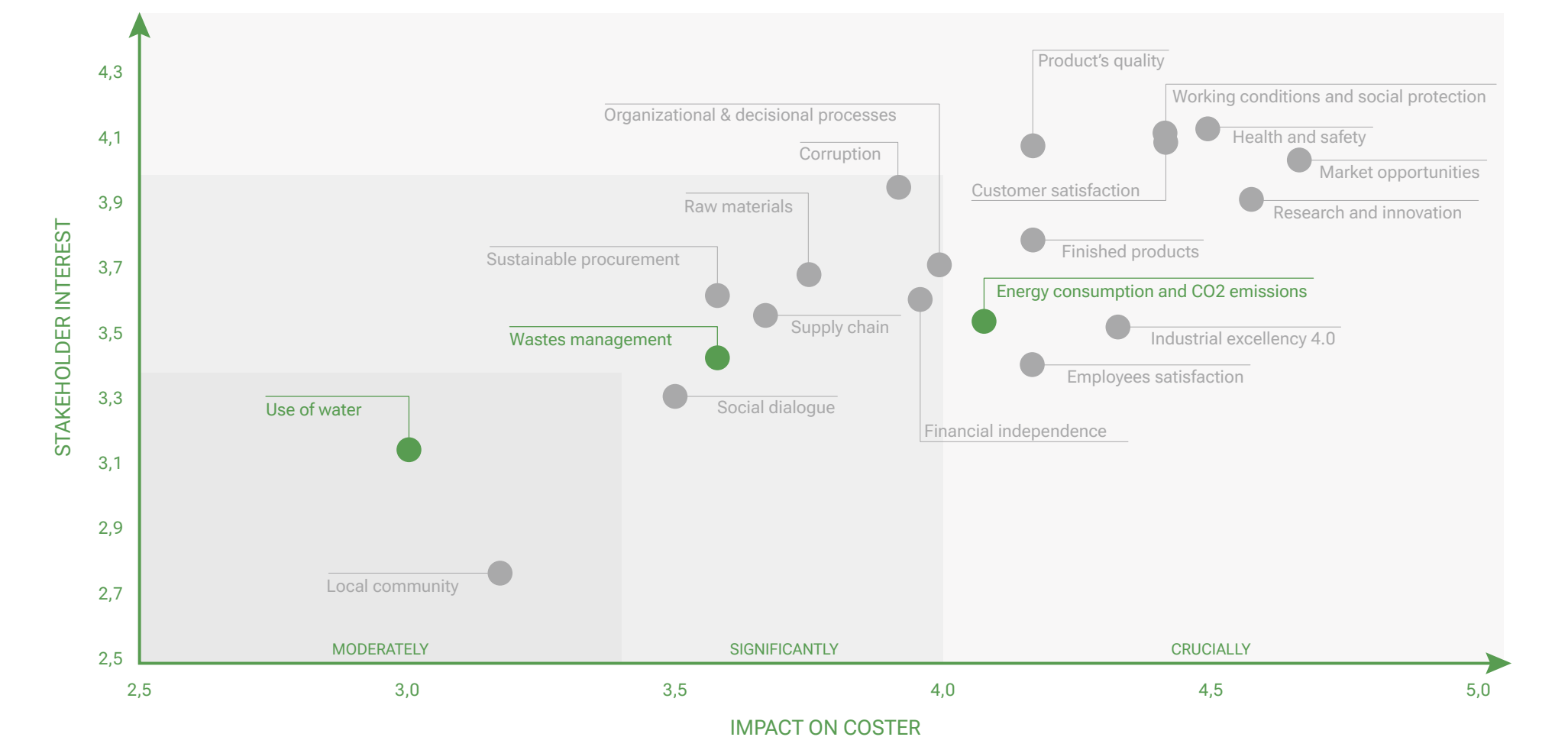


-76%

WASTE TO LANDFILL
vs 2021



Our Environmental Policy



Coster is committed to continuously improving the environmental performance of the production processes by adopting enhanced technologies and by acting responsibly to mitigate its environmental impact as set out in our new Group Environmental and Energy policy published in 2023.

Decouple growth from environmental impact: our environmental mission is to provide a better

quality of life today and a more environmentally responsible world tomorrow, by continually improving our business performance to minimise the impact of our operations have on the environment.

Furthermore, Coster aims to embed environmental sustainability as a business mindset because

it believes that business success and sustainability are mutually beneficial. Here the company keeps implementing sustainable practices to achieve better operational performance in environmental management. To pursue the specific targets, will be implemented appropriate measures in the material fields of:

- Energy consumption reduction, in terms of energy efficiency
- Energy purchase from renewable sources, as well as other sourcing and supply chain achievements according to the Sustainable Procurement Roadmap in place
- CO₂ emission reduction under Scopes 1 ,2 and 3, as disclosed in the Carbon Disclosure Project and SBTi targets
- Waste management, by reducing disposal to landfill aiming to less than 1% (Zero Waste to Landfill project)
- Plastic circular economy (PCR and ISCC+ plastic), addressed through eco-design and design for recycling projects as part of the New Plastic Economy Global Commitment

- Coster strives to implement best practices and tools for products life cycle assessment (LCA), to measure and reduce impacts throughout the nature-to-nature flow and disposal scenario

Coster is fully aware that water is an essential element for the well-being of the environment and constantly aims to preserve its integrity by reducing its impacts on water sources as far as possible. Coster is also committed to regularly assessing, measuring and addressing all environmental aspects, as indicated by laws or that have any type of impact on local pollutions. In this framework the company pursues the materials consumption reduction, with priority given to hazardous and chemicals, and the preferred selection of those generated from renewable resources and meeting the goals of full recyclability and circular economy.

Coster ambition is sharing its environmental best practices with its stakeholders, through the network of suppliers and business partners, also supporting sustainable development and consumption in the local communities joining forces with the territory where it operates.



Energy consumption

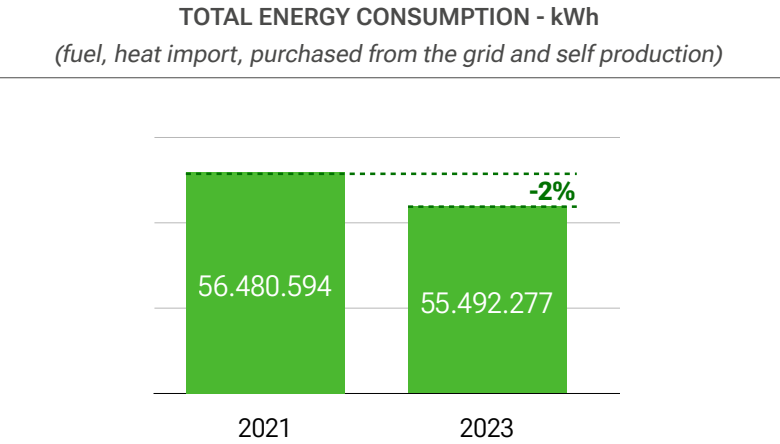
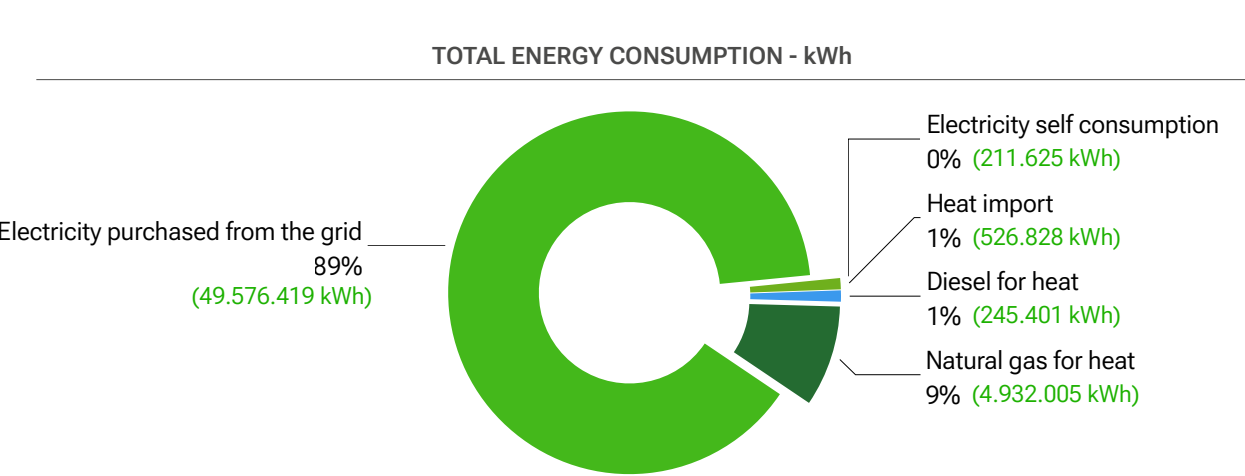


By its nature of energy – consuming manufacturing²⁹, Coster continuously seeks solutions to further reduce its consumptions. Energy is provided by regional networks which rely on different partners and distribution lines.

The company employs various types of energy in all its processes (see “Table 2: Energy consump-

tion” - pag. 78, “Table 3: Fuels consumption (kWh)” - pag. 79 & “Table 4: Electricity consumption (kWh) included self-consumption” - pag. 80). The main consumption is electricity (90%), used in all production processes and auxiliary activities and, to a lesser extent, fuels such as natural gas and diesel (9,4%) for climatisation and emergency auxiliary equipment, as shown in the following table with the distinction of their origin, renewable or non-renewable:

Consumption (kWh)	Total	Non-Renewable	Renewable
Fuel purchased	5.177.405	5.177.405	0
Diesel for Heat and other purposes	245.401	245.401	0
Natural gas for Heat	4.932.005	4.932.005	0
Purchased electricity	49.788.044	8.337.617	41.450.427
Purchased from the grid	49.576.419	8.337.617	41.238.802
Self-consumption	211.625	0	211.625
Purchased heat	526.828	0	526.828
Heat purchased from the grid	526.828	0	526.828
Total consumption	55.492.277	13.515.022	41.977.255



29 GRI 302-1

Coster reduced its total energy consumption by 2% due to -27% of natural gas consumption. Instead, the diesel, electricity and heat import has slightly increased. Most of sites have reduced the natural gas consumption, except Coster GmbH, Coster USA and Coster Packaging, but they represent about 16% of the Group. On the other hand, diesel has increased slightly, since Tecno-coster and Coster India have doubled their consumption, but Coster Argentina did not use it last year.

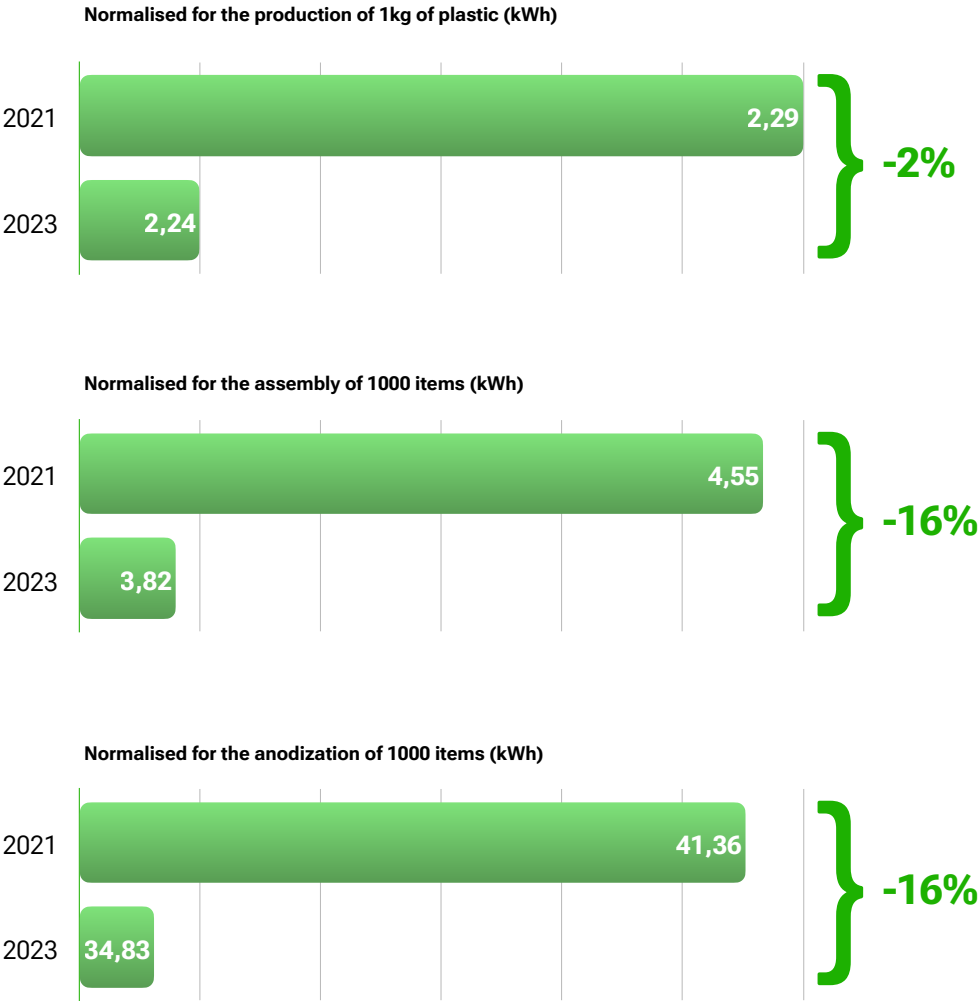
The main uses of electricity are for anodization, injection moulding and assembly processes in this order. Coster decided therefore to define 'energy intensity ratios'³⁰ by normalising electricity consumption data using as a reference the amount of plastic processed and the volume of finished product assembled. In this way, Coster can properly assess the trend of energy consumption in each process and evaluate the best action to take.

The 3 intensity ratios decreased, specifically by 2% in moulding injection process, and by 16% in both assembly process and anodization. This demonstrates the energy efficiency of our production processes and the effectiveness of our reduction initiatives.



30 GRI 302-3

Energy intensity ratios for the main processes - kWh



Initiatives

As every year, Coster improves its facilities and processes through the establishment of different initiatives³¹, shown in “Table 5: Reduction initiatives implemented in 2023” - pag. 81, aimed at achieving the set objectives. The following represents the data of the energy saving measures finished in 2023 and the ones planned for the coming years:

					
	Initiatives	Annual energy saving (MWh)	Annual Waste saving (Tn)	Annual water saving (m3)	Annual emissions saving (ton CO2e)
2023	13	818	0	48	333
Planned	22	1.116	175	32.480	702

These initiatives detailed in “Table 5: Reduction initiatives implemented in 2023” - pag. 81 and “Table 6: Reduction initiatives planned” - pag. 82 help improve corporate energy efficiency and demonstrated in previous sections. To further improve the management of the reduction initiatives Coster is developing an application that will register, approve and follow each initiative related to energy, water, waste and/or emissions.

³¹ GRI 305-5

Renewable energy

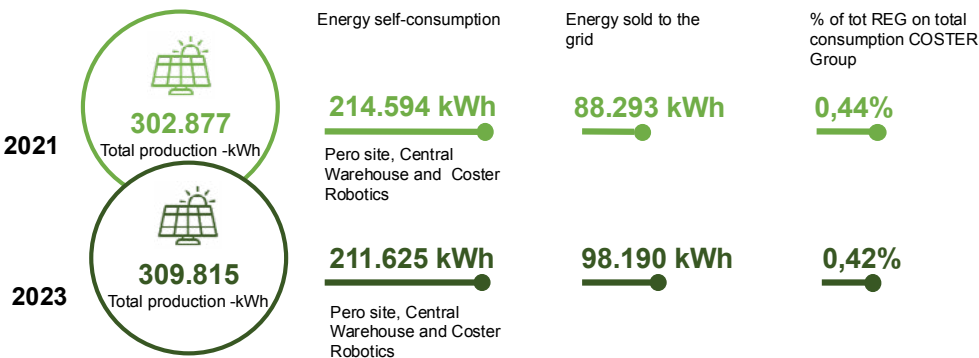


Coster plans to source renewable energy where it's available. This can be achieved by combining on-site production (solar panels), direct purchasing of biogas or green power from the grid.

On-site production

In 2023, no new solar power projects have been implemented but two new plants are under development for 2024 in the UK and Spain, which together will add up to approximately 1,5 GWp. The production and consumption data for 2023 are as follows:

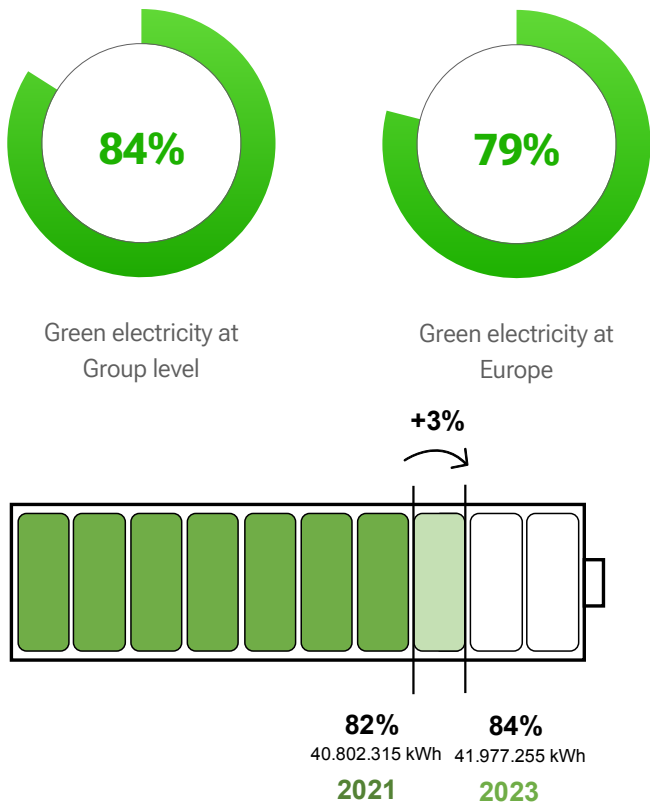
There are no significant changes from previous years' data in production, consumption, sales to the grid or % contribution (see "Table 7: Renewable energy" - pag. 85).



Green energy purchase

The figure below shows the amount of energy purchased (including selfconsumption) from renewable sources at the corporate level (see "Table 7: Renewable energy" - pag. 85 and "Table 8: Green energy purchase (self-consumption included) kWh" - pag. 86 for detailed information), excluding self-consumption produced by solar panels and considering that we are currently not yet consuming green gas.

At Group level, we have increased by 2% the electricity purchased from renewable sources. All our sites except from Catidom, which is the plant that consumes the most energy, already use green energy from the grid with a guarantee of origin or have an IREC certification. In the coming years and always depending on the availability and cost of green gas in each country, Coster intends to make the transition to this technology in order to achieve our emissions reduction targets.



Carbon emissions



Coster adheres to the Carbon Disclosure Project initiative for Climate Change, thus making the set of data and breakdowns emissions, performance and targets, risk and opportunities, and strategies available in a transparent way, also validated (for Scope 1 & 2) on annual basis by an external accredited company conducting on-site audits. Emissions metrics and methodology indicated by CDP are fully respected.

In 2021 Coster started calculating Scope 3 to gain a better understanding of the impact of its operations and to make evidence-based strategic decisions. This Scope 3 emissions were added to the long-established Scope 1 and Scope 2 and allow us to submit targets in line with a 1.5 °C warming scenario according SBTi criteria.

-51,6%

reduce absolute Scope 1 & 2 emissions by 2028 from a 2021 base year

+100%

renewable electricity by 2028

-42%

reduce absolute Scope 3 GHG emissions by 2030 from a 2022 base year

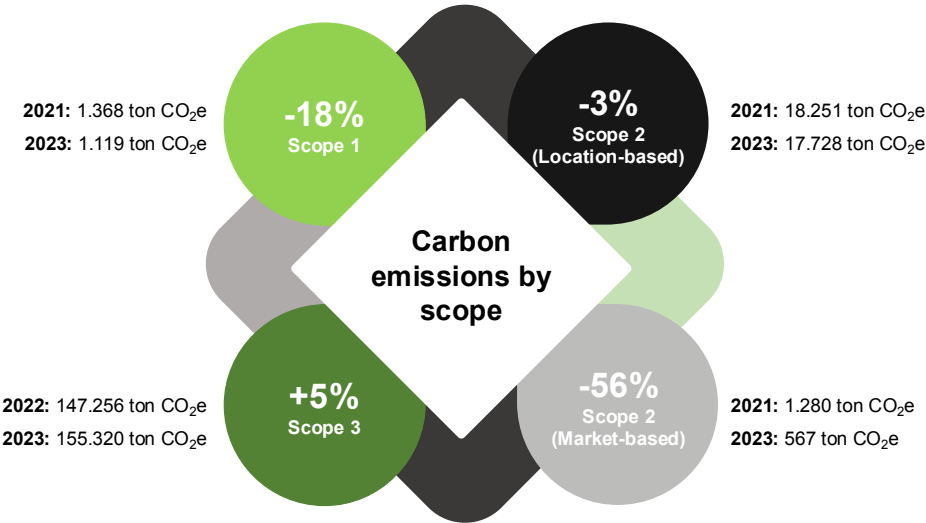
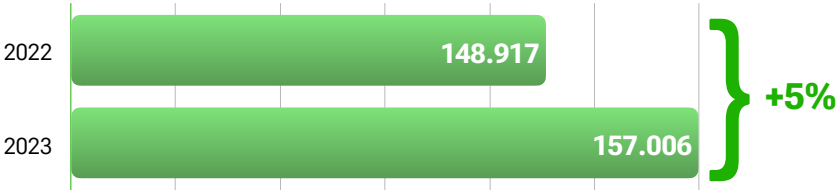
In 2023 Coster has introduced some changes to its emissions calculation methodology such as the use of more up to date emission factors and the inclusion of some additional categories in Scope 3 during the SBTi targets validation process. For this reason, the 2022 Scope 3 emissions have been recalculated with the new emission factors including categories 2 and 15. The charts recap the emissions data reported in CDP Climate Change 2023 under Scopes 1, 2 & 3³² for direct and indirect emissions. The progress for year 2023 will be reported in the next CDP submission (for more information see “Table 10: Scope 1 emissions (Tn CO₂e)” - pag. 88, “Table 11: Scope 2 emissions (Tn CO₂e)” - pag. 89 and “Table 12: Scope 3 emissions (Tn CO₂e)” - pag. 90).

Compared to the previous year, total emissions have increased by 6%, split between a 2% increase in Scope 1, 23% in Scope 2 and 5% in Scope 3.

Regarding Scope 1, there has been a decrease in heating related emissions mainly due to fewer

32 GRI 305-1, 305-2, 305-3

Total carbon emissions at a group level (scope 1, 2 & 3)



days of operation of the heating systems. On the other hand, more own vehicles have been added and more leaks have been generated in the cooling systems. In scope 2 there are no significant changes regarding location or market based emissions because our growth has been compensated by the consumption reduction initiatives implemented. Finally, in 2023 scope 3 calculation, Coster has made significant changes by including new categories and changing the calculation platform with more current emission factors, which has meant recalculating the 2022 emissions in order to have base year data in line with the new methodology. The increase in emissions of this scope is in line with the growth of the business. In order to better understand the carbon emissions released by Coster, has been defined a “Intensity ratio³³” for the Scope 1 and 2. For the first one, the emissions per m² surface heated have been measured, and in the second one per million of product units sold (for more information see “Table 9: CO₂e emissions” - pag. 87).

The reduction initiatives implemented in Coster’s factories prove with these results that significant improvements have been achieved in all processes despite the fact that in the heating for personal comfort we have the help of the climate as we generally suffer less harsh winters.



33 GRI 305-4

TOTAL ENERGY CONSUMPTION - kWh
Emissions per m² surface heated



-36%

2022: 15,46 kg CO₂e/m²
2023: 9,87 kg CO₂e/m²

Scope 2 (location-based)
Emissions per mln of product units sold



-8%

2022: 4,08 ton CO₂e/mln
2023: 3,76 ton CO₂e/mln



Water consumption

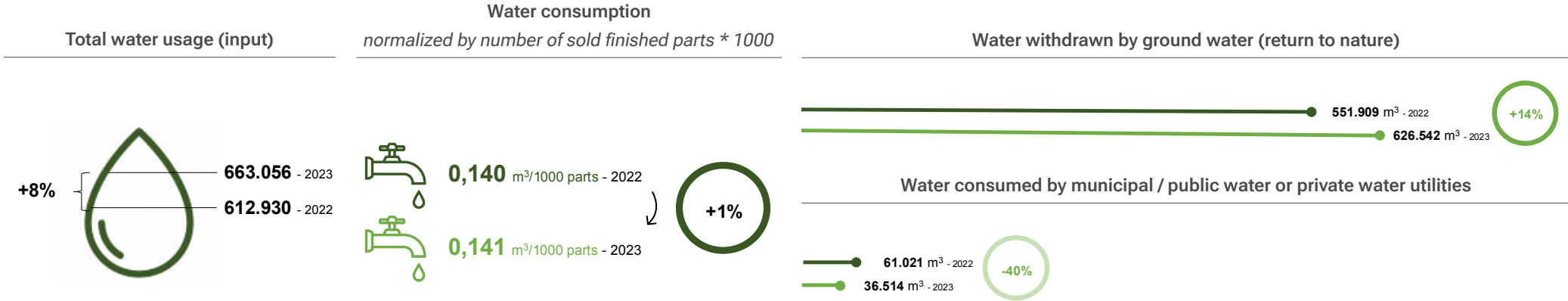


Water represents neither a crucially nor significantly material aspect in Coster Materiality Assessment, since it is mainly used in the cooling system of injection moulding and domestic uses (toilets, showers, canteens, etc.). Water, once used, is always discharged in compliance with the legislation in force in each country with a low pollutant load³⁴.

All water used is fresh water taken from ground water and from public/private water utilities. Coster does not consume water from water-prone areas and does not have significant water storage beyond that required for emergency facilities.

Nevertheless, Coster is fully aware that water is an essential element for the environment well-being and constantly aims at preserving its integrity by reducing as far as possible its impacts on water sources. Coster aim is to continue this conscious approach, trying to integrate water-saving activities and raising awareness among its employees so that they use water more wisely.

Based on the total amount of 4.713.937 (Q/1000) of products sold by Coster Packaging Division in 2023, with an increase of 9% from 2021, Coster calculates the quantity of water needed to produce 1000 finished items. Such volumes of sold products is taken from the annual Group Sales Report. The following figures show the total water consumption³⁵ in the baseline period and the variation from 2022 onwards (see “Table 13: Water consumption” - pag. 91 for more information):



There's an increase in consumption proportional to the increase in production, which has been shared between the public water supply (24% reduction) and the groundwater (14% increase). The balance between the two sources depends mainly on the availability of groundwater. The results in the ratio show that the efforts to maintain the efficiency of our consumption have been successful, keeping the values stable in recent years at around 140 litres/1000 pieces.

34 GRI 303-1
35 GRI 303-3, 303-5

Waste management & recycling



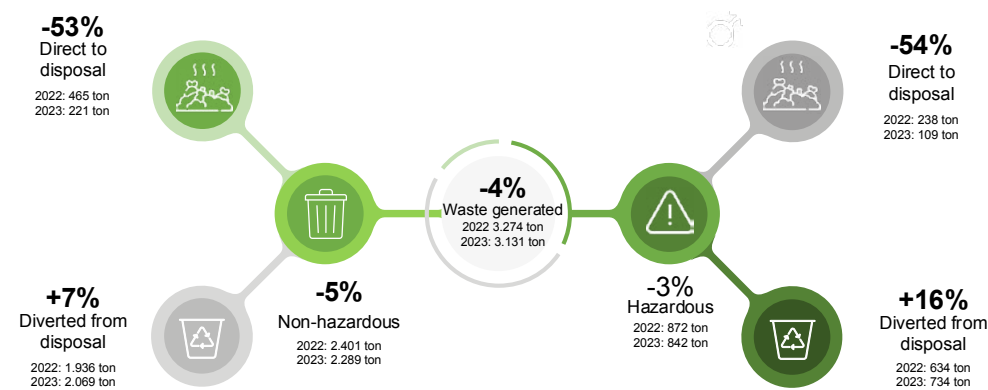
In the spirit of reducing material consumption, environmental impacts of the disposal scenarios, and fostering the circular economy, including following up on the New Plastic Economy Global Commitment (see our performance at [EMF website](#)), Coster implemented initiatives to increase recovery and reuse rates. In particular, Coster is firmly committed to reducing waste production, with a special focus on hazardous waste and to constantly increasing the quantity sent to any form of recovery. The company strives to recycle what cannot be reused. If neither reuse nor recovery is possible, waste is disposed by using the available method that has the least environmental impact (e.g., waste-to-energy conversion) with landfills used only as a last resort.

The waste disposal method in Coster depends on the waste code associated with the single item, according to laws and regulations in place, and it is always handled by qualified third-party or collection companies³⁶. Coster does not transport waste neither in country nor abroad.

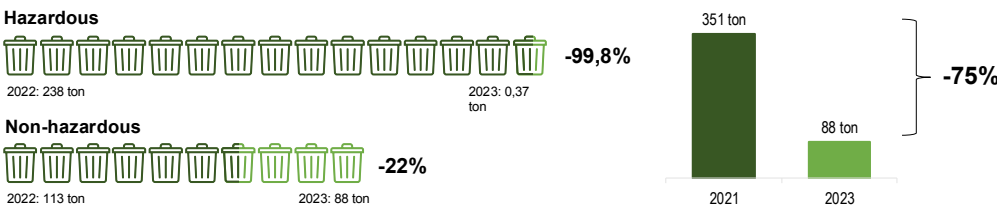
On the basis of the total amount of 4.713.937 (Q/1000) of products sold by Coster Packaging Division in 2023, +9% from 2021, Coster calculates the quantity of waste generated to produce 1000 finished items. Such volumes of sold products are taken from the annual Group Sales Report, excluding figures relevant to special products and components, for homogeneity with previous years calculation. The figures below represent the waste management³⁷ (for more information see “[Table 14: Waste management](#)” - pag. 92).

As a Group, we generated 4% less waste compared to 2022, thanks to the 3% reduction in hazardous waste and 5% in non-hazardous waste. The screening of the waste produced, the evaluation of its subsequent management and the establishment of common management criteria, helps us to reduce by 78% the waste sent to landfill, which puts us on the right track to achieve Zero Waste to Landfill certification in the coming years. In particular, there was a 99% and 22% reduction of hazardous and non-hazardous waste sent to landfill respectively, despite other forms of disposal.

Increasing segregation, internal recycling of some waste, as well as close co-operation with local waste managers and other stakeholders have been, are and will be the key aspects to achieve company’s goals.



Waste sent to landfill 2023 vs 2022



36 GRI 306-2
37 GRI 305-4

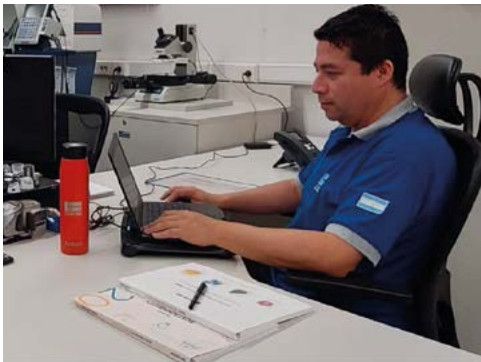
Environmental management



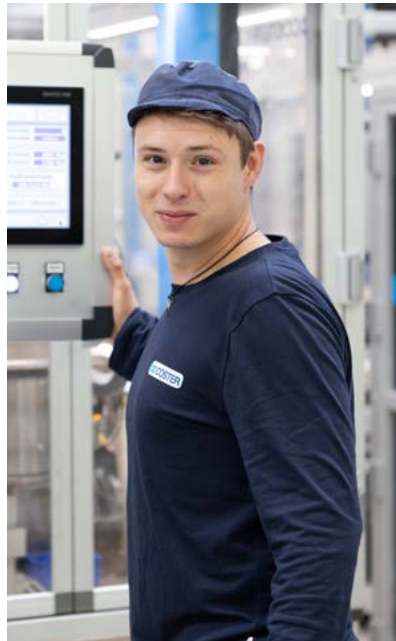
Thanks to an accurate environmental management and a progressive ISO14001 Certification extension to all operations, in 2023 no spills occurred.

In 2023 the Group received a monetary fine on environmental matters for 2.011 € due to a misunderstanding on the correct environmental periodicity controls in one site in Italy.

Regarding to biodiversity, none of the plants is located within 2 km of an area protected by local legislation³⁸.



38 GRI 304-1



COMMUNITY



4 CONTINENTS

PRESENCE



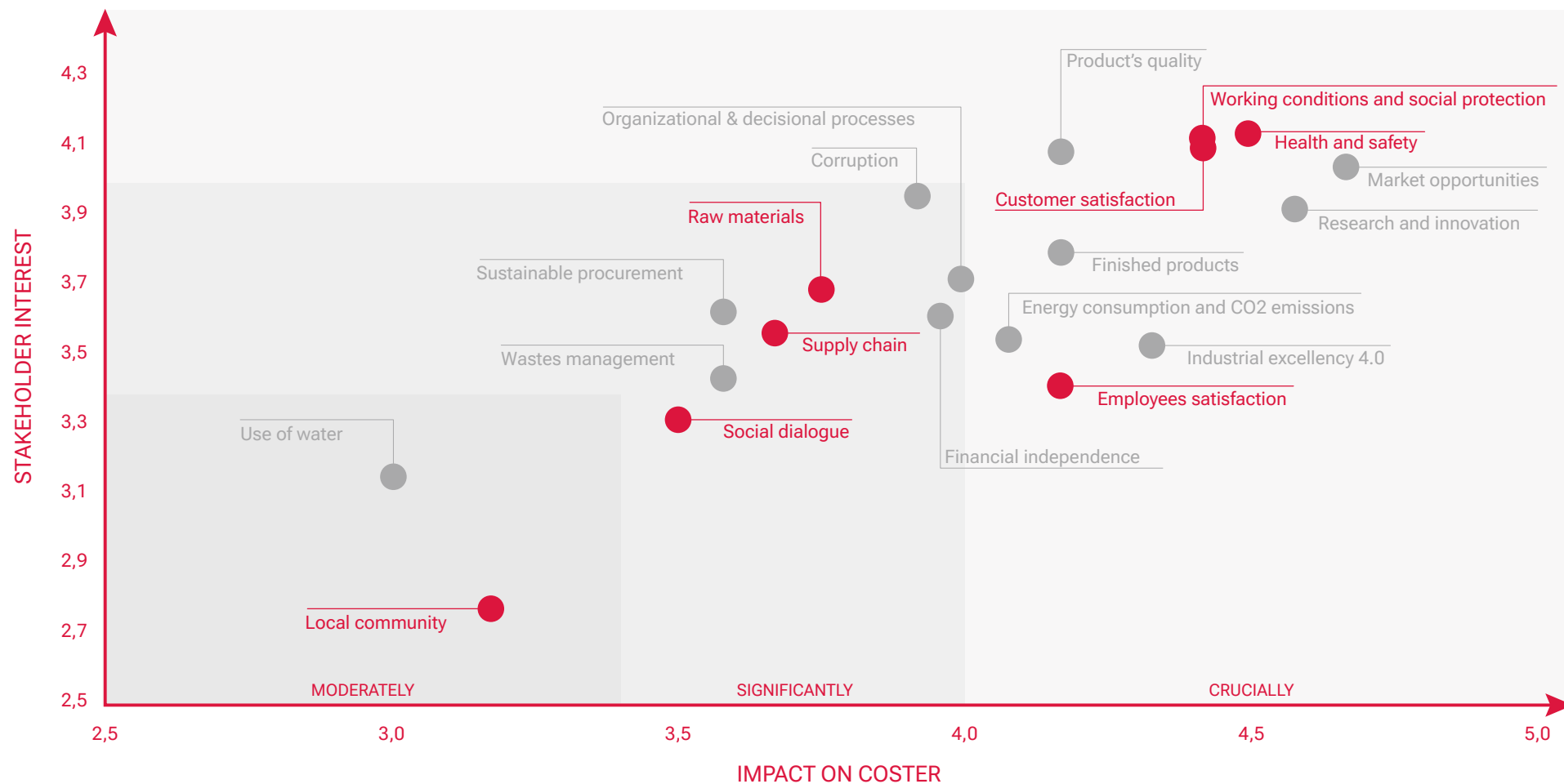
13.242 hrs

TRAINING



COSTERCARES

COMMUNITY PROGRAMS



Local communities³⁹



Despite the topic “Local Communities” resulted moderately material from both Coster and Stakeholders in the Materiality Matrix, Coster’s efforts toward this subject show the high-level commitment it deserves from all organisations and institutions working on the territory.

From its foundation, Coster has directly and indirectly contributed to the economic development of the local areas and communities where the group operates. This is the foundation of the following policy, annually reviewed with real life outcomes.

Community Development Policy

On environment and landscape: Coster pays the utmost attention to respect the local landscape features, wherever the operations are based. Building design, external areas and maintenance status always assure the greatest landscape compatibility whether facilities are located in industrial and commercial areas, or in residential district.

None of Coster facilities produce emissions that may negatively affect the atmosphere, nor produce odours, noise, light pollution or discharges into ground or water beyond the limits imposed



by law. All possible sources of environmental impacts are mapped and found either not applicable, as for biologic, electromagnetic, radiogenic or vibration sources, or regularly checked according to provisions in place if any risk of minimum contamination may appear.

The vehicle traffic doesn’t impact on normal traffic flow.

The use of natural resources is respectful to the fullest possible extent, renewable sources are privileged as for electric energy and the best technologies are used to minimise consumptions.

Waste management is guaranteed by the highest care, targeted to reduce disposal to landfill to zero.

On local economies: Coster’s employees are mostly hired by area municipalities and represent a relevant source of direct and indirect income for families, industry and commerce in the areas of operations, by generating wealth and employment opportunities. By hiring local employees, Coster is able to minimise transport-related environmental impacts as well. Furthermore, Coster collaborates with local companies by purchasing products, services and assistance, also contributing to their growth along with Coster in terms of know-how, skills, best practices and capabilities. This is how Coster produces turnover in different economies thus leveraging the global scale but remaining locally connected with the territory where it operates. Solidarity sourcing initiatives



39 GRI 413-1, 413-2

will be evaluated wherever valid opportunities arise.

On social footprint: Coster is locally active and has always included the well-being of its employees and communities in its business policy of continuous investments on modern and ergonomic structures, with the aim of providing its employees with excellent Health & Safety and conditions (attention to their working environment and cleanliness of facilities) and services (canteen, laundry service), legal, equal and transparent conditions of recruitment and employment, careers management and talents retention, promotion of social dialogue and proactive collaboration with trade unions build up Coster's approach to human resources. Any kind of abuse, labour coercion and discrimination in any form of penalising diversity, nor any violation of human rights, whatever the stakeholders may concern, are not tolerated.

The company is actively involved in civil society with a miscellaneous of initiatives addressed to local communities.

Education and schooling represent Coster credo, in which the company recognises itself and to be targeted with local initiatives that each company deems appropriate in the specific context where it operates. Gender equality, diversity and inclusion are targeted with a new challenging program for a further step ahead in creating potential, values and opportunities for both the organisation and its people.

On transparency: There are no records of tensions with local administration, whereas there is a mutual beneficiary relationship. Should any concern arise through the communication lines in place, made publicly available in the ethical code and governance model, the appointed team shall guarantee the due analysis and appropriate processing.

This policy has in the social part of CosterCares project a clear reflection of its content. In 2022 the CosterCares programme was launched on a limited basis and during 2023 this programme reached all our locations (See "[PEOPLE & COMMUNITY](#)" - pag. 07).

The facts and initiatives

◦ Education and Schooling

In 2020 Coster India started to support Bright Futures, an after-school education centre, a community and safe hub in Gazipur, one of the poorest slums in Delhi. Born from an individual initiative, this small organisation grows every year with very limited resources providing a nursery, education, focused classes, e-learning, restoring, blossoming of potentials, fostering self-esteem, attention, and occasions for celebration. After 2 years of donations on behalf of the entire company to the after-school school in India, supporting various projects, the results have been spectacular and the centre has been able, among many other things, to improve the technology



used, improve the terrace, grow the team and carry out multiple activities.

Once a year the Coster Academy takes place in our Italian facilities. This initiative consists of the invitation of a group of students to see our facilities and learn about some subjects in which Coster is highly specialised, with the main focus on sustainability. It takes place in Coster 1 headquarters, it lasts three days and the 2023 event welcomed 11 students from a technical-professional school located nearby Coster companies.

During 2021 in Italy, Coster launched an initiative to provide the local communities of Calceranica and Caldonazzo with online workshops. The webinars became part of the CosterCares programme to support Coster employees and local communities in dealing with difficult personal and family situations. In 2022, Italy and Argentina which has the largest workforce, started holding 3 and 2 well-being seminars respectively. This action was extended to all subsidiaries in 2023 with the holding of 20 seminars and the participation of almost 900 people around the world.

Other initiative of the program which is held every year in the Italian sites, is the vocational guidance for employees' children which aims to make it easier to Coster workers to face critical transitions of their daily life as parents as the high school and/or university to attend.

Costertec in Spain launched an access-to-work partnership addressed to students of "Fundació Eduard Soler" (FES), a vocational training center specialised in mechatronics and industrial programming. Likewise Costerplast has done with local technical schools.

◦ **Social inclusion**

With regard to the 2nd pillar of CosterCares program, Coster aims to reach disadvantaged people (inside or outside Coster staff), accounting for minimum 2% of the Coster FTE by 2026. The idea is to create an inclusive environment, opening new opportunities for people with limited access to the labour market, although being fit for the job, also through training and development opportunities.

Although in 2023 we have reached a value of 2.3% in terms of the presence of this type of worker, Coster will continue to make efforts to create new partnerships both in our activity and in that of our suppliers, as we value their commitment to this group as well.

◦ **Solidarity initiatives**

Among other voluntary contributions to charity events or donations by Coster companies to the local humanitarian, health and social care associations, include:

- Unicef, Bomberos Voluntarios, Fundación Fátima, Fundación Pilares and Fundación San Jose Providente in Argentina

- 8th Somnàmbula race St Tomàs, Germanetes dels Pobres, Festival del cinema de Muntanya and Pabordes de Rocaprevera in Spain
- Sponsor the local amateur soccer team and an initiative for handicapped kids in Coster B&S
- From a social point of view, some workers of Coster Tecnologie Speciali S,p,A, serve as volunteers in the public Fire Brigades and the company provides them with permission to provide their service during working hours in case of emergency calls

In addition, in 2023 and within the CosterCares programme, 6 volunteer actions have been carried out, 2 in Italy and 4 around the world (see **"PEOPLE & COMMUNITY"** - pag. 07).



Employees



In 2023 Coster counted **939 FTE (full time equivalent) employees**⁴⁰. The figures are very similar to those of the previous year, with a 2% decrease in female employees, instead males are more or less the same (see tables “Table 15: Total workforce by geographic area (FTE)” - pag. 93, “Table 16: Workforce by geographic area and gender (FTE)” - pag. 93, “Table 17: Permanent employees by region and gender” - pag. 93, “Table 18: Temporary employees by region and gender” - pag. 94, “Table 19: Full time employees by region and gender” - pag. 94 and “Table 20: Part time employees by region and gender” - pag. 94).

Almost all of our senior managers, plant managers and direct reporters come from the same country or state where the plant operates. Moreover, the fact that most of the employees belong to the surrounding community facilitates both Coster’s activities in the region and the relationship with the community⁴¹.

External and agency workers represent the 18% over Coster employees, which is not a significant portion of the organisation’s activities performed⁴². In addition, the presence of disabled/protected categories workers are 2,3% equivalent to 26 people⁴³.

Considering diversity as a company richness and a corporate asset, Coster pursues an inclusive workplace that enhances everyone’s contributions to the company, enabling employees to collaborate in ways that break down barriers and transform differences into strengths. For that reason, Coster is committed to ensuring **equal employment** opportunities for all members of the workforce based on merit, prohibiting any form of discrimination. The company promotes equal opportunities in the workplace as a crucial quality to human resource management and an indicator of long-term success.

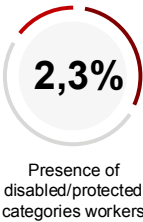
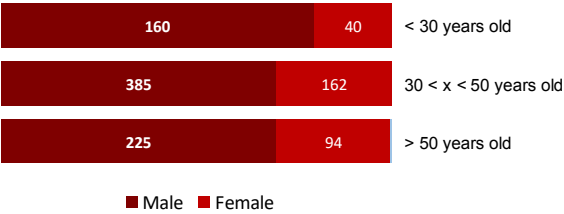
Salary conditions and payment processes are clearly communicated to employees at the time of recruitment and formalised in the employment contract in accordance with the laws of the country where we operate. Meetings and social dialogue are the channels used to communicate interactively about working conditions.

40 GRI 2-7
41 GRI 202-2
42 GRI 2-8
43 GRI 413-1

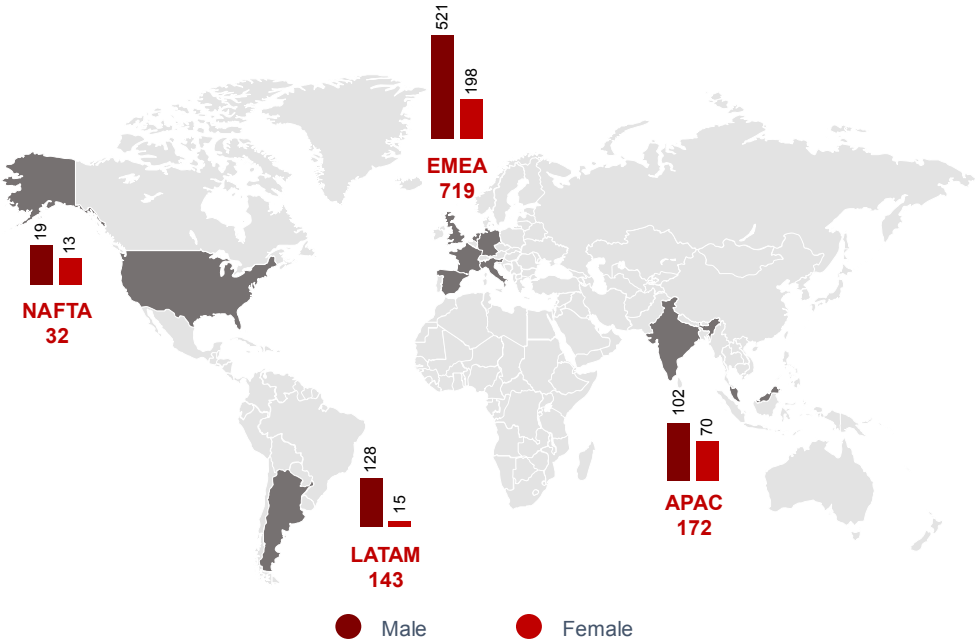
939 employees (FTE)



Employees by age and gender



Workforce by geographic area and gender



New hired personnel⁴⁴



In 2023, Coster hired 159 new employees, of which only 6% was over 50 years old and the rest, equally, was in the other age ranges (see “Table 21: New hires by gender (nbr & ratio)” - pag. 95 and “Table 22: New hires by age (nbr & ratio)” - pag. 95).

These new hires were recruited both to replace retiring or resigning personnel but mainly for strategical and growth reasons in specific areas. In fact, the largest staff recruitment occurred in EMEA due to business growth and in APAC for the new Indian site in Neemrana (see “Table 23: New hires by gender & geographic area (nbr & %)” - pag. 95).



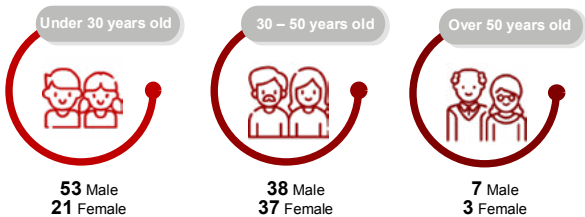
New hired personnel



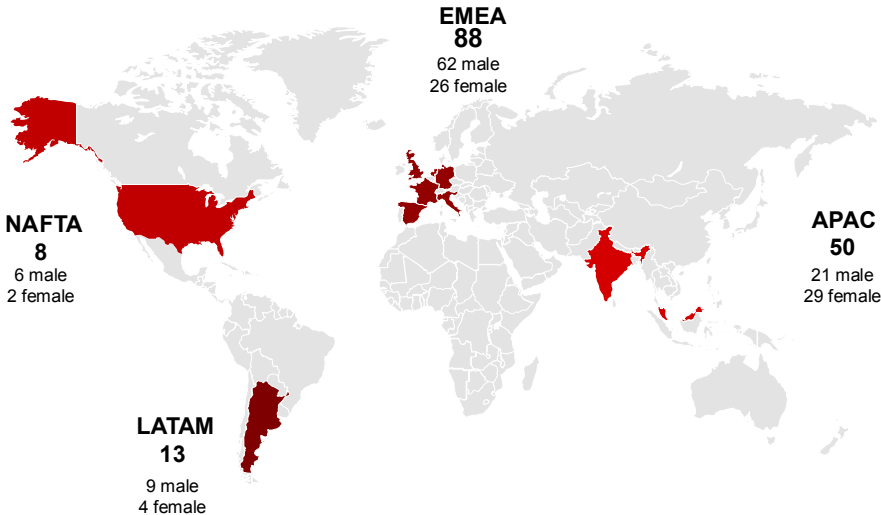
Employees by age



New employees hired by age and gender



New employee hires by region and gender



44 GRI 401-1

Turnover rate



Turnover⁴⁵ values are 33% lower than the previous year and are in line with the higher values of new hires by region. There was a significant decrease in male turnover (from 118 to 59 men). In addition, most of the leavings are in the first two age categories (see “Table 24: Turnover by region and gender (nbr & %)” - pag. 96, “Table 25: Turnover by age (nbr & %)” - pag. 96 and “Table 26: Turnover by site and age group” - pag. 97).

In the different regions, the number of turnover is shown to be proportional to the workforce but not necessarily to the hirings. Thus we can see that while in NAFTA and LATAM the numbers of hires and turnover are proportional, in EMEA there is a decrease due to workforce adjustment and in Asia there is an increase due to increased activity.

Training



Coster continues to invest in the organisation’s human resources, both to secure talent and to provide employees with opportunities throughout their entire careers. This approach pushes employees to dynamism and job rotation, driving openness, sharing of competence and experience, awareness and commitment, personal and career progression and training is a key aspect of the process.

In 2023, we have provided 33% more training than in the previous year, particularly on human rights, security and other topics. Despite this, we must continue to strengthen all training processes to reach the target of 20 hours per year and worker as it currently stands at just over 12 hours (for more information, see “Table 27: Training hours and average by gender” - pag. 97, “Table 28: Training hours by employee category and gender” - pag. 98 and “Table 29: Average hours of training by employee category and gender” - pag. 98)⁴⁶

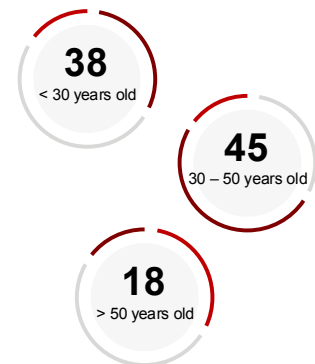
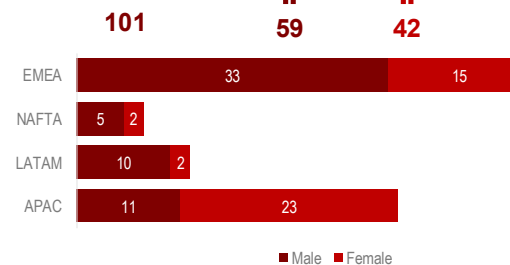
The CosterCares programme includes well-being seminars aimed at providing workers with useful tools to manage everyday situations more effectively. These seminars were extended to all sites in 2023.



45 GRI 401-1

46 GRI 404-1

employees turnover



13.242 hours of training and education



Environment
378 hours



Human rights
293 hours



Business ethics
255 hours

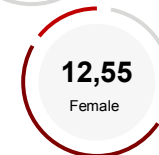
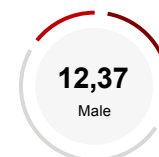
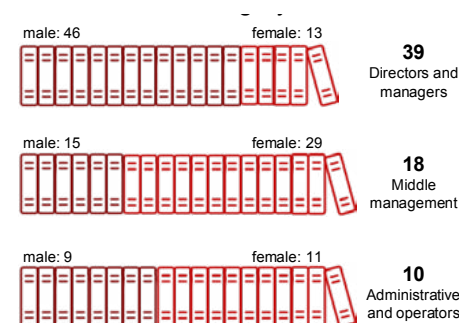


Health and safety
3.075 hours



Other
9.241 hours

Avg training hours by gender and category



Remuneration women to men



Coster is aligned with the vision of the United Nations Sustainable Development Goal on Gender Equality. Non-discrimination in the workplaces is one of the strongest values in which Coster believes in and is committed to achieving 50 % representation of women and men in all parts of the company, with the aim of giving its male and female employees equal opportunities and treatment. One of the ways in which inequality manifests itself is in remuneration⁴⁷. The following table shows the salary ratio of women vs. men grouped by occupational group:

	Directors and Managers	Middle management	Administrative and operators
Pero	0,83	0,79	0,90
Coster 1	0	0,90	0,95
Coster 2	0	0	0,96
Coster 3	0	0	0
Coster 4	0	0	0,90
Coster Robotics	0	0	0
Warehouse	0	0	1,06
Costerplast	0	0	0,94
Tecnocoster	0	0	0,95
Coster SAS	0	0,99	0
Catidom	0,81	0	0,95
Costertec	0,80	1,07	0,98
Coster LTD.	0,67	1,24	0,94
Coster B&S	0	0	1,0
Coster GMBH	0	0	0,79
Coster USA	0,80	0,66	0,92
Coster Packaging	1	1	1
Costerpack	0,45	0,24	1,36
Coster India	0	0,78	0,80

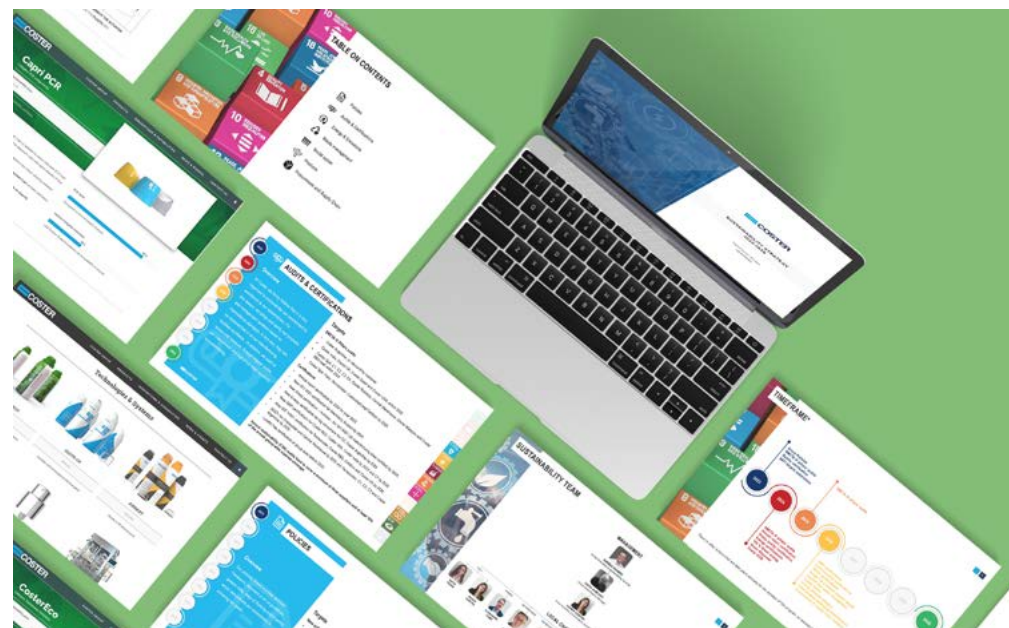
⁴⁷ GRI 405-2

The “0” value means that there is no presence of either gender in that group of workers. The cases of bigger gaps within the same age group are generally due to a few workers representing their gender, and in these cases, some inhomogeneities in job profile, responsibility, and seniority which explain differences despite category parity.

Smeta IV Pillars audits

Coster guarantees compliance with all of the above points, as well as others included in the SME-TA IV pillars standard, maintaining its programme of audits carried out by a qualified external body. These audits cover the labour practices and human rights, H&S, environment and fair business practices.

In 2023, Coster carried out the SMETA IV pillars audit in Coster India, Coster Spain, Coster USA and Coster UK and shared its results through SEDEX platform. For the coming years and within the new **Sustainability Roadmap**, an ambitious SMETA IV pillar audit programme has been approved to cover all Coster sites by the end of 2025 and its reviews according to the applicable periodicity.



Occupational health and safety

Work accidents



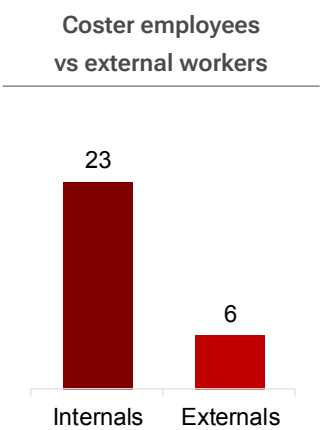
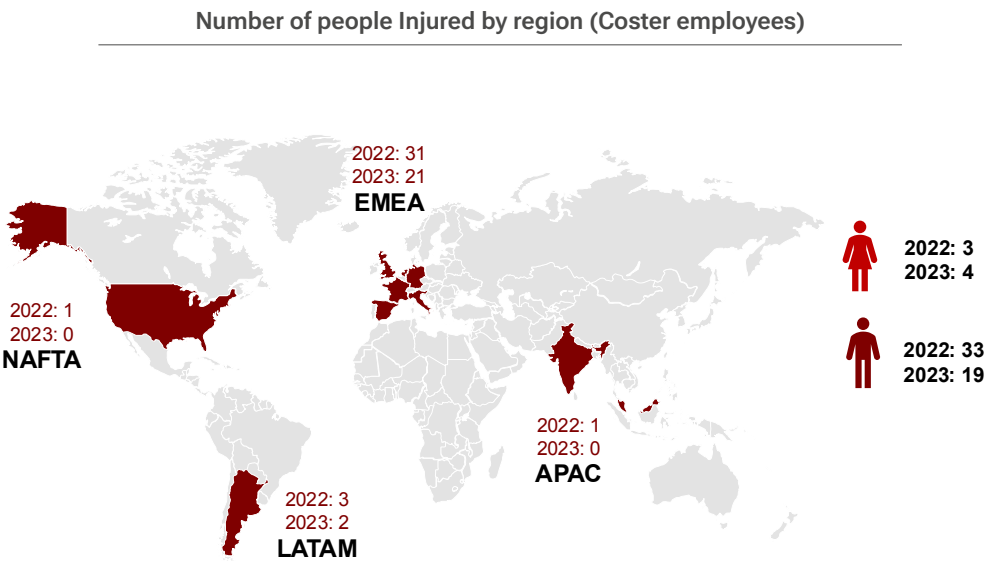
Coster continues to pursue the goal of zero accidents at the corporate level, with the promotion of health and safety as a priority, striving to reduce accident frequency rates each year. As a result, the company is committed to complying with the requirements set forth in this area by the applicable regulations in all countries of operations, adopting a continuous improvement approach and providing all employees with a safe, healthy and productive work environment. Prevention and protection activities implemented include systematic risk monitoring, respect of deadlines for law-compliant operations, use of all necessary personal protective equipment, emergency tests, regular medical checks. Best practices and state-of-the-art technologies go hand in hand with continuous safety culture training to guide people's behaviours on a daily basis.

The ISO 45001 certification in Costerplast and Costertec, the Health & Safety management systems, the Governance Model, the SMETA IV Pillars audits, the CSR audits at suppliers, visitor induction are the means used by Coster to guarantee the safest conditions in each plant at all times and everywhere.

Additionally, all manufacturing sites, except for Coster Benelux & Scandinavia due to its size, have a formal Health and Safety Committee that monitors programs and sets occupational health and safety guidelines. These committees represent 100% of Coster workers both white- and blue-collar.

In 2023, Coster decided to record all accidents that cause or may cause injury or illness according to the GRI standards for internal and external workers.

The following graphs show the number of accidents by type, region, gender and type of workers. The ratios for each of our sites are shown in the [“Table 30: Total number and rate of recordable work-related injuries by Coster employees” - pag. 98](#) and [“Table 31: Total number and rate of recordable work-related injuries by external employees” - pag. 99](#).



According to the numbers shown above, in 2023 no fatalities and high-consequence work-related injuries occurred neither to Coster employees nor to external workers. A total of 29 recordable work-related injuries were recorded in 2023, of which 23 occurred to Coster employees and 6 to external workers. There is a significant decrease in work-related injuries by Coster workers and the incidents are related to blows and cuts mainly in hands and fingers⁴⁸.

The total of 114 days of work loss correspond to 103 days by Coster employees and 11 days by external workers. The number of working days lost by Coster employees was 84% lower than in the previous year, which is explained by the decrease in the number of incidents, but also by the low severity of them.

Work-related incidents rate shows a proportional reduction when relating the number of incidents to the hours worked, from 17,8 in 2022 to 12,45 in 2023 (30% reduction).



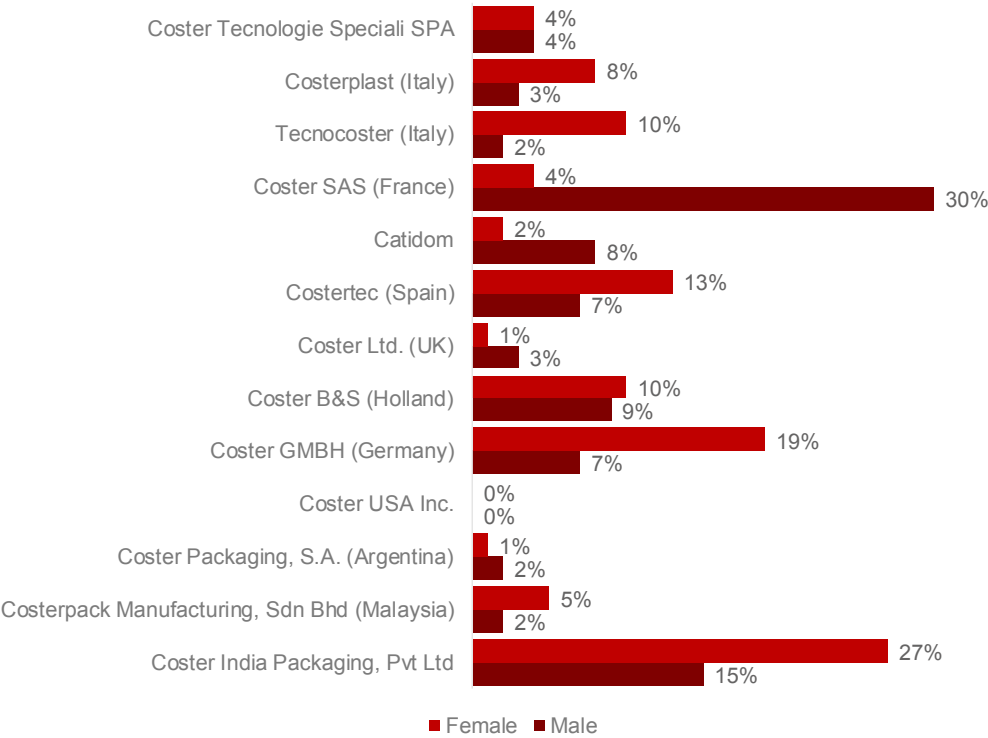
48 GRI 403-9

Absenteeism rate



Considerations on absenteeism rates by gender groups can be borrowed from comments on safety comments. Hence injuries, the small number of staff in some facilities, also in terms of gender breakdown in some local cases, as well as some regional habits can explain the absence figures for reasons different from paid leave (see [“Table 32: Absentee rate by site” - pag. 100](#) for more details).

Absenteeism rate by gender and site



Employee satisfaction and health promotion



Employees are Coster's greatest asset. The group always strives to ensure that they feel valued and to develop that sense of belonging which creates a rewarding and positive workplace environment.

Working environment

Coster invests significant capital each year in renovating buildings and facilities to provide employees with more modern and comfortable workplaces, as well as in measures to check noise levels, vibrations, lighting, temperature, humidity and to be able to act accordingly its results.

In 2023, special attention was given to the construction of the new Brazilian manufacturing plant, which will be ready for production in 2024 to fulfill Coster standards.

Welfare

Some of the local initiatives that Coster facilities undertook in 2023 include:

- Benefits: in 2021 the corporate welfare flexible benefits was stipulated with WTW as well, which includes a wide package of goods and services alternative to the second level contractual bonus scheme available to Coster employees. Other benefits offered by the Group consist of redundancy payments over and above legal minimums, bonus and performance rewards, layoff pays, layaway plans, medical benefits and expenses reimbursements, prepaid medicines, bicycle purchase plans, free travel to public transport places, free parking benefits, extra-holidays depending on workers age, financial benefits in distress conditions, health and life insurance, death benefits
- Work-life balance: mobility for operators; time flexibility: to leave the company so as to avoid traffic jams and for mothers; remote work schemes
- Health: agreement with Metasalute in Italy; special insurance; access to flu vaccine; psychological coaching; specialised cardiovascular check-up and medical screening; vaccination for business travels to certain foreign countries; training on correct lifestyle
- Other initiatives: bottles of different non-plastic materials to employees to avoid the use of disposable plastic cup; Christmas box; school supplies for children; Easter gifts; Father's and Mother's Day gifts; birth gifts; retirement gifts; scholarships; sport activities; meals and snacks; electrical vehicles free charge

CosterCares program

The CosterCares program, was fully active in 2023. One of the activities, only in Italy, is "Coster

Academy" and is carried out during the last quarter of the year. This activity consists in giving technical training to talented manufacturing operators and students from technical and professional local schools regarding Coster's products and technologies divided into three modules (introductory, basic, advanced).

Under the first pillar of the program 20 online and on-site wellbeing seminars were launched for the employees.





PRODUCTS



100%

usage of cardboard is recycled or FSC



93%

top suppliers signed Coster's Supplier Code of Conduct



93%

paper used in offices is recycled or FSC



56%

procurement budget spent on local suppliers



5

new products in PCR

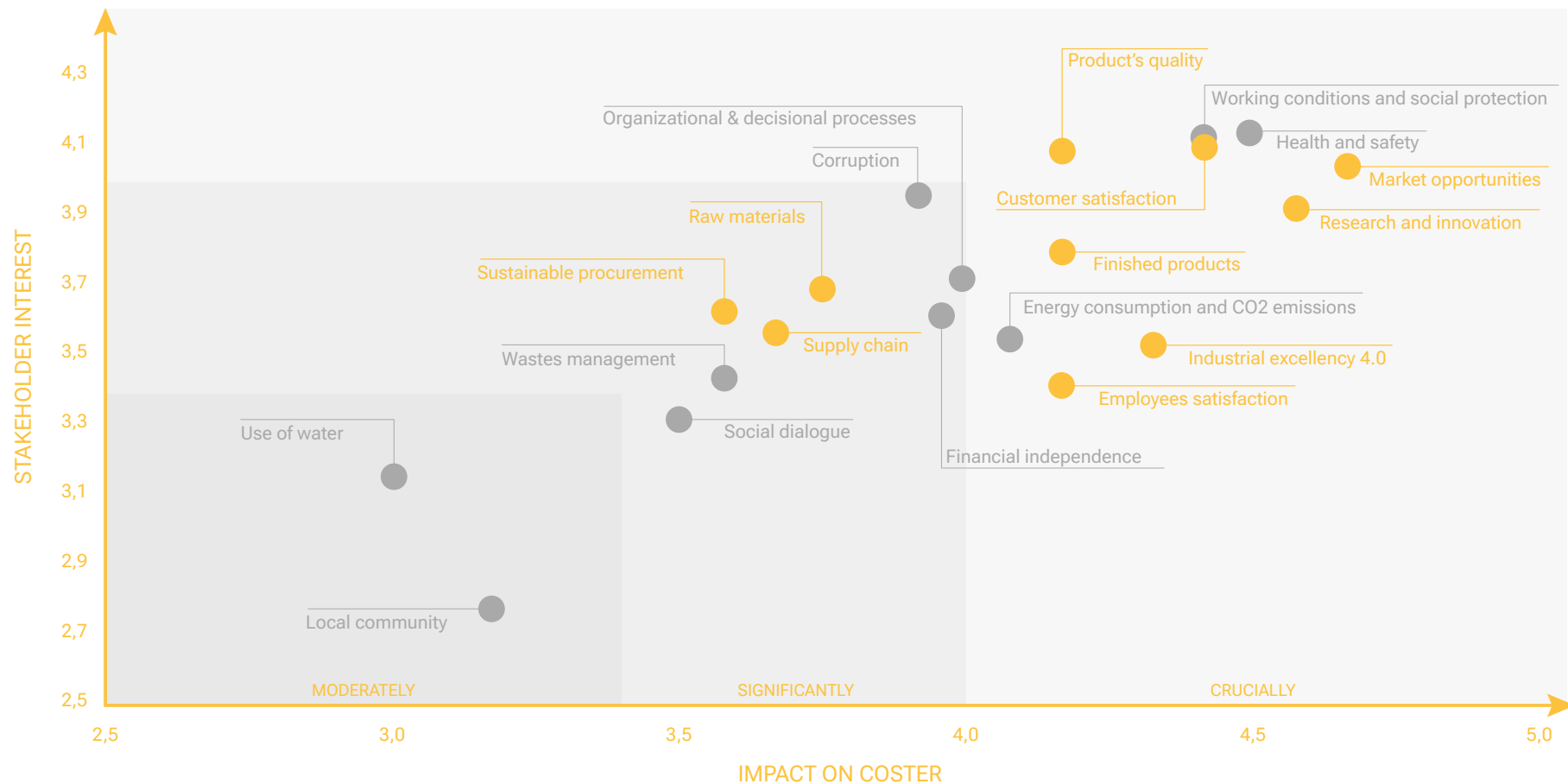
Products



In its sixty-year history, Coster has established a reputation for designing and manufacturing high-quality filling machinery and a wide range of spray and dispensing packaging solutions. The market application covers a variety of product forms, from personal care and cosmetics to pharmaceutical, perfume, food, household and technical products. Since 2021, with the strategic acquisition of

the French metal anodising company Catidom, Coster also offers direct production and sales of anodised components.

Coster is the world's only company to produce both packaging components and filling equipment⁴⁹. Machinery division product range covers fully and semi-automatic lines and laboratory equipment. The ability to manufacture ten complete production lines per year, to offer tailor-made solutions for pharmaceutical and aerosol applications, with a focus on new technologies, led Coster to be the world's second largest supplier in the industry. In 2023, filling equipment and anodising together covered 9% of the Group's total consolidated sales.



49 GRI 2-6



Actuators & spray caps

- Actuators
- Spray caps
- Special actuators & spray caps (custom)

Aerosols valves

- 1 inch valves
- 20 mm valves
- Bag-on-valves
- Metered dose valves
- Special valves



Anodized components



Pumps

- Spray pumps
- Perfumery pumps
- Dispensing pumps



Filling machines

- Automatic lines (rotary and indexing)
- Semi-automatic machines
- Ancillaries

In 2023, Coster sold more than **4,7 billion products**

Products LCA



In 2023 the team responsible for developing Life Cycle Assessment studies has expanded to respond to the increasingly priority need to quantify, analyze and evaluate the types of environmental impacts of the products and services offered by the company. The main goal is to provide transparency about the product's global warming potential (IPCC GWP 100a) and to compare the change in impact if using virgin versus PCR plastic resins, but also acidification, photochemical oxidation, eutrophication, abiotic depletion potential (elements and fossil fuels) and water use were analysed.

Today the team has three specialists who use the software SimaPro and a consolidated methodology which allows to accomplish the requirements of ISO 14040-44 [3-4] and PCR 36490:2019 for International EPD System dispensing systems. The regulated 4-step methodology followed by Coster results in a LCA protocol prepared for gaining the Environmental Product Declaration.

System boundaries include upstream-core-downstream processes. Further to primary data, secondary data were used for raw materials production and disposal processes selected from Ecoinvent database.

The work of the LCA team, within the I&S structure and in synergy with the technical functions, is fundamental as it allows us to dissect the complexity of the product and understand it, thus:

- supporting the corporate environmental strategies,
- allowing the priority of interventions to be set,
- allowing the comparison between different products and the improvement of existing products,
- offering valid support for the design of new products or processes within the sustainable development strategy,
- supporting customers with predictive studies on new projects and R&D development programs

In 2023 Coster completed the cradle-to-grave study for several products, including the first assessment of the families of **SCP dispenser pumps**, **32MSPUP** and **PLCP spray pumps**. Similarly, customer-owned spraycaps were studied with the aim of proposing innovative eco-design solutions.

Products recyclability certification



For this topic, Coster refers to a qualified Institute for European-level certification applications for product verification and recyclability examination, and

has been in dialogue with Recyclclass, a highly recognized cross industry initiative working on the development of scientific testing methods and Design for Recycling Guidelines addressing the plastic packaging recyclability. Since recyclability is defined by the two parameters of product composition and real recycling pathways after usage, the recyclability certificate founds on scientifically validated criteria assessed with leading industry insiders and associations from the packaging manufacture, waste sorting and recycling business. The recyclability ranges from 0% (non-recyclable) to 100% (fully recyclable), where the latter means that the packaging meets all the prerequisites to become, after its usage, a secondary product comparable to a primary product with identical material. This quantified absolute parameter therefore indicates the material's ability to close material cycles in established collection and recycling structures, in practice and at scale.



Innovation



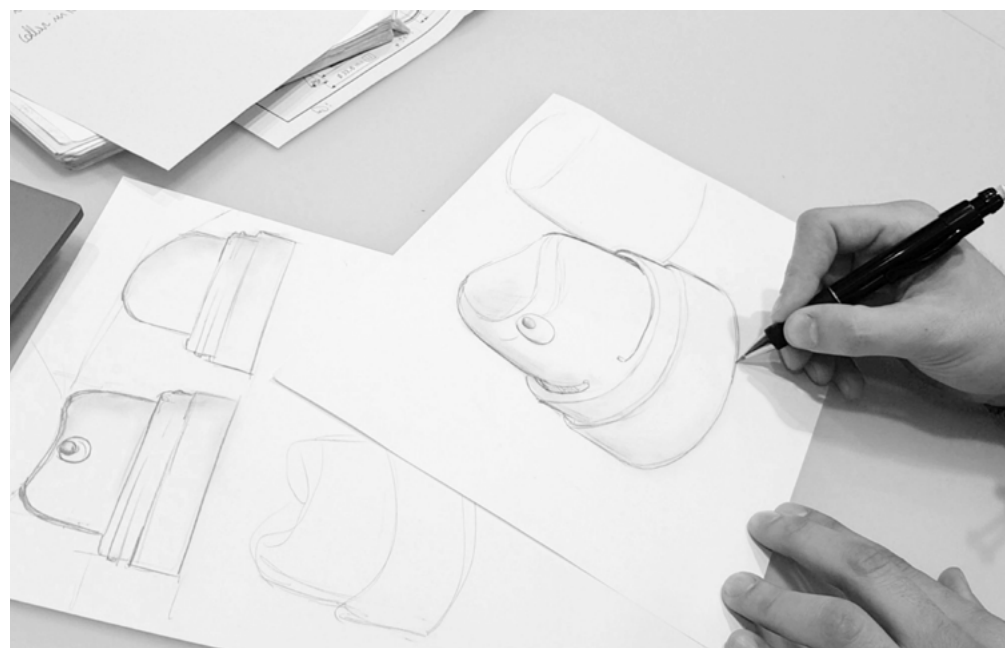
The Innovation and Sustainability function is a key element in realizing the **Vision** and achieving the **Purpose** of the company, which are based on the delivery of innovative and

sustainable dispensing solutions through design and manufacturing excellence. The I&S team works to discover sustainable solutions, for creating the best products of today and at the same time looking for future needs. The distinctive values are embodied in combination of creative design with solid engineering skills, through contamination with elements of different origins, the look at the changes taking place in the contexts where we play and direct networking with stakeholders fueled by our long-time technical know-how.

Products innovation

The Innovation & Sustainability headquarter is located in Coster 1, in the Trentino region in Italy, supported by Technical Packaging Assistance in Pero (Milan) and by the technical centres in the local subsidiaries. The team is structured in the macro-areas of Sustainability, Discovery & Innovation, Technical Development, HSE & Energy, Quality, and relies on:

- Teams of designers, project managers, process technology and lab technician specialists
- PLM software supporting process and document management
- 3D printing machines for quick prototyping and better project definition in the first crucial proof of concepts steps
- ATEX filling room, with filling heads manufactured by Coster to reproduce the real conditions at customer's sites with all range of propellants
- Mini injection moulding machine to allow moulding with both standard prototype moulds and a new type of hybrid prototype moulds made with 3D printers (with the aim of accelerating the development times of new products exploiting the speed of 3D printers in the component production process)
- Computer 3D tomography
- Laboratory ultrasonic welding machine
- State-of-the-art SW and HD technologies, like:
 - 3D modelling SW, mechanical FEM and mould flow simulation for products design



- TGA and DSC, FT-IR, Spectrophotometry and GC for materials characterisation
- Microscopes (electronic and optical), high speed camera, metrology systems with automatic measures acquisition for visual and dimensional analysis
- Climatic cells to reproduce ageing conditions
- ATEQ and vacuum chambers for sealing tests
- Latest generation spray plume and spray pattern detection instrument, particle size meter for spray characterisation, and a complete set of lab instruments also including dynamometers, sun test and other specialised lab equipment.

Some new developments and product innovations launched or completed in 2023 are listed below, whereas other projects addressed to recyclability, reuse, reduce and replace models were launched but are protected by confidentiality or NDA with customers.

- **Rio actuator:** actuator for dispenser pump with high resistance to top load and modern cosmetic design
- **New 1" metered dose valve:** optimized and more sustainable version in terms of dispensing performance inside the automatic device, mechanical resistance and production technology
- **FAN actuator system:** new system of actuator and micromist insert designed for spray paints, it owes its name to the shape of the spray which resembles a fan and to the rotatable insert to direct the dispensing
- **Micromist insert for perfumery:** complement to the range of mini-inserts for fragrances with reduction of the spray cone to meet the requirements of the market sector
- **1" valve with semi-capillary dip tube:** combines the possibility of use with products that separate easily with the characteristics of good atomization, high filling speed, reduction in weight and materials used, use of POM-free body
- **New metered dose BOV** for sprays and gels: the first bag-on-valve on the market with an integrated metering system, propelled by air or other compressed gases, as alternative to existing airless systems
- **Introduction of sustainable product solutions in terms of:**
 - Materials, with options for using post-consumer mechanically and chemically recycled plastic resin or bio-based plastics introduced on pumps, caps and spraycaps
 - Recyclability, for example through the development of the POM-free version of the dispens-



er pump or PP micromist insert

- Reuse, for example by collaborating in the study and creation of “in-store” filling solutions for the refilling of aerosol systems
- Eco-design, by reducing the number of components and weight of the packaging

In 2023, the Innovation activity has been focused on the still ongoing developments:

- CosterEco new applications and versions
- Full recyclable versions of pumps
- Alternative dispensing systems
- New actuators design
- PP inserts
- New products in PCR

To reflect the company's commitment in the field of product innovation, we highlight the first-time launch of an all-round **innovation contest** on an **open innovation and crowdsourcing platform** within a global community of inventors and creative talents called to work on a challenging technical brief.

Patents

The following patents were released in 2023:

- Green spray pump (design patent)
- Locking spraycap with on/off button (design patent)
- Retractable clip for pumps (invention)
- Locking spraycap with on/off button (invention)
- Green spray pump (invention)

Furthermore, in 2023 Coster obtained the granting of 6 patents in the countries and regions where they were registered.

Collaborations

Coster collaborates with universities, associations, institutions and platforms for analysis and research:

- the Polymer Science Park in the Netherlands works with the local Coster plant on innovation and development for applied plastics technology (with special focus on circular economy, recycling, 3D printing, biobased, coatings and smart materials) and offers complementary services, such as consultancy, trial production, product testing, training/study programmes/workshops, and a learning venue for students and starters),
- FEA and national committees like AIA, BAMA, CFA to work on technical tables and recycling channels of aerosol plastic packaging
- CYCLOS-HTP company, the institute for assessing and certifying packaging and goods recyclability
- PROPLAST, a consortium of companies and R&D organisations specialised in creating and promoting innovative solutions for the plastic industry
- DESALL, the open innovation and crowdsourcing platform that, through design contests, connects companies and private clients with a worldwide network of inventors
- Platforms for startups, scaleups and innovation scoutings



Industry 4.0



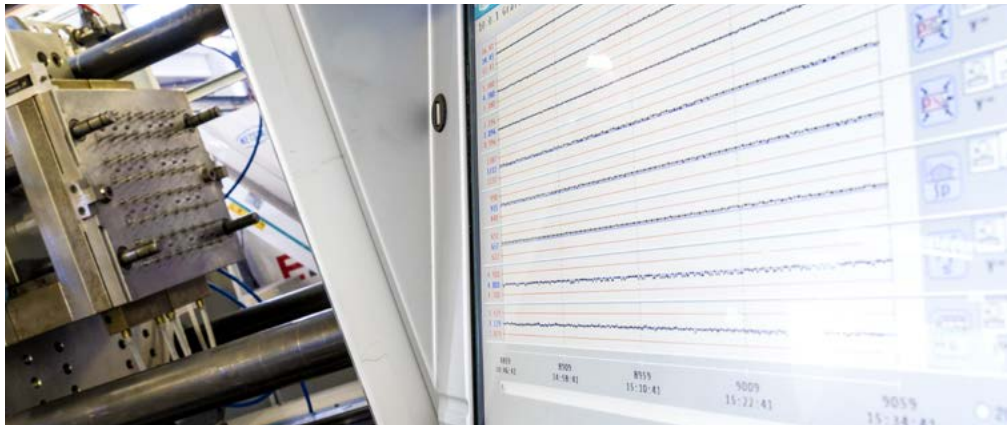
Over the years, Coster has become widely recognized for its high levels of automation implemented across its facilities.

This reputation stems from the company's forward-think-

ing approach and engineering orientation, where it consistently pioneers new technologies. This commitment has led to the adoption of Industry 4.0 principles, which are viewed as essential business goals and growth drivers within the company's industrial vision.

Keys Enablers for success

- **Interconnected Systems:** Coster integrates various systems seamlessly, including the new SAP 4/Hana platform, MES, WMS, and other enterprise systems
- **Data-Driven Operations:** The company focuses on process improvement and operational efficiency through internal data utilization
- **Smart Automation:** Coster employs LGV systems for internal logistics and warehouse operations. Their software platform ensures full product traceability and system interconnection. The recently developed project in Coster 2 factory (project DIGIT) represents the best example of Coster Smart Factory where all systems are fully integrated
- **Human-Centric Approach:** While technology is essential, Coster prioritizes worker well-being, safety, ergonomics, and skill development
- **Energy Efficiency and Sustainability:** The company encourages sustainable practices, implementing energy-efficient solutions and waste reduction strategies



Sales and customer service



With its global footprint and worldwide network, Coster gives its customers the necessary support in the different areas of interest and is present from the early stages of development to production and final delivery, until the end of the product's life.

- The customer care department provides widespread pre- and post-sales assistance for packaging, anodization and machinery, offering a preferred point of contact and answers for all needs concerning products and services offered by Coster
- Packaging Technical Assistance is provided by both centralised and local facilities. With more than 2.000 tests per year, the Pero laboratory responsible for verifying compatibility between clients products and Coster's ones, supporting the customer in selecting the best delivery system according to the product formulation, providing training sessions about aerosol to customers. Compatibility, functionality, swelling, spray rate, spray pattern, flammability, corrosion, sealing, colour, new formulations, optimization of client's formulas and analytical tests are conducted according to both internal Coster protocols and international standards
- The Packaging Development Office in Trento focuses on customer development requests and product modifications. Designers, project managers and engineers assist clients throughout all project phases. Among the many laboratories are available testing and development tools, also rapid prototyping of STL and 3D printing mock-up and inserts fluid-dynamic simulations from "trial and error" to predictive simulation
- The Machinery Division provides customers with the latest filling technologies and ensures the post sales technical assistance and maintenance service, as well as the full set of documenta-

tion for operation, maintenance and validation and compliance with safety, ATEX and applica- ble regulations in place

- In the central Regulatory Office in Coster 1, qualified staff responds to the regulatory, materials compliance and products LCA needs
- The central Sampling department, part of the technical structure, is equipped with all necessary tooling to arrange the sample orders without disrupting the production processes. Processing more than 5.000 sample orders per year, this facility helps the marketing, testing and approval operations at customer side pursuing efficiency and time-competitiveness goals
- Supply Chain and Logistics offer lean and agile support, 360-degree order management and customer assistance, solutions for special stocks management, support for short time frame launchings, small productions requests, short time deliveries when needed (down to less than one day), global logistic connection
- QA and Sustainability structures respond to all needs concerning management systems, certifi- cations, audits, complaints, documentation, reports and disclosures on company performanc- es
- Collaboration by means of strategic partnerships with end-of-line packing machinery providers and complementary machine manufacturers

Full information about Coster organisation, facilities, contacts, products and services are availa- ble on the website www.coster.com.

Supply chain



The disruptions of the past two years have high- lighted the importance of resilience and for- ward-thinking strategies in supply chain manage-

ment. Coster's supply chain objective is to synchronize customer requirements with the flow of materials from suppliers, achieving a balance between what are often perceived as conflicting goals: high customer service, low inventory management, and low unit cost.

Coster's supply chain strategy is based on four key pillars:

1. **Quality:** Coster focuses on ensuring that materials sourced from suppliers are of the highest quality
2. **Efficiency:** The company invests in modern manufacturing technologies and integrated supply chain systems to optimize operations and produce cost-effectively
3. **Responsiveness:** Coster delivers products to customers promptly, using a customer-centric approach
4. **Sustainability:** Coster is committed to reducing its environmental impact through sustainable

production practices and waste and energy reduction initiatives

In 2023, Coster achieved several objectives related to sustainable sourcing and supply chain. Here the top three priorities:

- **Carbon Neutrality:** Coster aims to become carbon neutral for Scopes 1 & 2 by 2026, using electric energy, biogas, and emission offset projects
- **Zero Waste to Landfill:** The company promotes material separation and recovery to prevent waste to landfill. The first milestone is zero waste to landfill for all Italian plants by the end of

Procurement



Coster Procurement recognizes its responsibility to promote positive social impact through sourcing decisions. The

company is committed to fostering responsible practices with its suppliers and actively engages with them on key issues.

Coster's procurement spans more than €200 million and involves over 1000 suppliers, categorized into three main spending areas:

1. Productive items (PI): These include raw materials, components, and packaging
2. Non-productive items (NPI): Encompassing expense areas such as Utilities, Equipment and MRO (Maintenance, Repair, and Operations), Logistics, Professional Services, IT and Telecom, Site Materials & Services, and Employee Materials and Services
3. Third-party manufacturing (3PM): This category involves contract manufacturing for moulded and assembled components

Local suppliers



In 2023, the Group spent 56% of the procurement budget on local suppliers⁵⁰ – same country or state where the plants operate - due to the high spending by the two most significant operating locations; the Italian companies (packaging division) spent 73%, while the EMEA (without Italy) companies spent 36%. There has only been a significant increase in the US, as the sourcing strategy has been changed to minimise imports from Europe. (see “[Table 33: Procurement budget on local suppliers by site](#)” - pag. 101).

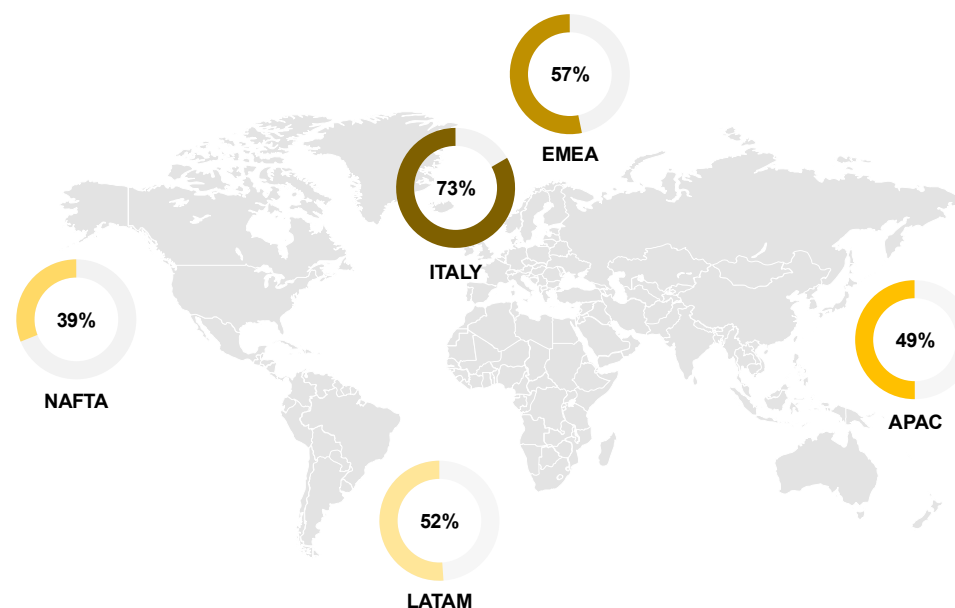
⁵⁰ GRI 204-1

2024

- **Logistics:** Despite business growth, Coster strives to reduce greenhouse gas emissions from transport by minimizing truck mileage and using low-emission vehicles or alternative transportation

Additionally, Coster engages with suppliers to promote sustainable practices through training, workshops, and internal audits. Sustainability is a key metric for evaluating supplier performance.

Spending on local suppliers



Most of these supplies are from the EU and specifically from Italy⁵¹. Most of Coster's outsourced suppliers are located in or near Trentino region, and are subcontracted to produce plastic components or assemble finished products. Coster takes responsibility for the suppliers it works with and for the society and environment in which it operates.

The definition of significant location of operation is relevant to the consolidated sales associated to manufacturing facilities operating in Italy (packaging division).

Supplier environmental and social assessment

The CSR audit plan for Coster's productive items and outsourced suppliers continued in 2023. These audits follow the SMETA IV Pillars protocol, with additional health and safety requirements taken from ISO 45.001 and internal safety audits. Suppliers are rated with topic-specific scores and as general sustainability performance, SWOT analysis and findings list are issued as well.

Coster defined the target suppliers as the top 15 PI/3PM in the Group's annual expenditure. It should be considered that 3 suppliers accounting for 17% (Basell) and 29% (Borealis & Celanese) of total Italian and EU total expenditure turnover, respectively, are big multinational corporations which don't accept CSR audits by company policy.

Coster's goals is for these targeted suppliers to have a contract with sustainability and CSR clauses, to have accepted Supplier Code of Conduct, and to have received a CSR audit. So far and with the audits carried out in 2023, the results are as follows:

- 93% of these suppliers have accepted Coster's Supplier Code of Conduct.
- 87% have been assessed by a CSR audit (one of them does not accept external audit)
- 47% have signed Coster's supply contract with CSR clauses (some of them impose their own contract)

The audits did not reveal any suppliers with actual or potential significant negative impacts and the identified shortcomings in both environmental and social aspects were reported and addressed. Relationships with suppliers were not severed as a result of the assessment⁵².

The audit plan for 2023 aims to cover more than 21% of PI/3PM's expenditure turnover for the top 15 suppliers authorising on-site audits.



⁵¹ GRI 204-1
⁵² GRI 308-2, 414-2

Raw materials



Coster mainly uses polyolefin (PE and PP), acetal-yc resin (POM), polybutylene terephthalate (PBT) and masterbatches in its production process.

Moreover, Coster purchases different components made from plastic (dip-tube), steel (springs and balls), aluminium or tinplate (mounting caps and covers) and rubber (seals/gaskets).

In 2023 Coster continued to develop new solutions aimed at **reducing** weights and **replacing** materials both with others that are less problematic for the recycling streams and with more eco-compatible solutions. The **POM eradication** program assumes particular importance in this regard, which continues as outlined in the **Sustainable Product Development Strategy** in force.

This activity is part of its commitment to the New Plastic Economy, looks at the wide media resonance given to global trends on the impact of packaging on the environment, and supports SDGs-oriented customer campaigns.

Products

The main technical projects completed or still ongoing in 2023 are listed below:

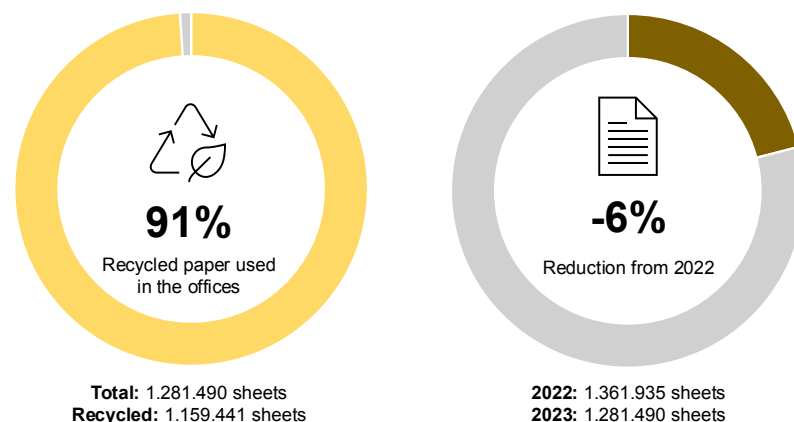
- **PCR** (Post Consumer Recycled) plastics introduced in the following products where the parts are not in direct contact with the product (for regulatory reason of food contact compliance):
 - **Milano** actuator
 - **Rotor** all versions: actuator in PCR
 - **V18.70 spray cap**
 - **Orbit spraycap 49 mm**: actuator in PCR
 - **Overcaps V20.115 and V20.130**: for actuators and pumps
- Remove aluminium foil from the BOV quadruplex laminate (PET/ALU/OPA/LDPE) film structure. Introduce mono-material laminated film for bag-on-valves, addressed to product recyclability (projects ongoing)
- **POM removal** from LKE valves
- **POM-free pumps** (stem and ball)
- **POM-free micromist**

- **BPA-NI** (Not In) aluminium and tin-plate mounting cups for 1" valves, as alternative to lacquer-ing containing BPA traces
- Design for 100% recyclability of dispensers and spray pumps
- Thickness reduction on dip tube V07.12/R 10%: for 1" valves
- Thickness reduction on dip tube V07.05/R 10%: for SCP pumps
- Thickness reduction on ALU mounting cups
- Replacement of PP plastic grades with other alternative that guarantee equivalent technical performances but reduce energy consumption and cycle time, starting with spraycaps appli-cations

Paper policy in the offices

The policy consists of a sustainable sourcing initiative launched to purchase paper responsibly. Targets are to maximise efficiency by reducing paper consumption wherever possible, maximis-ing recycled fiber content, and using products resulting from waste paper processing (post-con-sumer).

In 2023 Coster achieved a 91% recycled paper use and a 6% reduction in total consumption vs previous year.



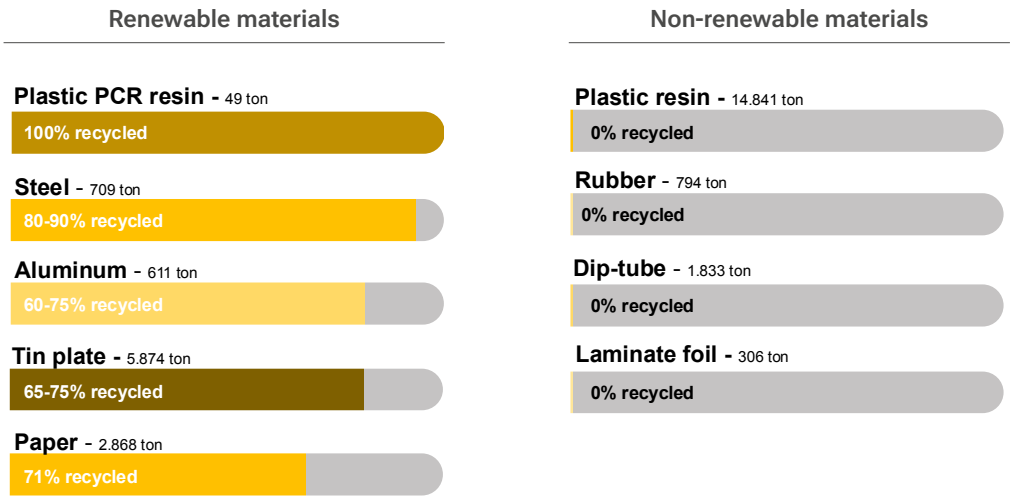
Materials consumption

This section shows Coster’s most representative materials, both those directly involved in production and those involved in distribution. The quantities shown below are an estimate based on the quantity of individual product categories-using as benchmarks (see “Table 36: Benchmark item used per category group” - pag. 103) the most representative items by sales and weight sold by Coster in 2023, considering the weight of each component (see “Table 34: Total material used (Tn) and % recycled” - pag. 102) and separated by recycled content⁵³.

Materials involved in production

Almost 28k tons of materials were used in 2023 corresponding to a 9% increase in consumption from previous year, in line with the growth in sales.

We are in permanent contact with our suppliers to be able to offer products with a higher content of recycled materials when it is technically feasible, being fully aware that in order to achieve a high percentage in our consumptions we need the involvement of the whole supply chain from our suppliers but also from our customers.

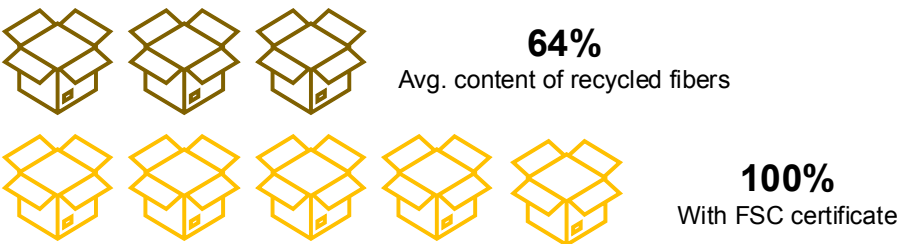


53 GRI 301-1, 301-2

Materials involved in distribution

Every year Coster tries to improve all the elements used in packaging to generate a lower impact on the environment from the origin to the final management by our customers. In 2023, Coster used 2,933,003 cartons and 8,000 pallboxes (see “Table 35: Carboard boxes and pallbox” - pag. 103) for the packaging of finished products, which have a significant proportion of recycled fibers and are all FSC certified.

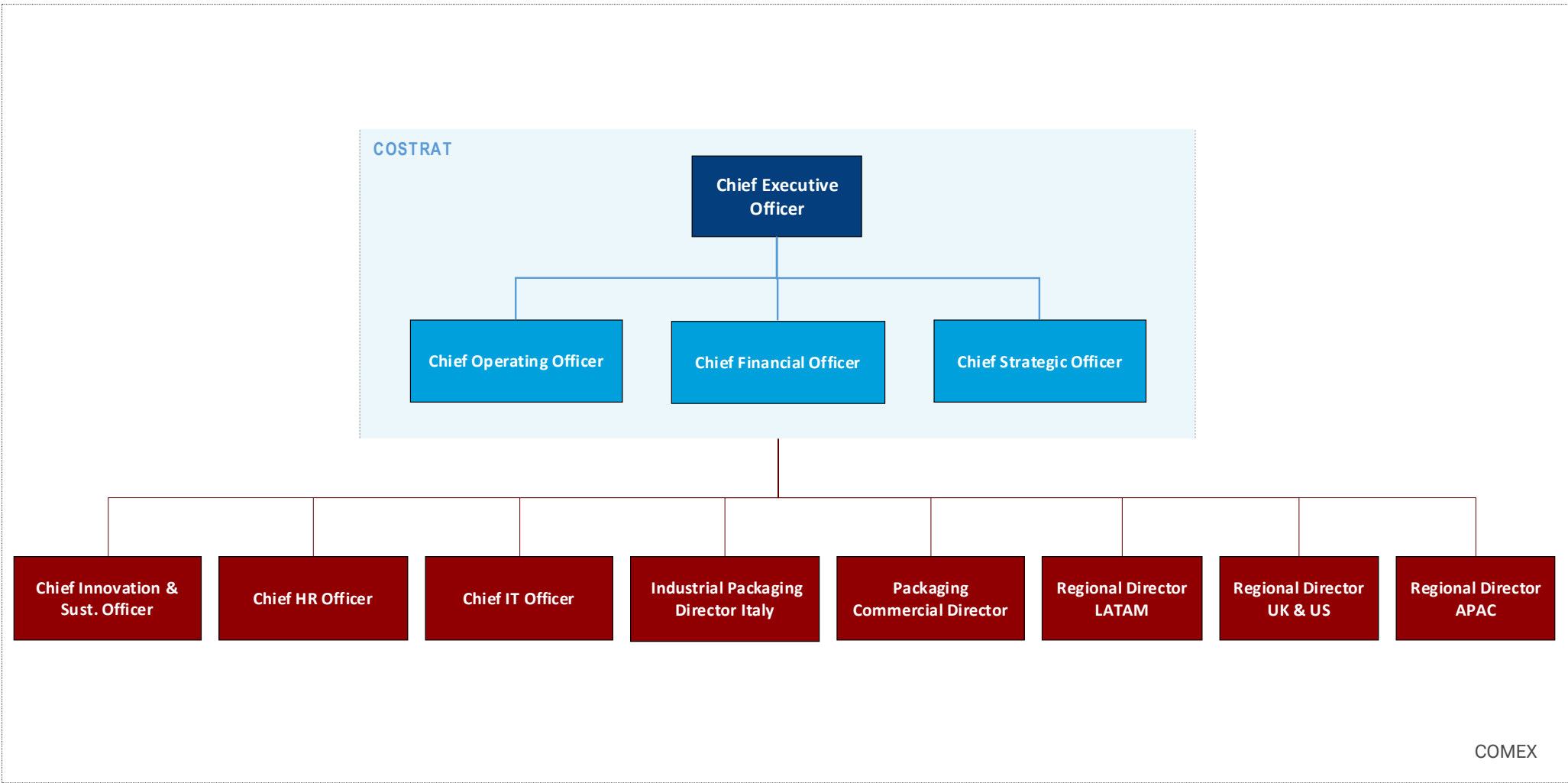
2.933 k carboard boxes and pallbox



Fact & figures



Organization structure⁵⁴



54 GRI 2-9

Table 1: Certifications

Manufacturing Sites	ISO 9001 (9,12)	ISO 22716- 22715 (8,9)	ISO 14001 (4,6,7,8,9, 12, 13,14,15)	ISO 45001 (8,9)	ISO 50001 (7,12,13)	BRC (8,9)	HALAL (9,12)	ISO 26000 (all SDGs)	ISO 20400 (1,2,5,8,10 11,12,16)
Pero Machinery Division		n/a						✓	✓
Coster 1 (Ita)	✓		✓					✓	✓
Coster 2 (Ita)	✓	✓	✓		✓			✓	✓
Coster 3 (Ita)	✓	✓	✓		✓			✓	✓
Coster 4 (Ita)	✓	✓	✓					✓	✓
Coster Robotics (Ita)	✓	n/a	✓					✓	✓
Central Warehouse (Ita)	✓	✓	✓					✓	✓
Costerplast (Ita)	✓	✓	✓	✓	✓			✓	✓
Tecnocoster (Ita)	✓	✓	✓					✓	✓
Catidom (Fr)	✓	n/a	✓					✓	✓
Costertec (Spain)	✓	✓	✓	✓	✓		✓	✓	✓
Coster Aerosols (UK)	✓					✓		✓	✓
Coster B&S (Ned)	✓		✓					✓	✓
Coster USA	✓		✓					✓	✓
Coster Packaging (Arg)	✓	✓	✓					✓	✓
Costerpack (Malaysia)	✓							✓	✓
Coster India	✓							✓	✓
	94%	57%	76%	12%	24%	6%	6%	100%	100%
Offices Sites									
Pero Headquarters Office	✓							✓	✓
Coster GmbH (Ger)								✓	✓
Coster SAS (Fr)								✓	✓
Coster Brazil								✓	✓
Coster Singapore								✓	✓

Table 2: Energy consumption

	2021	2022	2023	Δ% 2023 vs 2021
Total electricity consumption (kWh) (purchased from the grid + self consumption)	49.007.010	48.613.233	49.788.044	+2%
Heat purchased from the grid (kWh)	504.100	476.042	526.828	+5%
Total natural gas consumption (kWh)	6.739.047	5.390.293	4.932.005	-27%
Total fuel consumption (kWh)	230.437	219.404	245.401	+6%
Energy consumption normalised for the production of 1kg of plastic – avg value for the 10 sites with inj moulding facility (kWh)	2,29	2,24	2,24	-2%
Energy consumption normalised for the assembly of 1000 items – avg value for the 11 sites with assembly process (kWh)	4,55	4,16	3,82	-16%

Table 3: Fuels consumption (kWh)

Region	Plant	Fuel type	2021		2022		2023	
EMEA	Pero (HQ & MCH)	Natural gas	0	0%	0	0%	0	0%
	Coster 1	Natural gas	684.874	9,83%	492.296	8,78%	387.076	7,48%
	Coster 2	Natural gas	1.256.838	18,03%	842.140	15,01%	952.843	18,40%
	Coster 3	Natural gas	711.803	10,21%	531.970	9,48%	458.830	8,86%
		Diesel oil	0	0%	0	0%	0	0%
	Coster 4	Natural gas	166.449	2,39%	130.017	2,32%	117.944	2,28%
	Coster Robotics	Natural gas	145.844	2,09%	123.031	2,19%	111.609	2,16%
	Novaledo	Natural gas	304.784	4,37%	290.867	5,19%	258.829	5,00%
	Costerplast	Natural gas	424.808	6,10%	296.146	5,28%	209.578	4,05%
		Diesel oil	0	0%	0	0%	0	0%
	Tecnocoster	Natural gas	427.762	6,14%	331.532	5,91%	288.936	5,58%
		Diesel oil	806	0,01%	806	0,01%	1.613	0,03%
	Coster SAS	Natural gas	146.313	2,10%	142.911	2,55%	142.911	2,76%
	Catidom	Natural gas	1.578.847	22,65%	1.186.151	21,14%	994.949	19,22%
	Costertec	Diesel oil	95.971	1,38%	61.292	1,09%	85.250	1,65%
	Coster Ltd.	Natural gas	89.126	1,28%	111.716	1,99%	43.570	2,92%
	Coster B&S	Natural gas	172.656	2,48%	145.855	2,60%	151.112	2,29%
	Coster GMBH	Natural gas	58.391	0,84%	36.656	0,65%	118.392	0,84%
NAFTA	Coster USA Inc.	Natural gas	420.484	6,03%	556.307	9,92%	493.591	9,53%
LATAM	Coster Packaging, S.A.	Natural gas	150.067	2,15%	172.698	3,08%	201.835	3,90%
		Diesel Oil	55.378	0,79%	62.905	1,12%	0	0%
APAC	Costerpack Manufacturing, Sdn Bhd	Any fuel	0	0%	0	0%	0	0%
	Coster India Packaging, Pvt Ltd	Diesel oil	78.282	1,12%	94.401	1,68%	158.538	3,06%
TOTAL			6.969.484	100%	5.609.697	100%	5.177.405	100%

Table 4: Electricity consumption (kWh) included self-consumption

Region	Plant	2021		2022		2023	
EMEA	Pero (HQ & MCH)	638.692	1,30%	582.111	1,20%	543.981	1,09%
	Coster 1	2.517.289	5,14%	2.407.074	4,95%	2.411.630	4,84%
	Coster 2	8.510.784	17,37%	8.070.684	16,60%	8.709.784	17,49%
	Coster 3	3.836.713	7,83%	3.712.263	7,64%	3.707.732	7,45%
	Coster 4	544.732	1,11%	592.822	1,22%	684.510	1,37%
	Coster Robotics	50.907	0,10%	56.830	0,12%	61.585	0,12%
	Novaledo	100.829	0,21%	93.601	0,19%	92.873	0,19%
	Costerplast	4.223.912	8,62%	3.961.087	8,15%	4.255.019	8,55%
	Tecnocoster	3.559.295	7,26%	3.396.634	6,99%	3.915.894	7,87%
	Coster SAS	34.221	0,07%	28.160	0,06%	28.160	0,06%
	Catidom	7.854.080	16,03%	8.351.683	17,18%	8.309.457	16,69%
	Costertec	1.531.299	3,12%	1.822.796	3,75%	1.754.252	3,52%
	Coster Ltd.	3.498.626	7,14%	3.689.746	7,59%	3.461.346	1,75%
	Coster B&S	1.470.468	3,00%	1.363.355	2,80%	871.098	0,04%
	Coster GMBH	20.101	0,04%	16.805	0,03%	20.117	6,95%
NAFTA	Coster USA Inc.	698.939	1,43%	682.582	1,40%	661.579	1,33%
LATAM	Coster Packaging, S.A.	6.154.673	12,56%	5.997.861	12,34%	6.522.781	13,10%
APAC	Costerpack Manufacturing, Sdn Bhd	2.906.735	5,93%	2.785.553	5,73%	2.771.902	5,57%
	Coster India Packaging, Pvt Ltd	854.715	1,74%	1.001.586	2,06%	1.004.344	2,02%
TOTAL		49.007.010	100%	48.613.233	100%	49.788.044	100%

Table 5: Reduction initiatives implemented in 2023⁵⁵

Site	Initiative type	Description	Energy type	Scope	Annual water saving (m³)	Annual waste saving (ton)	Annual energy saving (kWh)	Annual Ton CO ₂ saving	Baseline
Coster 1	Energy	Introduction of inverters on raw material aspiration system (Frigel).	Cooling	Scope 2 (LB)	-	-	25.733	10,45	2022
Coster 2	Energy	Replace old dryer.	Electricity	Scope 2 (LB)	-	-	19.000	7,71	2022
Coster 3	Energy	Replacement one hydraulic with an electric molding machine.	Electricity	Scope 2 (LB)	-	-	30.000	12,18	2022
Warehouse	Energy	Recharge of the batteries forklifts in the diurnal hours by purchasing another forklift.	Electricity	Scope 2 (LB)	-	-	30.000	12,18	2022
Coster-plast	Energy	Implement a system to detect and remove the compressed air leakages and in the manufacturing departments.	Electricity	Scope 2 (LB)	-	-	150.000	60,90	2020
	Energy	Replace the lubrication oil of the compressors with a higher efficiency one.	Electricity	Scope 2 (LB)	-	-	19.000	7,71	2020
	Energy	Monitoring and integrated management of the air compressors room by Aeria Web Management System.	Electricity	Scope 2 (LB)	-	-	1.000	0,41	2020
	Energy	Replace two hydraulic molding machines with electric ones.	Electricity	Scope 2 (LB)	-	-	140.000	56,84	2022
Coster Packaging Argentina	Energy	Second heating stage for the bushing sector. Reduce Gas Consumption.	Heating	Scope 2 (LB)	-	-	213.833	78,48	2022
	Energy	Install motion sensors for offices and hallways for common uses.	Electricity	Scope 2 (LB)	-	-	158.506	58,17	2021
	Water	Recovery condensed from air compressor, properly filtered to remove any hydrocarbon trace and minerals, and use it to clean the mounting cup tool.	-	Scope 2 (LB)	48	-	-	-	2022
Coster India	Energy	Modify the Compressor air filter. This will give access to more surface area for filter, decreasing load on power Consumption and reduction in the filter consumption due to more surface area of the modified filter.	Electricity	Scope 2 (LB)	-	-	30.000	27,36	2022
	Energy	Monitor the air conditioning in every section through the forced monitoring (LOCK & KEY) of control panel reading in every section.	Cooling	Scope 2 (LB)	-	-	625	0,57	2022
Total					48	0	817.697	333	

55 GRI 305-5

Table 6: Reduction initiatives planned⁵⁶

Site	Initiative type	Description	Energy type	Scope	Annual water saving (m³)	Annual waste saving (ton)	Annual energy saving (kWh)	Annual Ton CO ₂ saving	Status ¹	Baseline
Coster 1	Energy	Analysis and repair of air leaks on the compressed air line and on the main machineries by a specialized Supplier.	Electricity	Scope 2 (LB)	-	-	15000	6,09	TBI	2022
Coster 2	Energy	Implementation of a monitoring system related to energy consuming centers, building and users-management plants, with automatic and timed on/off regulation system.	Electricity	Scope 2 (LB)	-	-	4.000	1,62	TBI	2020
Coster 2	Energy	Renovation of warehouse and logistic plant system. Replacement of the current fleet of LGVs that have lead-acid batteries with analogues with lithium batteries.	Electricity	Scope 2 (LB)	-	-	2.000	0,81	UI	2020
Coster 2	Other	Environmental improvement (passage from using of R22 to R410 gas).	Cooling	Scope 2 (LB)	-	-	0	0	TBI	2021
Coster 2	Energy	Analysis and repair of air leaks on the compressed air line and on the main machineries by a specialized Supplier.	Electricity	Scope 2 (LB)	-	-	15000	6,09	IC	2022
Coster 2	Energy	Replacement of #1 hydraulic IMM 250t with a full-electric one.	Electricity	Scope 2 (LB)	-	-	65.000	24,37	UI	2023
Coster 2	Energy	Introduction of a new refrigeration cycle dryer.	Electricity	Scope 2 (LB)	-	-	10.400	3,90	UI	2023
Coster 3	Energy	Boiler replacement.	Electricity	Scope 2 (LB)	-	-	138.645	51,99	UI	2023
Costerplast	Energy	Installation of inverters on raw material aspirations system (MOTAN).	Electricity	Scope 2 (LB)	-	-	72.000	27,00	UI	2023
Tecnocoster	Energy	Optimisation of the cooling system.	Electricity	Scope 2 (LB)	-	-	121.000	45,37	UI	2023
Tecnocoster	Energy	Replace the #1 hydraulic IMM with a full-electric one.	Electricity	Scope 2 (LB)	-	-	65.000	24,37	UI	2023

⁵⁶ GRI 305-5

Site	Initiative type	Description	Energy type	Scope	Annual water saving (m³)	Annual waste saving (ton)	Annual energy saving (kWh)	Annual Ton CO ₂ saving	Status ¹	Baseline
Catidom	Chemicals products	Reuse the chemicals products (brightening bath) with Praybrite from workshop C2 on the other workshop C1.	Waste	Scope 3	-	175	-	275,00	IC	2023
Catidom	Water	A water sobriety project is to be finalized by december 2024. The objective is the reprocessing (purification) of our effluents and guarantee the quality of the water needed for our facilities. The objective is a 78.5 % water saving (decrease from 186 m3 to 40 m3 per day).	Water	Scope 3	32.480	-	-	0	TBI	2023
Costertec	Energy	340 kWp PV installation in PPA Mode.	Electricity	Scope 2 (LB)	-	-	0	0	IC	2023
Costertec	Energy	Reorganize lightning in main warehouse in diferent areas with on/off sensors.	Electricity	Scope 2 (LB)	-	-	10.000	2,47	UI	2023
Costertec	Energy	Improve compressor efficiency. Move the new NL-90 kW compressors from the valves closed section to pumps section to increase the power.	Electricity	Scope 2 (LB)	-	-	150.000	37,02	UI	2023
Coster Ltd. (UK)	Energy	Install solar panels.	Electricity	Scope 2 (LB)	-	-	0	0,00	UI	2023
Coster Ltd. (UK)	Energy	Utilities monitoring software - monitors usage per production line, per utility in real time vs output vs time of day vs loading vs downtime (Electricity, Gas, Air, Water etc).	Electricity	Scope 1, 2 and 3	-	-	199.236	91,05	UI	2022
Coster Packaging Argentina	Energy	Compressors use optimisation.	Electricity	Scope 2 (LB)	-	-	121.798	45,10	UI	2023

Site	Initiative type	Description	Energy type	Scope	Annual water saving (m ³)	Annual waste saving (ton)	Annual energy saving (kWh)	Annual Ton CO ₂ saving	Status ¹	Baseline
Coster Packaging Argentina	Energy	Install motion sensors saving electrical energy. The target is to reduce the electrical power and the electronic waste.	Electricity	Scope 2 (LB)	-	-	111.450	41,27	UI	2023
Coster India	Energy	Install a solar power plant.	Electricity	Scope 2 (LB)	-	-	0	0,00	TBI	2021
Coster India	Energy	Reduce the energy required for the air conditioning by installing 3M Window film for energy saving.	Electricity	Scope 2 (LB)	-	-	15.000	18,48	TBI	2023
Total					32.480	175	1.115.529	702		

1: IC: Implementation commenced; TBI: To be implemented; UI: Under investigation

Table 7: Renewable energy

Renewable Energy	2021 ¹	2022 ²	2023	Δ% (2023 vs 2021)
Total production – [kWh]	302.877	354.365	309.815	+2%
Energy self-consumption – [kWh]	214.594	239.291	211.625	-1%
Energy sold to the grid – [kWh]	88.283	115.074	98.190	+11%
% of REG on group consumption	0,43%	0,49%	0,42%	-

1: Pero site only

2: Pero, Central Warehouse, Coster Robotics

Table 8: Green energy purchase (self-consumption included) kWh

Region	Plant	2021		2022		2023	
EMEA	Pero (HQ & MCH)	638.692	100%	582.111	100%	543.981	100%
	Pero (HQ & MCH) – District heating	504.100	100%	476.042	100%	526.828	100%
	Coster 1	2.517.289	100%	2.407.074	100%	2.411.630	100%
	Coster 2	8.510.784	100%	8.070.684	100%	8.709.784	100%
	Coster 3	3.836.713	100%	3.712.263	100%	3.707.732	100%
	Coster 4	544.732	100%	592.822	100%	684.510	100%
	Coster Robotics	50.907	100%	56.830	100%	61.585	100%
	Novaledo	100.829	100%	93.601	100%	92.873	100%
	Costerplast	4.223.912	100%	3.961.087	100%	4.255.019	100%
	Tecnocoster	3.559.295	100%	3.396.634	100%	3.915.894	100%
	Coster SAS	34.221	100%	28.160	100%	0	100%
	Catidom	0	0%	0	0%	0	0%
	Costertec	1.531.299	100%	1.822.796	100%	1.754.252	100%
	Coster Ltd.	3.498.626	100%	3.689.746	100%	3.461.346	100%
	Coster B&S	1.470.468	100%	1.363.355	100%	871.098	100%
	Coster GMBH	20.101	100%	16.805	100%	20.117	100%
NAFTA	Coster USA Inc.	698.939	100%	682.582	100%	661.579	100%
LATAM	Coster Packaging, S.A.	6.154.673	100%	5.997.861	100%	6.522.781	100%
APAC	Costerpack Manufacturing, Sdn Bhd	2.906.735	100%	2.785.553	100%	2.771.902	100%
	Coster India Packaging, Pvt Ltd	0	0%	1.001.586	100%	1.004.344	100%
		40.802.315	82%	40.737.592	83%	41.977.255	84%

Table 9: CO₂e emissions

Emission Target Type	Scope	Result 2021	Result 2022	Result 2023	Δ% 2023 vs 2021
Absolute	1	1.368	1.096	1.119	-18%
Absolute - Location Based	2	18.251	17.843	17.728	-3%
Absolute - Market Based	2	1.280	565	567	-56%
Absolute	3	163.049	147.256	155.320	+9%
Absolute	1 + 2 (Market Based)	2.648	1.559	1.686	-36%
Intensity (normalized): Tn CO ₂ e per mln of product units sold	2 (Location Based)	4,22	4,08	3,76	-11%

Table 10: Scope 1 emissions (Tn CO₂e)

Region	Plant	2021		2022		2023	
EMEA	Pero (HQ & MCH)	0	0%	0	0%	0	0%
	Coster 1	121,16	9,60%	87,09	8,49%	68,48	7,23%
	Coster 2	222,35	17,61%	148,99	14,53%	168,57	17,79%
	Coster 3	125,93	9,97%	94,11	9,18%	81,17	8,57%
		0	0%	0	0%	0	0%
	Coster 4	29,45	2,33%	23,00	2,24%	20,87	2,20%
	Coster Robotics	25,80	2,04%	21,77	2,12%	19,75	2,08%
	Novaledo	53,92	4,27%	51,46	5,02%	45,79	4,83%
	Costerplast	75,15	5,95%	52,39	5,11%	37,08	3,91%
		0	0%	0	0%	0	0%
	Tecnocoster	75,68	5,99%	58,65	5,72%	51,12	5,39%
		0,20	0,02%	0,20	0,02%	0,40	0,04%
	Coster SAS	25,94	2,05%	25,33	2,47%	25,33	2,67%
	Catidom	279,32	22,12%	209,85	20,47%	176,02	18,58%
	Costertec	23,97	1,90%	15,31	1,49%	21,29	2,25%
	Coster Ltd.	18,02	1,43%	22,58	2,20%	8,81	2,82%
	Coster B&S	30,55	2,42%	25,80	2,52%	26,73	2,21%
	Coster GMBH	10,35	0,82%	6,50	0,63%	20,99	0,93%
NAFTA	Coster USA Inc.	85,03	6,73%	112,49	10,97%	99,81	10,53%
LATAM	Coster Packaging, S.A.	26,55	2,10%	30,55	2,98%	35,71	3,77%
		13,83	1,10%	15,71	1,53%	0	0%
APAC	Costerpack Manufacturing, Sdn Bhd	0	0%	0	0%	0	0%
	Coster India Packaging, Pvt Ltd	19,55	1,55%	23,57	2,30%	39,59	4,18%
Total fuels		1263	100%	1025	100%	947	100%
Total leakages of cooling agent		103,64		69,75		149,04	
Total vehicles		1,71		1,51		23,46	
Total scope 1		1368		1096		1.119	

Table 11: Scope 2 emissions (Tn CO₂e)

Region	Plant	2021 Location	2021 Market	2022 Location	2022 Market	2023 Location	2023 Market
EMEA	Pero (HQ & MCH)	188	0	147	0	142	0
	Pero (HQ & MCH) – District heating	30	30	28	28	31	31
	Coster 1	1.022	0	903	0	904	0
	Coster 2	3.455	0	3.026	0	3.266	0
	Coster 3	1.558	0	1.392	0	1.390	0
	Coster 4	221	0	222	0	257	0
	Coster Robotics	15	0	16	0	17	0
	Novaledo	30	0	22	0	23	0
	Costerplast	1.715	0	1.485	0	1.596	0
	Tecnocoster	1.445	0	1.274	0	1.468	0
	Coster SAS	2	0	2	0	2	2
	Catidom	470	470	536	536	534	534
	Costertec	364	0	450	0	433	0
	Coster Ltd.	1.599	0	1.026	0	963	0
	Coster B&S	610	0	676	0	432	0
	Coster GMBH	9	0	7	0	9	0
NAFTA	Coster USA Inc.	365	0	340	0	330	0
LATAM	Coster Packaging, S.A.	2.259	0	2.221	0	2.415	0
APAC	Costerpack Manufacturing, Sdn Bhd	2.113	0	2.290	0	2.279	0
	Coster India Packaging, Pvt Ltd	780	780	1.234	0	1.238	0
		18.251	1.280	17.298	565	17.728	567

Table 12: Scope 3 emissions (Tn CO₂e)⁵⁷

Category #	Category Name	2022	2023	Δ%
1	Purchased goods and services	101.662	107.984	6%
2	Capital goods	9.928	12.700	28%
3	Fuel- and energy-related activities	2.406	2.328	-3%
4	Upstream transportation and distribution	2.846	3.352	18%
5	Waste generated in operations	348	437	25%
6	Business travel	658	709	8%
7	Employee commuting	3.118	3.128	0%
8	Upstream leased assets	0	0	0%
9	Downstream transportation and distribution	5.049	5.699	13%
10	Processing of sold products	0	0	0%
11	Use of sold products	0	0	0%
12	End-of-life treatment of sold products	17.744	18.810	6%
13	Downstream leased assets	0	0	0%
14	Franchises	0	0	0%
15	Investments	3.496	174	-95%
	Total	147.256	155.320	6%

⁵⁷ GRI 305-3

Table 13: Water consumption

	2021 m ³	2022 m ³	2023 m ³	Δ% 2023 vs 2022
Total water usage (input)	679.069	612.930	663.056	+8%
Total volume of water withdrawn by Ground water (return to nature)	622.159	551.909	626.542	+14%
Total volume of water consumed by Municipal water or other public or private water utilities	59.911	61.021	36.514	-40%
Intensity KPI: [m ³ /1000 units sold]	0,158	0,140	0,141	+1%

Table 14: Waste management

	2021 Tn	2022 Tn	2023 Tn	Δ% 2023 vs 2022
Total Waste	3.426	3.274	3.131	-4%
Total hazardous waste	882	872	842	-3%
Waste diverted from disposal	625	634	734	16%
Preparation for reuse	0	0	7	-
Recycling	625	634	726	15%
Other recovery operations	0	0	0	-
Waste directed to disposal	256	238	108	-54%
Incineration (with energy recovery)	0	0	96	-
Incineration (without energy recovery)	0	0	0	-
Landfilling	256	238	0	-100%
Other disposal operations	0	0	12	-
Total non-hazardous waste	2.544	2.401	2.289	-5%
Waste diverted from disposal	2.300	1.936	2.069	7%
Preparation for reuse	0	0	579	-
Recycling	2.300	1.936	1.468	-24%
Other recovery operations	0	0	22	-
Waste directed to disposal	244	465	220	-53%
Incineration (with energy recovery)	88	291	87	-70%
Incineration (without energy recovery)	50	61	12	-80%
Landfilling	106	113	88	-22%
Other disposal operations	0	0	34	-
Intensity KPI: tot waste normalized by number of sold finished parts * 1000 [kg/1000 units sold]	0,79	0,75	0,66	-11%

Table 15: Total workforce by geographic area (FTE)

Region	2021	2022	2023
EMEA	597	615	619
NAFTA	35	30	32
LATAM	143	112	116
APAC	205	185	172
Total	980	942	939

Table 16: Workforce by geographic area and gender (FTE)

	Total (M + F)			Male			Female		
Region	2021	2022	2023	2021	2022	2023	2021	2022	2023
EMEA	597	615	619	441	445	454	156	170	165
NAFTA	35	30	32	22	19	19	13	11	13
LATAM	143	112	116	130	102	106	13	10	10
APAC	205	185	172	155	113	102	50	72	70
Total	980	942	939	748	679	681	232	263	258

Table 17: Permanent employees by region and gender

	Total (M + F)			Male			Female		
Region	2021	2022	2023	2021	2022	2023	2021	2022	2023
EMEA	577	675	675	433	485	499	144	190	176
NAFTA	32	30	32	21	19	19	11	11	13
LATAM	143	143	143	130	127	128	13	16	15
APAC	205	185	172	155	113	102	50	72	70
Total	957	1033	1022	739	744	748	218	289	274

Table 18: Temporary employees by region and gender

	Total (M + F)			Male			Female		
Region	2021	2022	2023	2021	2022	2023	2021	2022	2023
EMEA	20	15	44	8	13	22	12	2	22
NAFTA	3	0	0	1	0	0	2	0	0
LATAM	0	0	0	0	0	0	0	0	0
APAC	0	0	0	0	0	0	0	0	0
Total	23	15	44	9	13	22	14	2	22

Table 19: Full time employees by region and gender

	Total (M + F)			Male			Female		
Region	2021	2022	2023	2021	2022	2023	2021	2022	2023
EMEA	556	649	684	431	483	510	125	166	174
NAFTA	35	30	32	22	19	19	13	11	13
LATAM	143	143	143	130	127	128	13	16	15
APAC	205	185	172	155	113	102	50	72	70
Total	939	1007	1031	738	742	759	201	265	272

Table 20: Part time employees by region and gender

	Total (M + F)			Male			Female		
Region	2021	2022	2023	2021	2022	2023	2021	2022	2023
EMEA	41	41	35	10	15	11	31	26	24
NAFTA	0	0	0	0	0	0	0	0	0
LATAM	0	0	0	0	0	0	0	0	0
APAC	0	0	0	0	0	0	0	0	0
Total	41	41	35	10	15	11	31	26	24

Table 21: New hires by gender (nbr & ratio)

Gender	2021	2022	2023
Male	118 (0,15)	109 (0,14)	98 (0,13)
Female	104 (0,39)	62 (0,21)	61 (0,21)
Total	222 (0,21)	171 (0,16)	159 (0,15)

Table 22: New hires by age (nbr & ratio)

Age	2021	2022	2023
Under 30	89 (0,59)	75 (0,41)	74 (0,37)
30-50	114 (0,19)	81 (0,15)	75 (0,14)
Over 50	19 (0,06)	15 (0,05)	10 (0,03)

Table 23: New hires by gender & geographic area (nbr & %)

	Male			Female		
Region	2021	2022	2023	2021	2022	2023
EMEA	54 (11%)	65 (13%)	62 (12%)	33 (17%)	32 (17%)	26 (13%)
NAFTA	10 (45%)	1 (5%)	6 (32%)	3 (23%)	2 (18%)	2 (15%)
LATAM	13 (10%)	12 (9%)	9 (7%)	1 (8%)	6 (38%)	4 (27%)
APAC	41 (26%)	31 (27%)	21 (21%)	67 (134%)	22 (31%)	29 (41%)
Total	118 (15%)	109 (14%)	98 (13%)	104 (39%)	62 (21%)	61 (21%)

Table 24: Turnover by region and gender (nbr & %)

	Male			Female		
Region	2021	2022	2023	2021	2022	2023
EMEA	32 (7%)	42 (8%)	33 (6%)	39 (21%)	22 (11%)	15 (8%)
NAFTA	10 (45%)	4 (21%)	5 (26%)	3 (23%)	2 (18%)	2 (15%)
LATAM	11 (8%)	17 (13%)	10 (8%)	1 (8%)	3 (19%)	2 (13%)
APAC	40 (26%)	55 (49%)	11 (11%)	45 (90%)	10 (14%)	23 (33%)
Total	93 (12%)	118 (16%)	59 (8%)	88 (33%)	37 (13%)	42 (14%)

Table 25: Turnover by age (nbr & %)

Age	2021	2022	2023
Under 30	65 (0,43)	41 (0,22)	38 (0,19)
30-50	71 (0,12)	78 (0,15)	45 (0,08)
Over 50	45 (0,14)	36 (0,11)	18 (0,06)

Table 26: Turnover by site and age group

	<30 years old			30 - 50 years old			>50 years old		
Site	2021	2022	2023	2021	2022	2023	2021	2022	2023
CTS SPA	3%	6%	6%	3%	7%	3%	8%	3%	2%
Costerplast	0%	0%	0%	16%	0%	0%	12%	6%	0%
Tecnocoster	0%	0%	0%	0%	23%	0%	0%	0%	0%
Coster SAS	0%	0%	0%	0%	0%	33%	100%	33%	50%
Catidom	14%	14%	25%	8%	8%	11%	4%	4%	13%
Costertec	5%	9%	27%	3%	9%	3%	0%	16%	0%
Coster Ltd.	157%	38%	18%	27%	38%	15%	129%	33%	18%
Coster B&S	100%	0%	20%	20%	25%	7%	0%	14%	0%
Coster GMBH	0%	0%	0%	0%	25%	67%	150%	0%	0%
Coster USA	50%	13%	25%	58%	30%	15%	13%	17%	27%
Coster Packaging	35%	24%	21%	3%	12%	7%	14%	14%	0%
Costerpack	36%	20%	42%	17%	10%	29%	4%	26%	14%
Coster India	117%	112%	9%	43%	50%	0%	37%	50%	0%

Table 27: Training hours and average by gender

	2021	2022	2023
Total training hours	15.970	9.934	13.242
Training hours by male	13.543	5.801	9.527
Training hours by female	2.4278	4.133	3.714
Average hours by male	16,36	7,66	12,37
Average hours by female	8,15	14,20	12,55

Table 28: Training hours by employee category and gender

	Total			Male			Female		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Directors-Managers	398	556	2.565	316	281	2.379	82	275	186
Middle Management	721	1.574	1.890	623	1.277	1.344	98	297	547
Administrative-Operators	14.852	7.804	8.787	12.604	4.243	5.805	2.248	3.561	2.982

Table 29: Average hours of training by employee category and gender

	Total	Male	Female
	2023		
Directors-Managers	38,86	45,75	13,26
Middle Management	17,50	15,10	28,76
Administrative-Operators	9,85	9,23	11,34

Table 30: Total number and rate of recordable work-related injuries by Coster employees

	2021		2022		2023	
Site	Nbr	Rate	Nbr	Rate	Nbr	Rate
Coster Technologie Speciali SPA	4	6,71	4	7,08	0	0
Costerplast	1	16,64	2	31,76	1	15,96
Tecnocoster	1	17,06	0	0	2	34,92
Coster SAS	0	0	0	0	0	0
Catidom	9	68	9	68	5	49,26
Costertec	0	0	4	29	6	36,72
Coster Ltd.	1	16	10	101	7	76,30
Coster B&S	1	22,88	1	27	0	0
Coster GMBH	0	0	1	99	0	0
Coster USA Inc.	0	0	1	19	0	0
Coster Packaging, S.A.	5	17	3	12	2	7,59
Costerpack Manufacturing, Sdn Bhd	0	0	1	4	0	0
Coster India Packaging, Pvt Ltd	0	0	0	0	0	0

Table 31: Total number and rate of recordable work-related injuries by external employees

Site	2023	
	Nbr	Rate
Coster Technologie Speciali SPA	0	0
Costerplast	0	0
Tecnocoster	0	0
Coster SAS	0	0
Catidom	3	84,14
Costertec	2	32,75
Coster Ltd.	1	10,90
Coster B&S	0	0
Coster GMBH	0	0
Coster USA Inc.	0	0
Coster Packaging, S.A.	0	0
Costerpack Manufacturing, Sdn Bhd	0	0
Coster India Packaging, Pvt Ltd	0	0

Table 32: Absentee rate by site

	Male			Female		
Site	2021	2022	2023	2021	2022	2023
CTS SPA	19%	11%	4%	18%	14%	4%
Costerplast	24%	9%	3%	1%	9%	8%
TecnocosteR	18%	8%	2%	1%	6%	10%
Coster SAS	0%	3%	30%	0%	2%	4%
Catidom	18%	18%	8%	1%	1%	2%
Costertec	6%	4%	7%	0%	7%	13%
Coster Ltd.	6%	0%	3%	0%	0%	1%
Coster B&S	5%	9%	9%	0%	2%	10%
Coster GMBH	8%	6%	7%	0%	13%	19%
Coster USA	0%	0%	0%	0%	0%	0%
Coster Packaging	5%	5%	2%	1%	3%	1%
Costerpack	1%	5%	2%	0%	2%	5%
Coster India	10%	14%	15%	3%	13%	27%

Table 33: Procurement budget on local suppliers by site

Site	2021	2022	2023
Coster Tecnologie Speciali SPA	74%	74%	71%
Costerplast (Italy)	65%	67%	67%
Tecnocoster (Italy)	88%	91%	93%
Coster SARL (France)	-	-	-
Catidom (France)	77%	77%	75%
Costertec (Spain)	41%	40%	31%
Coster Ltd. (UK)	17%	21%	32%
Coster B&S (Holland)	19%	20%	7%
Coster GMBH (Germany)	-	-	-
Coster USA Inc.	38%	25%	39%
Coster Packaging, S.A. (Argentina)	62%	52%	52%
Costerpack Manufacturing, Sdn Bhd (Malaysia)	92%	96%	96%
Coster India Packaging, Pvt Ltd	32%	34%	32%
Total	56%	55%	56%

Note: by Local it is usually meant the same Country where the facility operates.

Table 34: Total material used (Tn) and % recycled

	Total (Tn)	% of recycled	Total (Tn)	% of recycled	Total (Tn)	% of recycled
Material	2021		2022		2023	
Renewable materials						
Steel	670	80 - 90	635	80 - 90	709	80 - 90
Aluminum	567	60 - 75	533	60 - 75	611	60 - 75
Tin plate	5.400	65 - 75	5.050	65 - 75	5.874	65 - 75
Paper	2.739	59	3.126	71	2.868	64
Plastic resin	-	100	18,72	100	48,6	100
Non-renewable materials						
Plastic resin	14.130	0	13.709	0	14.841	0
Rubber	751	0	684	0	794	0
Dip-tube (included in plastic resin)	1.734	0	1.593	0	1.833	0
Laminate foil	218	0	255	0	306	0

For metallic materials (steel, aluminum, tin plate), the data of recycled input material used in percentage has been provided by the suppliers enquired on purpose.

Table 35: Carboard boxes and pallbox

	2021	2022	2023	Δ% 2023 vs 2022
Nbr box used	2.811.580	3.265.159	2.933.003	-10%
Nbr pallbox used	3.973	5.683	8.000	41%
Total weight of pallbox and boxes	2.744.125	3.157.541	2.857.648	-9%
% recycled fibers	61%	70%	64%	-9%
% recycled fibers and/ or FSC	95%	100%	100%	0%

In 2023 all data relating to boxes and pallboxes were provided by our suppliers (weight, certificates of recycled fibers or FSC) not as in previous years when we had to assume, for example, that the weights of all of them were the same. If more than one box suppliers have been used in the same site, and the % of recycled paper vary among suppliers, it has been considered the allocation of supplies to every supplier or, if not possible, the average recycle % among the different suppliers.

Table 36: Benchmark item used per category group

Product group	Valves	Dispensers	Spray pumps	Perfumery Pumps	Spray Caps	Special actuators	Actuators
Benchmark item	*NKPM 125.827 150LPS *NKWBU 470.834 + V14146/141 20 D 6/100 *11% Alu and 89% tinplate m.cups	SCP199/2000 + V05.1571 + V07.5 120LPS 54,7% Steel ball V16.76, 45,3% ball POM V16.227	GMSP 312/100 + V08.57 + V04.1442 + V20.5 PP 168 LPS	15 MPE 56/90 + V04.1224 + V01.160 100LPS	V21.88/222	V21.140/82 (Petal) V21.136/xx (Polaris) V18.85 (Zapata)	V04.702

GRI content index

Statement of use: Coster Tecnologie Speciali, SpA has reported in accordance with the GRI Standards for the period 2023 January 1st to December 31st.

GRI 1 used: GRI 1: Foundation 2021

Applicable GRI Sector Standard(s): No sector standards applicable.

The GRI Content Index is made up of two parts: The first contains references to the disclosures reported in accordance with the core option, based on the materiality analysis carried out in the reporting year (standard and reporting requirement). The second contains references to additional GRI disclosures that complete the outline of Coster's performance (Coster's response).

STANDARD	REPORTING REQUIREMENT	COSTER'S RESPONSE
GRI 1: GENERAL DISCLOSURES		
THE ORGANIZATION AND ITS REPORTING PRACTICES		
2-1	Organizational details	Pag. 3; 16; Coster is registered as a company with 2 major shareholders, in addition to the CEO and Group President.
2-2	Entities included in the organization's sustainability reporting	All entities shown in pag. 75 except RxPack and offices in Brazil and Singapore.
2-3	Reporting period, frequency and contact point	Pag. 3; 105
2-4	Restatements of information	Pag. 3
2-5	External assurance	No external assurance in place.
ACTIVITIES AND WORKERS		
2-6	Activities, value chain and other business relationships	Pag. 16; 62-65; 70
2-7	Employees	Total workers are expressed in FTE and other topics in headcounts, see Pag. 55; 93-97
2-8	Workers who are not employees	Coster had 198 not employees, 139 agency staff mainly engaged in factory tasks and 59 mainly engaged in cleaning and security tasks.
GOVERNANCE		
2-9	Governance structure and composition	In June 2023 the organization was changed with the creation of the new Strategic Committee (COSTRAT) body, composed of the CEO and 3 Chief Officers. This structure constitutes the governance of Coster. The COSTRAT is responsible for the definition of long-term strategy, resources allocation, compliance and controlling. The general authority to represent the company is vested in the COSTRAT and the CEO and President. The organism in staff and reporting to COSTRAT is the Executive Committee (COMEX). The COMEX is made up of the COSTRAT members, 3 Chief Officers, 2 Directors and the 3 regional managing directors representing respectively LATAM, APAC and USA. The COMEX is responsible for execution and communication, providing inputs to shape the strategy, evaluating regional requirements and for periodic institutional meetings See COSTRAT and COMEX structure "Organization structure" - pag. 76

STANDARD	REPORTING REQUIREMENT	COSTER'S RESPONSE
2-10	Nomination and selection of the highest governance body	The COSTRAT and COMEX structure and composition is approved within the Board Of Directors, under the CEO and President submission for the nomination of the members in relation to the responsibilities needed in the company governance.
2-11	Chair of the highest governance body	Group President is also the CEO.
2-12	Role of the highest governance body in overseeing the management of impacts	Pag. 3; Coster's COSTRAT meets on a regular basis, sometimes inviting external participants to discuss function-specific topics, while COMEX meets quarterly. Group Management meetings are periodically decided and have the purpose to communicate, align and assess strategies through companies' managers ¹⁶ . Assignment of company-level functions takes place at the annual general meeting. During 2023, there were 1 General meeting, 4 COSTRAT meetings and 6 COMEX meetings.
2-13	Delegation of responsibility for managing impacts	The Sustainability Board is responsible for the definition of sustainability strategy and decide what actions to take for compliance and it's made up by the CEO and 3 Chief Officers. The responsibilities of managing any issue or decision connected to sustainability and its three different economic, environmental and social dimensions are in charge to the Chief Innovation & Sustainability Officer, responding to the CEO in the organisational structure.
2-14	Role of the highest governance body in sustainability reporting	Pag. 3
2-15	Conflicts of interest	Pag. 26
2-16	Communication of critical concerns	Pag. 26
2-17	Collective knowledge of the highest governance body	Pag. 21; 76
2-18	Evaluation of the performance of the highest governance body	Pag. 21
2-19	Remuneration policies	Coster complies with all labor laws in each of the countries in which it operates.
2-20	Process to determine remuneration	Coster complies with all labor laws in each of the countries in which it operates.
2-21	Annual total compensation ratio	Information not available due to confidentiality.
STRATEGY, POLICIES AND PRACTICES		
2-22	Statement on sustainable development strategy	Pag. 2; 30
2-23	Policy commitments	Pag. 4; 30
2-24	Embedding policy commitments	Pag. 21; 30
2-25	Processes to remediate negative impacts	Pag. 36; 39; 40; 72
2-26	Mechanisms for seeking advice and raising concerns	Pag. 26
2-27	Compliance with laws and regulations	Coster did not incur any financial or non -financial sanction in 2023 other than the one mentioned on page 49.
2-28	Membership associations	Pag. 23; 24
STAKEHOLDER ENGAGEMENT		

STANDARD	REPORTING REQUIREMENT	COSTER'S RESPONSE						
2-29	Approach to stakeholder engagement	Pag. 17						
2-30	Collective bargaining agreements	Pag. 28						
GRI 3: MATERIAL TOPICS								
3-1	Process to determine material topics	Pag. 17-20						
3-2	List of material topics	Pag. 18						
3-3	Management of material topics	Pag. 19; 20						
GRI 101: BIODIVERSITY								
101-1	Policies to halt and reverse biodiversity loss	Pag. 30						
101-2	Management of biodiversity impacts	Pag. 30						
101-3	Access and benefit-sharing	Not applicable						
101-4	Identification of biodiversity impacts	These impacts have not yet been assessed.						
101-5	Locations with biodiversity impacts	None of the Coster sites have a significant impact on biodiversity and all of them are located far enough from protected areas of biodiversity.						
101-6	Direct drivers of biodiversity loss	Not applicable						
101-7	Changes to the state of biodiversity	Not applicable						
101-8	Ecosystem services	Not applicable						
GRI 201: ECONOMIC PERFORMANCE								
201-1	Direct economic value generated and distributed	Pag. 22; 23						
			2018 [€/1000]	2019 [€/1000]	2020 [€/1000]	2021 [€/1000]	2022 [€/1000]	2023 [€/1000]
		NET INCOME (EAT)	10.357	11.764	10.359	3.536	5.028	14.357
201-4	Financial assistance received from government	In 2023, the Group received 1.725.608 € in public grants regarding different kind of activities like equipment, environment, buildings, training, R&D and energy. The shareholding structure doesn't include any government representatives.						
GRI 202: MARKET PRESENCE								
202-2	Proportion of senior management hired from the local community	Pag. 55						
GRI 203: INDIRECT ECONOMIC IMPACTS								
203-1	Infrastructure investments and services supported	Coster has never supported the development of infrastructure investments and services.						

STANDARD	REPORTING REQUIREMENT	COSTER'S RESPONSE
GRI 204: PROCUREMENT PRACTICES		
204-1	Proportion of spending on local suppliers	Pag. 71; 72
GRI 205: ANTI-CORRUPTION		
205-1	Operations assessed for risks related to corruption	Pag. 26; 27
205-2	Communication and training about anti-corruption policies and procedures	Pag. 26; 27; 57
205-3	Confirmed incidents of corruption and actions taken	In 2023 Coster does not have: ◦ any confirmed incidents of corruption. ◦ any confirmed incidents in which employees were dismissed or disciplined for corruption. ◦ any confirmed incidents when contracts with business were terminated or not renewed due to violations related to corruption. ◦ any public legal cases regarding corruption brought against the organization or its employees during the reporting period.
GRI 301: MATERIALS		
301-1	Materials used by weight or volume	Pag. 74
301-2	Recycled input materials used	Pag. 74
GRI 302: ENERGY		
302-1	Energy consumption within the organization	Pag. 41
302-3	Energy intensity	Pag. 42
302-4	Reduction of energy consumption	Pag. 43
GRI 303: WATER		
303-1	Interactions with water as a shared resource	Pag. 43
303-3	Water withdrawal	Pag. 43
303-5	Water consumption	Pag. 43
GRI 304: BIODIVERSITY		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Pag. 49
GRI 305: EMISSIONS		
305-1	Direct (Scope 1) GHG emissions	Pag. 45

STANDARD	REPORTING REQUIREMENT	COSTER'S RESPONSE
305-2	Energy indirect (Scope 2) GHG emissions	Pag. 45
305-3	Other indirect (Scope 3) GHG emissions	Pag. 45
305-4	GHG emissions intensity	Pag. 46
305-5	Reduction of GHG emissions	Pag. 43; 81-84
GRI 306: WASTE		
306-2	Management of significant waste related impacts	Pag. 48
306-3	Waste generated	Pag. 48
306-4	Waste diverted from disposal	Pag. 48
306-5	Waste directed to disposal	Pag. 48
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT		
308-1	New suppliers that were screened using environmental criteria	In 2023, 11 suppliers were screened upon environmental criteria (9 new suppliers and 2 re-evaluation), of which 4 are top-20 suppliers that represents 31% of the top-20 spend.
308-2	Negative environmental impacts in the supply chain and actions taken	Pag. 72
GRI 401: EMPLOYMENT		
401-1	New employee hires and employee turnover	Pag. 56; 57; 95; 96; 97
GRI 402: LABOUR / MANAGEMENT RELATIONS		
402-1	Minimum notice periods regarding operational changes	In the European Union (EU), the Council Directive 01/23/EC stipulates that in the event of a transfer of businesses, plants, or parts of businesses or plants, as a result of a contractual sale or merger, an information and consultation procedure must be conducted with employee representatives. The procedure must be initiated a reasonable period of time prior to the transfer. Moreover, the Council Directive 98/59/EC on the approximation of the laws of the EU member states relating to collective redundancies requires the employer to hold consultations with workers' representatives whenever collective redundancies are being contemplated. For this reason, Coster's notice period is of 90 days (3 months)
GRI 403: OCCUPATIONAL HEALTH AND SAFETY		
403-4	Worker participation, consultation, and communication on occupational health and safety	Where committees exist, they meet periodically (at least 4 times a year) and take decisions regarding H&S actions.
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Pag. 59
403-9	Work-related injuries	Pag. 59; 60; 98; 99
GRI 404: TRAINING AND EDUCATION		
404-1	Average hours of training per year per employee	Pag. 57

STANDARD	REPORTING REQUIREMENT	COSTER'S RESPONSE
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY		
405-2	Ratio of basic salary and remuneration of women to men	Pag. 58
GRI 406: NON-DISCRIMINATION		
406-1	Incidents of discrimination and corrective actions taken	During the reporting period, there were no cases of discrimination identified by or notified to Coster.
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Pag. 28; 72
GRI 408: CHILD LABOR		
408-1	Operations and suppliers at significant risk for incidents of child labor	Pag. 28; 29; 72
GRI 409: FORCED OR COMPULSORY LABOR		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Pag. 28; 29; 72
GRI 410: SECURITY PRACTICES		
410-1	Security personnel trained in human rights policies or procedures	100% of security personnel, where employed, have received formal training in human rights policies and procedures and their application to security.
GRI 411: RIGHTS OF INDIGENOUS PEOPLES		
411-1	Incidents of violations involving rights of indigenous peoples	During the reporting period, there were no Incidents of violations involving rights of indigenous peoples.
GRI 413: LOCAL COMMUNITIES		
413-1	Operations with local community engagement, impact assessments, and development program	Pag. 52; 53; 54
413-2	Operations with significant actual and potential negative impacts on local communities	Pag. 52; 53
GRI 414: SUPPLIER SOCIAL ASSESSMENT		
414-1	New suppliers that were screened using social criteria	In 2023, 11 suppliers were screened upon social criteria (9 new suppliers and 2 re-evaluation), of which 4 are top-20 suppliers that represents 31% of the top-20 spend.
414-2	Negative social impact in the supply chain and actions taken	Pag. 72
GRI 415: PUBLIC POLICY		
415-1	Political contributions	Coster Group does not support with donations any political party or political entities.
GRI 416: CUSTOMER HEALTH AND SAFETY		
416-1	Assessment of the health and safety impacts of product and service categories	Not Applicable.

STANDARD	REPORTING REQUIREMENT	COSTER'S RESPONSE
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Not Applicable.
GRI 417: MARKETING AND LABELLING		
417-1	Requirements for product and service information and labelling	Not Applicable.
417-2	Incidents of non-compliance concerning product and service information and labelling	Not Applicable.
417-3	Incidents of non-compliance concerning marketing communications	In 2023 Coster has not recorded any non-compliance related to marketing communication.
GRI 418: CUSTOMER PRIVACY		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Pag. 36; 37