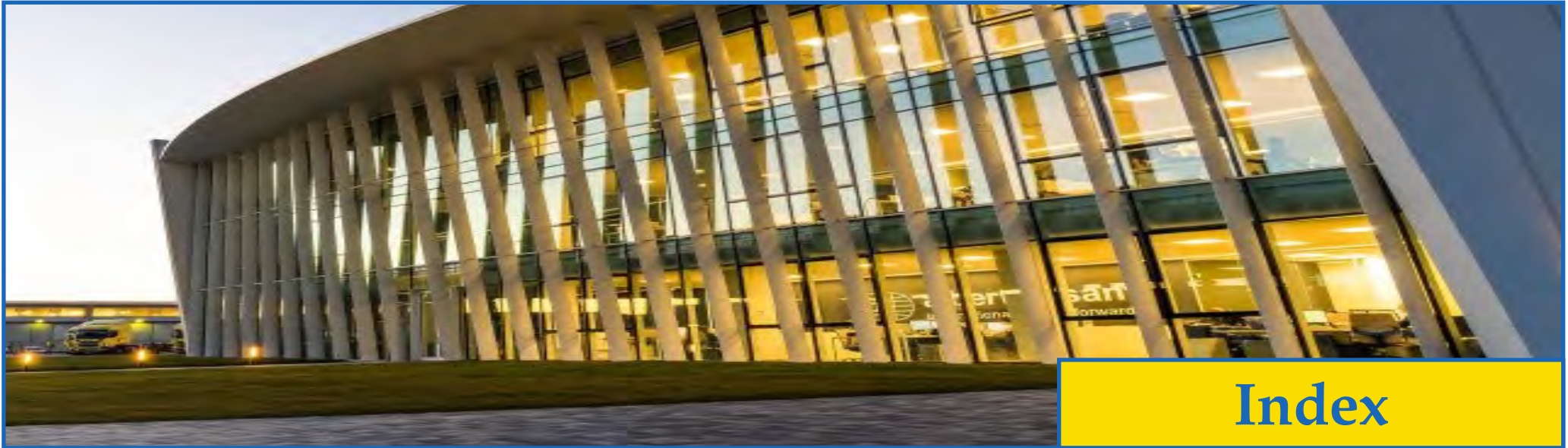


Sustainability Report 2018



alberti e santi
international freight forwarder

*"your business need...
is our business solution"*



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The Company

Who We Are



“By any means, at any time, our history and our activity have led us to become pioneers in the Transports’ World, with a gradual but constant evolution: from the rubber wheel to the tire, up to rail, sea and air transport”

The story of the firm begins in 1959, when the two transport companies “Alberti Germano” and “Fratelli Santi” merged giving birth to “Alberti e Santi”, with the aim of satisfying Agip’s needs, which at the time was searching for a partner that could support the drilling operations in the area of Cortemaggiore. This will lead, in 1967, to the collaboration with various Eni Group’s companies for the construction of warehouses in different cities (Matera, Manfredonia, Foggia, Terni) in central Italy and the expansion of the Gela refinery.

In 1973 the first trips outside national territory took place, mainly directed to the United Kingdom, where a detachment pole has been founded in 1993. Business abroad keeps increasing in the ‘80s/’90s, simultaneously with the conclusion of the

collaboration with Eni and the beginning of the one with Agip Gas for the distribution of cylinders throughout northern Italy.

In 2004 Mr. Santi decided to retire, leaving the reins of the company in the hands of Fabio and Alberto Alberti and in 2008 Melissa Alberti, who was part of the company since the ‘90s, founded PALL-Ex Italia s.r.l., which is still today a very important partner of Alberti e Santi. In 2009 another member of the Alberti family, Stefano, was appointed

managing director with operational functions, and from that moment he started a process of change of the strategic corporate structure which is still in progress.

In 2013 the expansion towards eastern Europe began, with the foundation of Alberti e Santi Hungary, and continued in 2014 with the opening of the Romanian office.

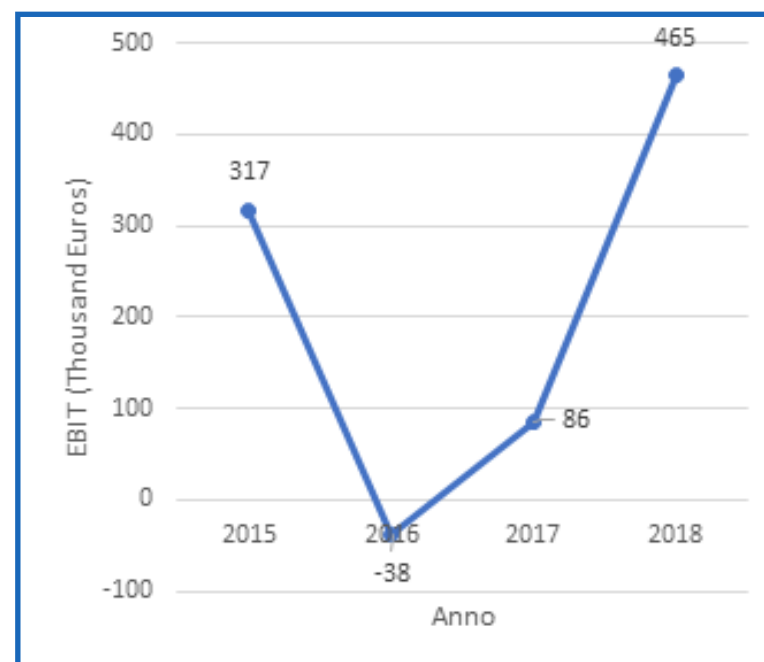
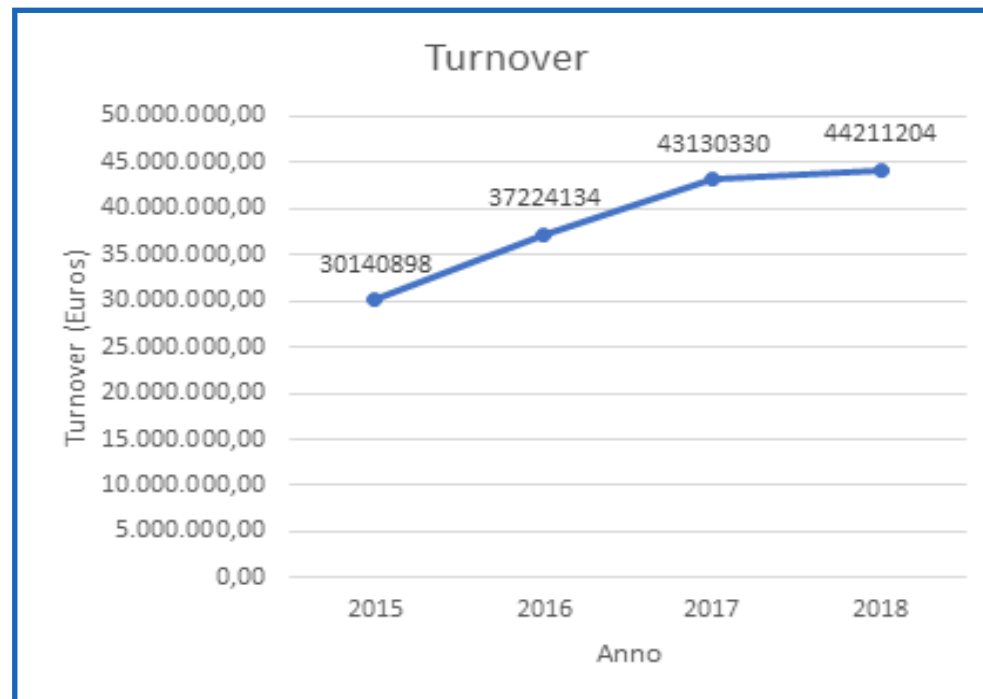
In 2016 the new headquarters was inaugurated in Cortemaggiore (PC) and in 2017 the new warehouse for the logistic services was completed. From then on, the company has been a 4PL provider.

Our History



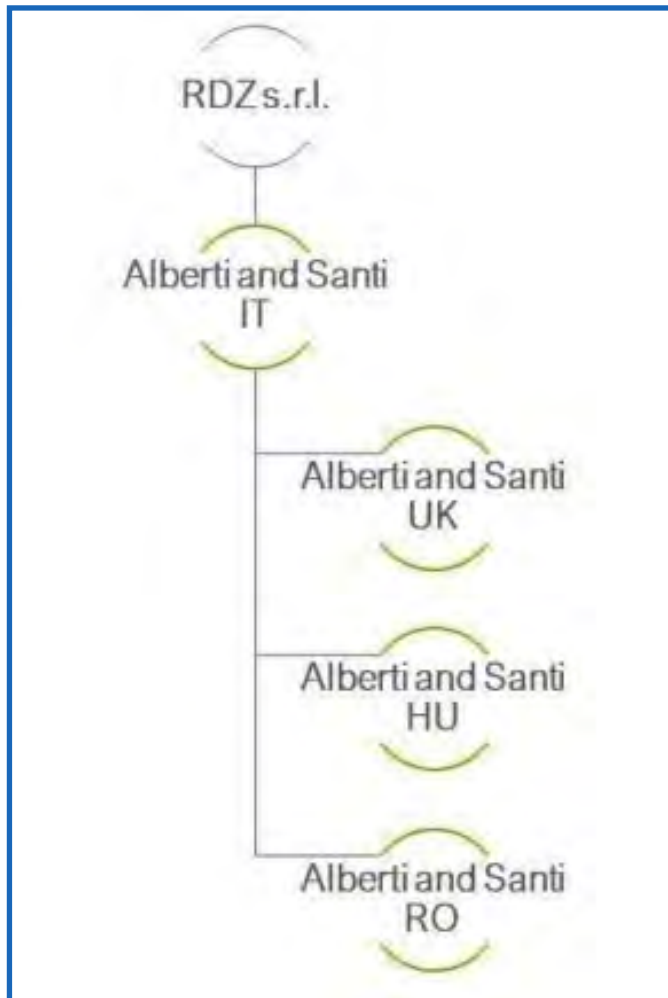
Today Alberti e Santi is an international freight forwarder, able to always offer the right solution for every need of the customers. It operates nationally and internationally and is the reference partner for numerous companies at European level in all production sectors. In addition to the headquarters in Cortemaggiore, the firm owns two other offices in Italy (in Ravenna, which takes care of the operations concerning sea freight, and in Campomigliano (MO), a small pricing department) and three foreign detachments in the UK (in Maidstone, in Kent County), Hungary (in Győr, on one of the main roads that connect central Europe, half-way between Budapest and Vienna) and Romania (in the city centre of Bucharest), giving work to [84 workers](#). Our plans also include the opening of a branch in Poland in the near future.

The annual [turnover](#) is constantly increasing, having broken the wall of 44 million euros, reflecting our always growing work volume.



Corporate Structure and Governance

Alberti e Santi is a limited liability company owned by RDZ s.r.l., which is its only shareholder. Below it are the three foreign branches, in England, Hungary and Romania.



Stefano Alberti

The governance model has changed from last year. The Albertis still maintain the highest offices, with Fabio Alberti as the president and Stefano Alberti as the CEO, but in the last 12 months the firm has seen a decentralization of the responsibilities with the birth of new managerial figures, all occupied by internal resources molded for the role, namely Alessandro Bottarelli for HR, Jonathan Obici for New Lines and Alessandro Odisio for Traffic.

Mission, Vision, Values

Even though the firm is close to the age of 60 and has seen many changes over time, there are still some key points that help to understand what really matters for Alberti e Santi and what has contributed to make it a successful reality.

The Mission, which declares the aim of the firm and has the purpose to set the standard on the basis of which corporate actions and decisions should be taken, puts the attention on 4 key elements: Flexibility, Punctuality, Reliability and Sustainability, and can be summarized by the firm motto “Your business need...is our business solution!”.



The Vision, on the other hand, indicates what is the goal that the management wants to reach and in our case it's being able to offer global transport and integrated logistics services, characterized by the structural flexibility of an organization on a human scale, always maintaining a strong sensitivity regarding respect for the environment and social issues.

The Values, the beliefs that guide the firm's behavior and point out what is considered the correct way to operate, are many and all equally important:

Passion for customers and commitment for the employees: customers and employees are equally important, so the firm strives to create valuable services for the cli-

ent and to consider the employee's expectations in order to employ their personal skills and develop their potential.

Implementing the range of services offered: improving the operations' speed and efficiency and expanding to-

wards new markets.

Leadership: becoming a positive force that leads by example

Integrity: acting responsibly

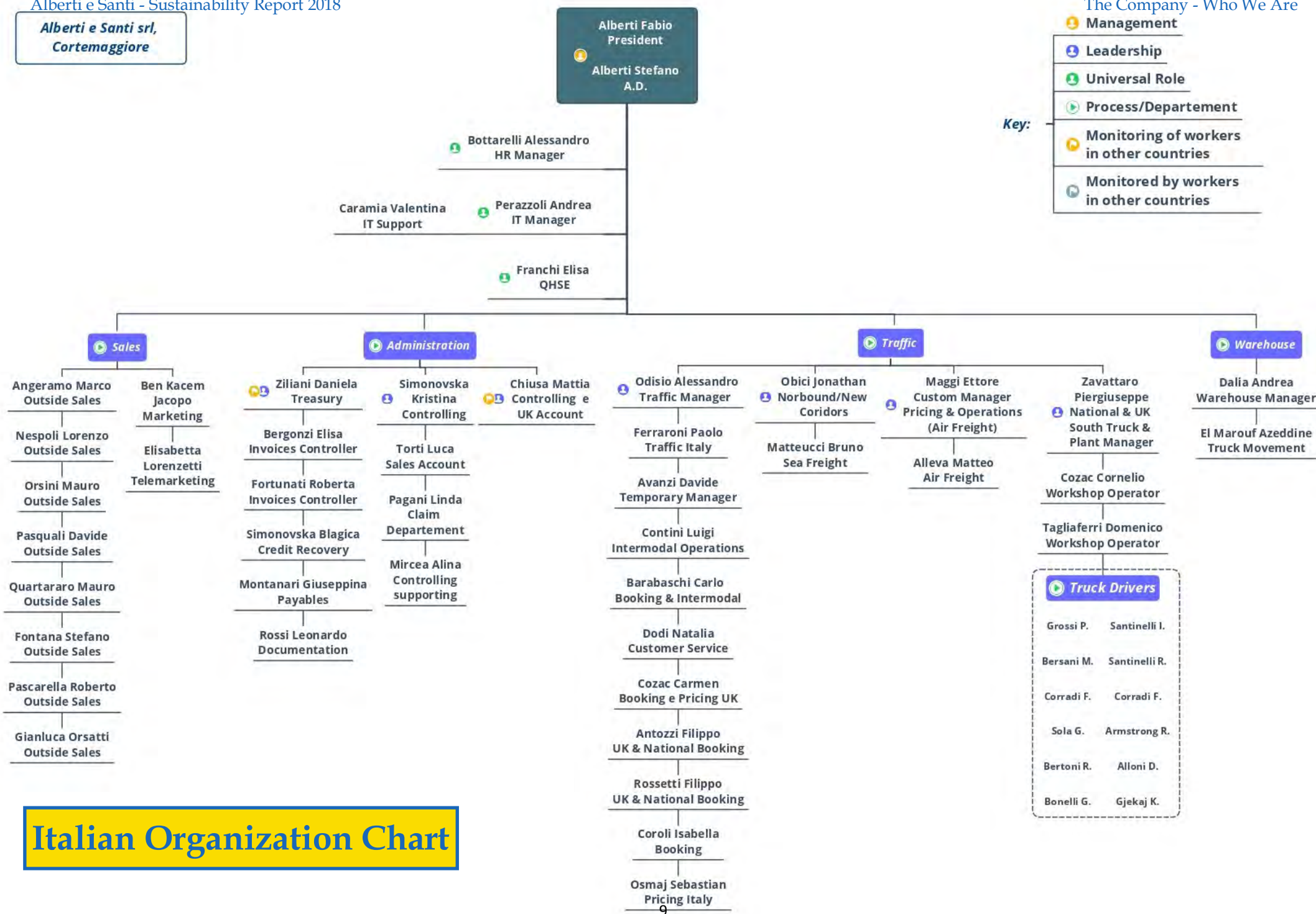
Passion: believe in what you do and be committed in heart and mind

Diversity: promoting multiculturalism and building bridges for international cooperation

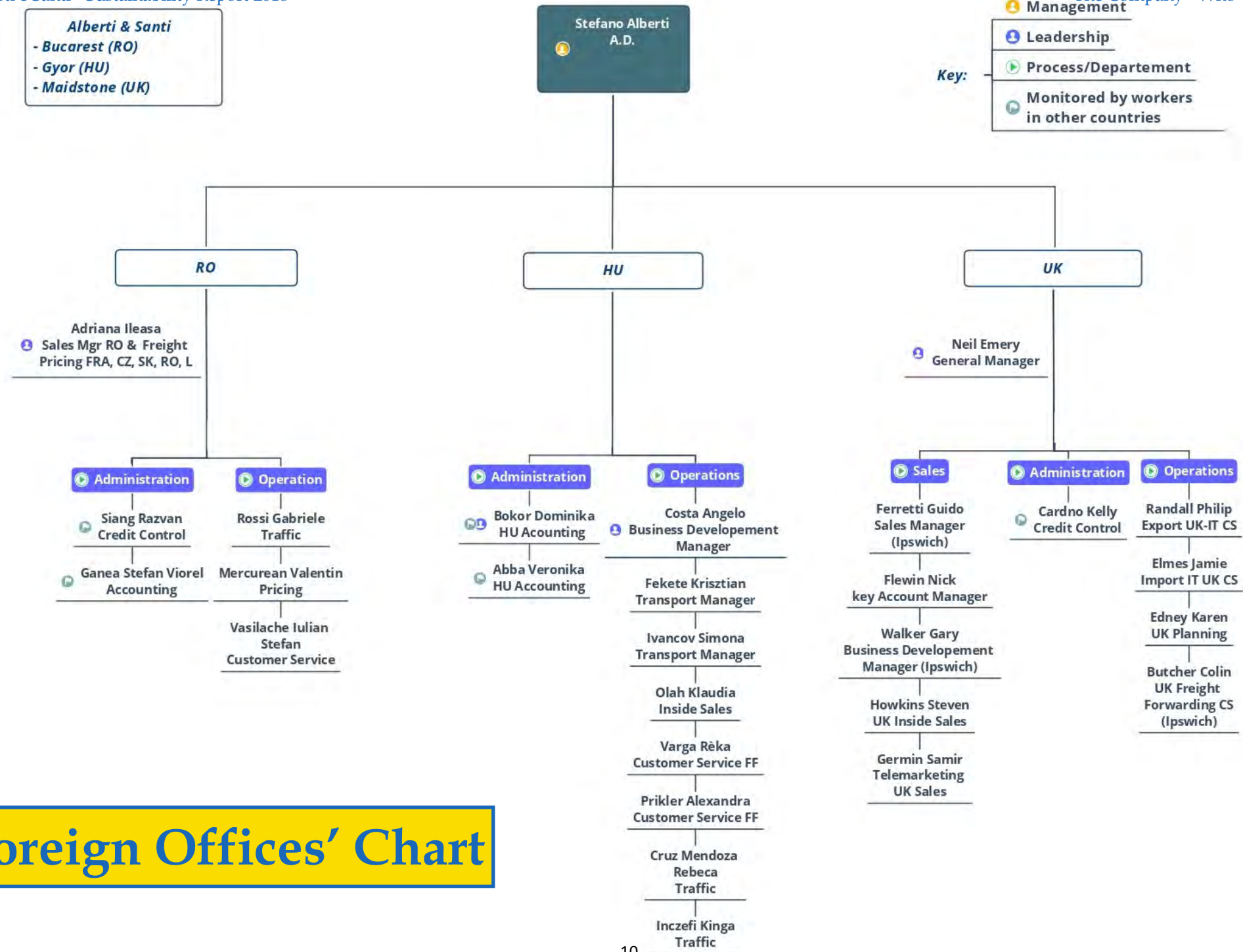
Alberti e Santi srl,
Cortemaggiore

- Management**
- Leadership**
- Universal Role**
- Process/Departement**
- Monitoring of workers in other countries**
- Monitored by workers in other countries**

Key:



Italian Organization Chart



Foreign Offices' Chart



In 2018 the number of employees reached 84, marking a slight increase compared to the 80 of last year, divided between the Italian offices (60 people) and foreign offices (24 people).

Alberti e Santi doesn't stipulate fixed-time contracts with its employees, so every one of them has signed a permanent contract.

The average age of the workforce is **under 40 years** and only 4,76% of the workers have part-time work arrangements (4 out of 84). Career prospects and opportunities in the firm are the same for both men and women. The overall percentage of female employees is 29,76% (25 out of 84).

Considering the current situation in Italy, with a youth unemployment ratio that touched 32,5% in October 2018, we com-

mitted ourselves to help young people entering the work world, initiating 10 internship projects during the year. In the end, 7 of these 10 have been hired with an apprenticeship contract.

A&S - IT	Male	45
	Female	15

A&S - UK	Male	9
	Female	2

A&S - HU	Male	2
	Female	6

A&S - RO	Male	4
	Female	1

Our People



Alberti e Santi is able to offer the actual service level to its customers also thanks to partnership agreements with national and international companies and associations.

Trans Ferry

It's been, for over 30 years, leader in Europe in offering maritime services dedicated to freight transport operators, hauliers and shipping companies.

Yes! Money

It's an innovative payment instrument, designed and realized to meet the needs of hauliers.

PALL-EX Italia

It's a network specialized in the handling of goods on pallets which operates throughout the national and European territory, founded by Melissa Alberti in 2008. It consists of a network of dealers (about 50 companies specialized in logistics and transport) distributed in a capillary way in all the national territory, that take care of the moving of thousands of pallets every day.

PLOSE

Since 1987 aims to be the best partner for European freight transport operators in the solving of problems related to the movement of their vehicles on European land, in the belief that operators wish to focus on the main aspects of their profession, leaving the care of side activities to specialists of the sector.

360 Payment Solutions

The 360 vision is shared throughout their network of operating and commercial centres, each being capable of responding to the needs of Transporters and Freight Forwarders across Europe. An organization that demands complete customer satisfaction, 24/7.

Expertise in each local market, professional competence and experience blended with state-of-the-art technology in all areas allow 360 to establish flexible and direct commercial relations and to provide comprehensive solutions always in line with the client's expectations.

Our Partners



AOP (Air and Ocean Partners)

Air & Ocean Partners is a freight forwarding network with one main principle: Networking. Networking is the basis behind the company and the services that it represents.

ANITA (Associazione Nazionale Imprese Trasporti Automobilistici)

The national association of transport and road haulage companies, which assists the forwarding firms by offering qualified services. ANITA is committed to the entrepreneurial, cultural, and competitive Italian growth in the transport sector.

Fedespediti

It's the association representing and protecting the interests of almost every Italian company dealing with international shipping. During the years it has gained consensus and its representativeness has grown a lot. Alberti e Santi obtained the certification of membership in July 2018.

RHA (Road Haulage Association)

It's the only UK trade association dedicated solely to the needs of UK road



transport operators. It is the voice of the road haulage profession, a champion of its interests and a respected partner to the broader logistics community.

Partnerlink Europe

A European network that connects several transport companies with the aim of improving the reliability and efficiency of international transport.

BIFA

The trade association representing UK freight shipping companies.

Suppliers' information is covered by confidentiality agreements, and therefore cannot be disclosed, but the imple-



mentation of supplier screening procedures is still underway in order to evaluate their social and environmental policies.

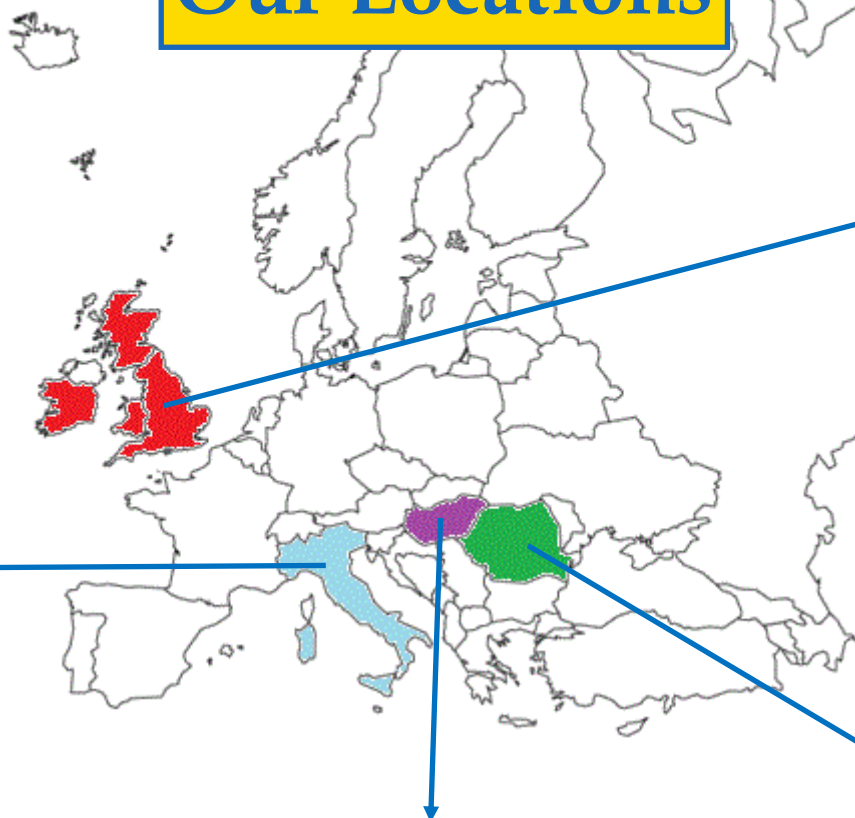
ITALY



The headquarters of Alberti e Santi is located in **Cortemaggiore** (PC) and is attached to the logistic warehouse and to the facilities for the maintenance of the vehicle fleet. In the offices can be found the operational, sales, accounting, marketing, finance, human resources and IT departments, as well as the drivers and all the staff who deal with the management of the warehouse.

We have an office in **Ravenna**, where two main activities are carried out: the pricing and the management of operations concerning sea freight, and in **Campogalliano** (MO) there's a little pricing department.

Our Locations



UK



A sales team, the telemarketing team and the credit control team are set in **Maidstone**, in Kent County.

In **Ipswich** is located a base point Center where we set a sales team specialized in the naval and aero sectors.

HUNGARY



The department responsible for Customer Service and the Inside Sales Team are set in **Gyor**.

The support warehouse for shipments in Eastern Europe is set in **Mako**.

ROMANIA



In **Bucharest**, Alberti e Santi has set up a sales team and a support team for the main administration.

The Company

What We Do





Land Freight

The world of freight transport is divided into four sections: road, rail, sea and air. Worldwide, road transport is still undoubtedly the most used, that's because it has certain advantages that the others don't, the most significant of which being that trucks are incredibly flexible regarding destinations (they can go anywhere, delivering directly to the final destination). Other advantages are the flexibility of trucks and the various specialty services that can be offered (refrigerated or heated freight, delivering heavy and oversized loads,...). Just-in-Time deliveries is also an essential factor in Road Transportation, because trucks can adapt quickly to the scheduling needs of their client.

Rail transportation has different advantages, the greatest of which is that it is the most dependable mode of transport as it is the least affected by weather conditions, such as rain and fog, compared to other modes. Is also better organized than any other form, having fixed routes and schedules, making its service more certain, uniform and regular. Finally, it is really cheap in contrast to other means of transport like airplanes, most of the costs being fixed and having an extremely large carrying capacity. Because of the large capacity and low consumption of oil, is also one of the eco-friendliest modes of transport (understandable by making a proportion between emitted CO2 and transported load).

In 2018 our business volume has slightly increased, leading to a total number of shipments of 90.495, of which 90.035 made by the land fleet, 415 by ship and 45 by plane.

Thanks to the use of the train from Piacenza to Zeebrugge, **CO2 emissions are reduced by about 70% for the Cortemaggiore – United Kingdom route** (662 Kg instead of 2348, based on the average emission values for the transport of a ton of goods for a kilometer).

Trips made in 2018 : **30.535**

Intermodal Trips : **10.539**

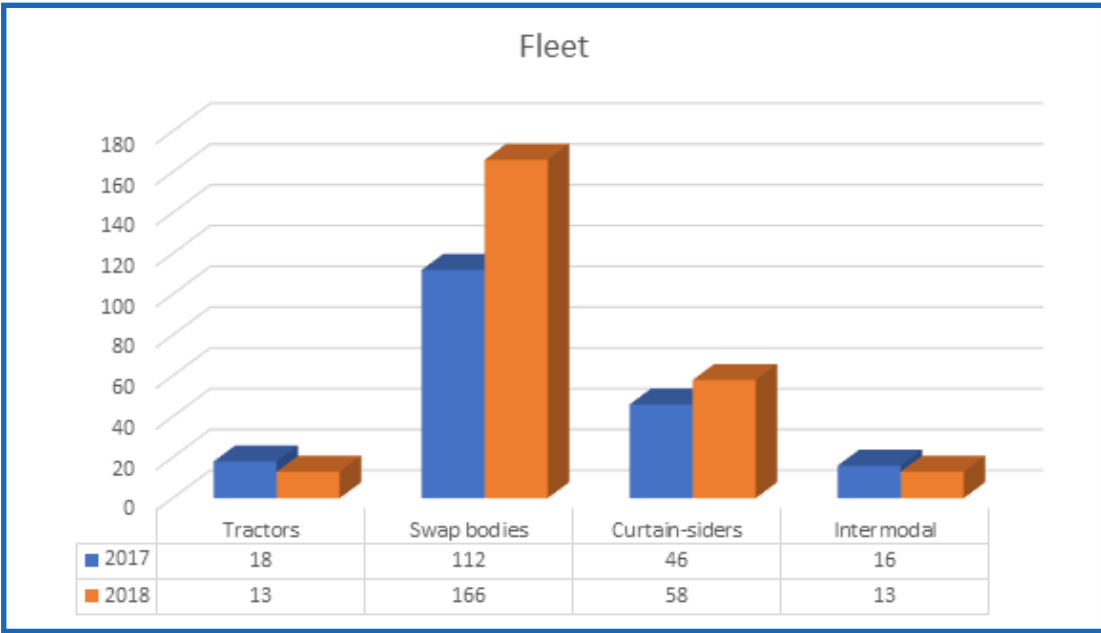
CO2 reduction thanks to intermodal trips : approximately **17.768.754 Kg** (1.686 per trip)

The Land Freight of Alberti e Santi aligns itself perfectly with this description. The firm offers customized solutions, that can vary depending on the nature of the goods, the load volumes and delivery times. Thanks to the various partnerships with professionals in the sector throughout Europe, we are able to satisfy every need of the customer and to deliver goods to any destination.

Both FTL (with deliveries to UK, Germany, Spain, France, Holland, Belgium and Romania) and LTL shipments are available, in addition to intermodal transport, consisting in combined road-rail transport by container and/or tarpaulin covered trucks to all major destinations in the EU, Eastern Europe and Scandinavia, to optimize the price/performance ratio. It's based on the movement of swap bodies, trailers or containers by various transportation modes. The main advantage is that the containers can be transferred from truck to railroad to ships without being opened and handling products, leading to a reduction of the number of claims.

Alberti e Santi invested a lot of resources in intermodal transport, wanting to reach the market's request for environmental sustainability by producing less CO2 emissions.

Our fleet recently renovated, thinning the number of tractors (exchanging numbers for quality) and augmenting that of Semi-trailers and swap bodies, as you can see on the chart below.



Transport by ship is surely the slowest way of moving goods, but it has certain advantages which justify the investments made by Alberti e Santi for its development in recent years. First of all is very cheap, especially if compared with air transportation. Furthermore, it has the highest transport capacity and the lowest consumption (and therefore emissions) in relation to the quantity of goods transported, making maritime transport the most environmentally friendly on the market.

Operations regarding the sea freight and their pricing are done in Ravenna's offices, opened in 2016 aiming to better manage the great amount of preparation and planning needed to fully exploit the potential of the shipping method.

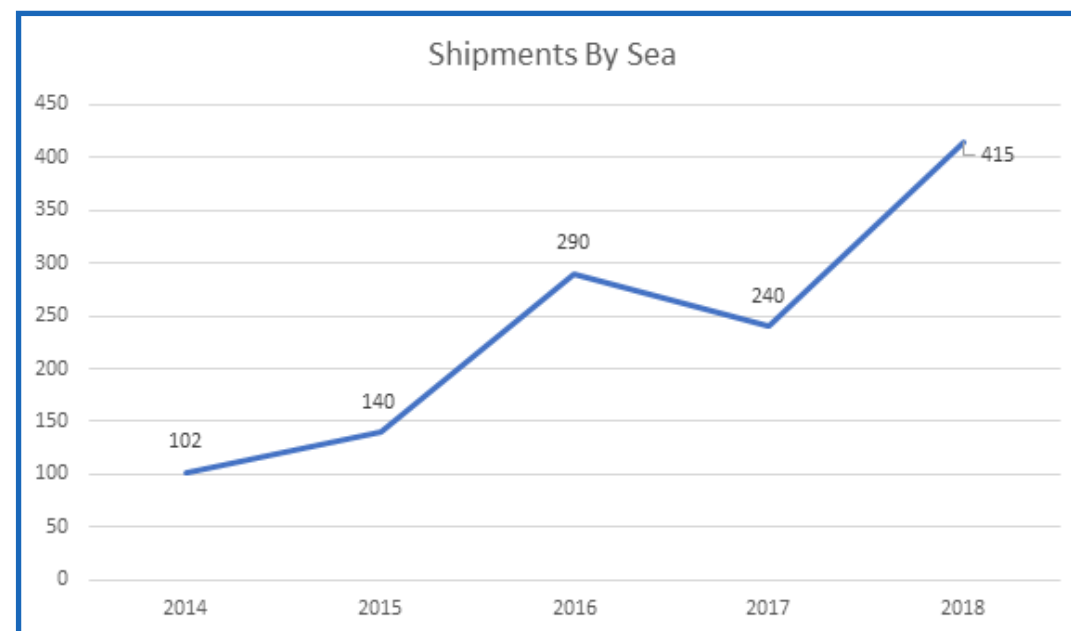
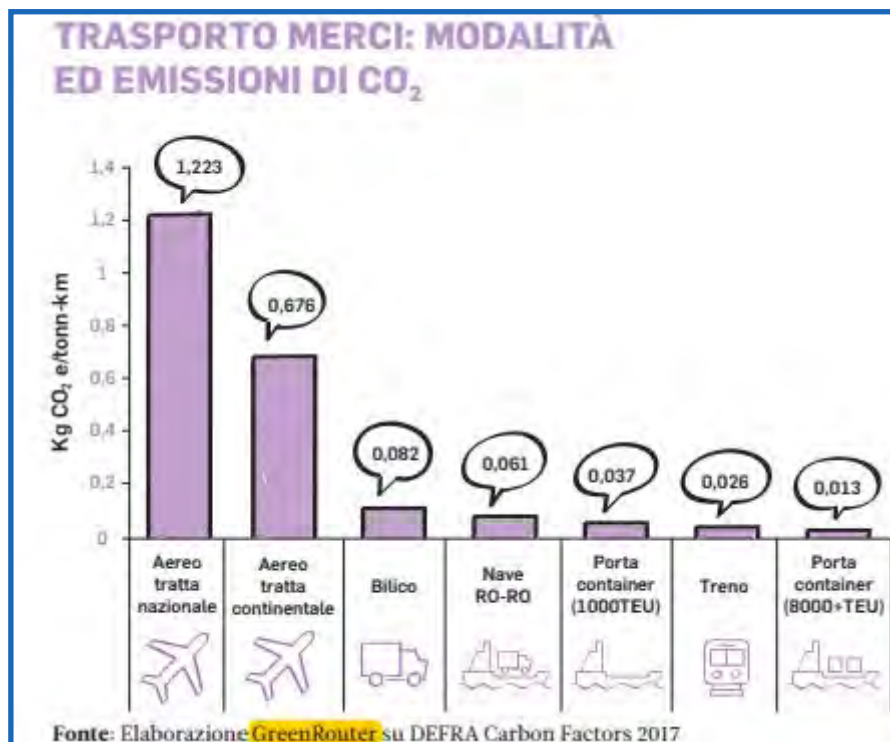
Alberti e Santi offers both FCL and LCL services, helped by partnerships with maritime companies of primary importance from all over the world.

Sea Freight



BY SEA

FCL - LCL - Project Cargo

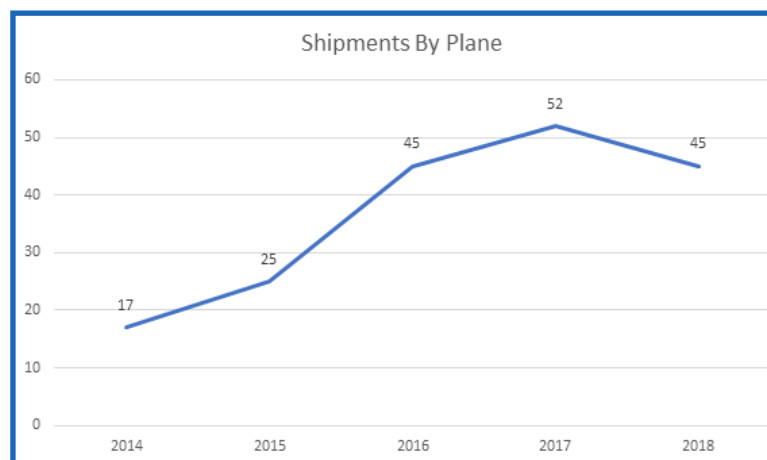




Air transport is the most recent way of movement of goods. It has the great advantage of being surely the fastest way to deliver goods in every part of the world, not requiring particularly complex infrastructures (like roads or railways) to be able to operate (a small airport is enough). Unfortunately, great advantages are counterbalanced by great disadvantages. The load capacity is trifling if compared to that of naval shipping, making plane transport the least cost-effective and, making a proportion between CO2 emissions and transported load, the least eco-friendly of the market, as well as one of the least safe (the number of plane crashes is certainly higher than accidents related

with ships) and occasionally subject of delays caused by missing or erroneous documentation. For these reasons aerial deliveries are almost always used for deliveries of urgent loads of limited quantities of goods, especially to distant destinations (delivery times by air usually vary from a few days to a maximum of ten, while those of shipments by sea can vary from at least one week up to 70 days).

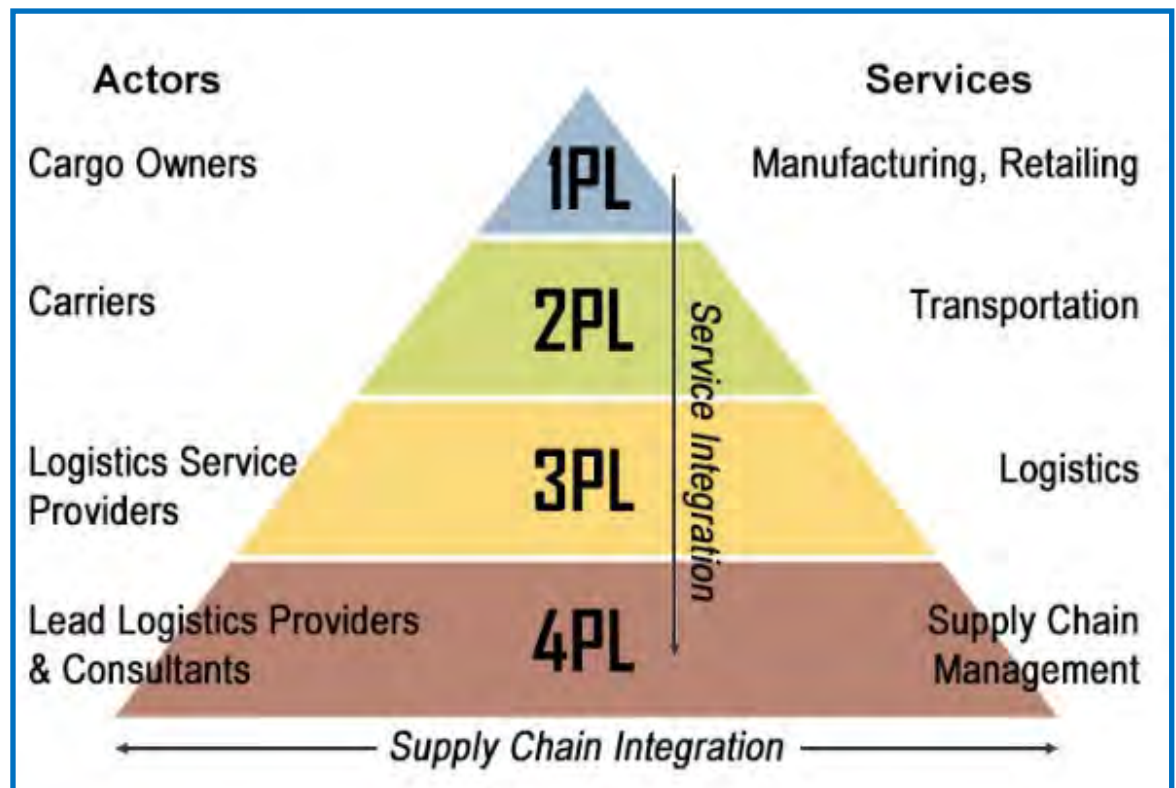
Alberti e Santi offers an air service with daily departures both in consolidated and direct flights to and from all over the world. Making use of qualified personnel and the collaboration of the most important airlines, it guarantees an always efficient and quality service with the emission of the necessary documentation on the same day of collection, all this at competitive prices. Following, there is the list of the aerial services we offer and the chart of the trips done in the last years.



- Charter
- Consolidated, back to back and direct shipment
- Standard or express services
- Special or oversized cargo
- Dangerous goods
- Cross Trade
- Import/export customs clearance
- Handling of loose or palletized goods

The warehouse opened in 2017 has allowed the company to take the first steps in the world of 4PL. Alberti e Santi arranges all the logistics phases: the collection from the supplier, the management of goods in the collection centres, the transport planning in the productive centres, optimizing the movement of the goods in relation to the production. We have over 55,000 square meters of warehousing space in Italy and over 3000 square meters in the UK. The warehouse in Cortemaggiore is currently equipped with 17 racks, 13 double-sided and 4 single-sided.

Every operation concerning the warehouse, the yard and transport is managed by a software ([WMS](#) - Warehouse Management System, [YMS](#) - Yard Management System, [TMS](#) - Transport Management System) that permits to avoid waste of time and improves the celerity of services.





Project Cargo

When deliveries requested by the clients relate to goods whose size exceeds the legal limits, things become difficult. The movement of oversized and unusual cargo requires special handling, chartering of vessels, aircraft and heavy-lift services by sea, air, road or rail. To meet these needs, Alberti e Santi offers a service called Project Cargo which, by consolidated partnerships in the whole global network, is able to offer services and solutions about oversized transports all over the world, not only towards traditional routes, but also in unusual locations or with particular, limited or difficult to reach infrastructures or accesses. The whole process is followed, from consultancy and planning

to transport organization and execution, monitoring and integrating the various phases to provide a tailor-made solution at a competitive price.

The first operation consists of an accurate inspection of the goods to be transported, in order to understand their size and weight; once this is done, our team starts thinking for the best *modus operandi*. There are several points that need to be analyzed to "tackle" an exceptional transport correctly. The first point to be established is what kind of mean of transport fits better: special vehicles are vehicles that have undergone mechanical changes that allow them to carry loads that couldn't be loaded on conventional transport. The possibility of using

a modified vehicle makes transportation cheaper, not having to resort to permits of any kind. Another issue to assess is the load management: can the load be transported in its entirety? Does it need to be disassembled? The best mean of transport to be used depends on the state of the goods, and the cost/benefit ratio must be evaluated on a case-by-case basis. Lastly, a final inspection is carried out to have the exact definitive measures of transport, in order to know what kind of permits and whether escorts are needed. The focal point of oversized transports is safety: safety of the people met and the places visited during the trip, safety of the cargo and safety of the workers involved.

Corporate Social Responsibility

Society



Relations with Our Stakeholders

1

The first way we use to keep in touch with clients, already existing or possible new ones, is our website, which permits to learn about the company (history, offered services, news and coming events) and to contact an employee to request a price quotation for a shipment. You can visit the website by scanning the QR Code to the right.

2

The Facebook page is useful to make us known and on it are periodically published job offers for each of our detachments, reminders about coming events we are going to participate to and photos of said events.



3

We then participated in various fairs, both regarding our area of expertise (this year we had a stand in three major fairs: "Multimodal18", which took place in Birmingham from the 1st to the 3rd of May, "TransLogistica Expo", in Bucharest, Romania from the 26th to the 28th of September, and "TransLogistica Poland", in Warsaw from the 6th to the 8th of November) and other areas (we had a stand at the "European Pizza and Pasta Show" fair, organized in London from the 13th to the 15th of November).



Fiorenzuola d'Arda
26-27 maggio 2018

L'UNICO EVENTO DI MEZZI DI TRASPORTO
 D'EPOCA **IN EUROPA** CON PROVA DI REGOLARITÀ

PARTECIPA al **"TOUR"** delle **TRE VALLI**
 con Prova di Regolarietà!

VISITA il nostro **"SHOW"** - Esposizione
 statica!

VOTA gli elaborati dei ragazzi
 dell' **"ACADEMY"**!

Dal giocattolo alla realtà

5° EDIZIONE

RICONOSCIMENTO ASI "LA MANOVELLA D'ORO 2017"




Dal Giocattolo alla Realtà

Alberti e Santi constantly strives for the realization of initiatives that can have an impact on the community of the territory. It is in this perspective that the organization of the event "Dal Giocattolo alla Realtà" should be seen.

"Dal Giocattolo alla Realtà" was born in 2014 on the initiative of Alberti e Santi and F.lli Cattadori, a haulage company based in Fiorenzuola d'Arda (PC), and is annually organized with the collaboration between the involved municipalities and C.I.C.S. (Circolo Italiano Camion Storici) and A.I.T.E. (Associazione Italiana Trasporti d'Epoca) associations. The event is usually organized during Fiorenzuola's "Festa di Primavera".

Alberti e Santi, as founder, obviously participated again this year, continuing to pursue the objectives for which the event was born: to make the new generations aware of the world of transports, to let them know and appreciate the means of transport that "have made history", and, above all, to promote new employment opportunities. So, the aim is investing in the present, starting with an analysis of a past without which a future wouldn't exist. Innovation has always been the keyword upon which "Dal Giocattolo alla Realtà" is based.

As always, the part of the event concerning the [Academy](#) was the focal point of the project. Every year youth from nearby territories' schools are involved and this year too wasn't different: two institutes participated, the Berenini Institute of Fidenza (already involved last year) and the Mattei institute of Fiorenzuola. Participating students realized high quality videos concerning the subject of logistics and international trade, with the goal of promoting the world of transport, both at an academic and territorial level, and were evaluated by a technical jury gathered at the Alberti e Santi headquarters on Thursday 24 May.





During the festival a **tour** is also always organized, consisting in a different route changed every year where historical trucks (among which are those of Alberti e Santi) parade on the streets of Piacenza's and Parma's territories, and that this year passed through three valleys (Val d'Arda, Val Chero and Val Nure), starting from Castell'Arquato and finishing like every other time in Fiorenzuola.

Once arrived in Fiorenzuola, the trucks were positioned throughout the city for the static exposition taking place in the last part of the festival, "**the Show**".





The Show aims to be a moment of encounter and allowed the participants to share and collect the emotions experienced during the event.



Academy

Collaborations with schools and training institutions don't end with the one relative to "Dal Giocattolo alla Realtà", but are instead numerous and varied, involving organizations from all over Emilia Romagna's territory. Is also one of our goals to strengthen our network of relations with schools, both secondary and universities.

Alberti e Santi's Academy

High schools and universities



Training Bodies



FONDAZIONE ITS
PIACENZA



Administrative technician for the control of 4.0 businesses and data management

Forpin is the school of formation created by Confindustria Piacenza, which has been working actively for over 25 years with people and businesses in the municipality. It offers employment services dedicated to people and businesses, supporting the meeting between supply and demand, designs and implements training courses and builds consulting projects to help companies when they have complex organizational needs to face.

Alberti e Santi is Forpin's partner in the organization of the 2018/2019 formation project for the figure of "[Administrative technician for the control of 4.0 businesses and data management](#)". This professional will be specialized in the care of the accounting (general and analytical) system, administrative and fiscal fulfillments and drafting of the balance sheet. He will deal with economic/financial analyses and relations with the credit system, and will be able to identify forecasting and control

systems oriented toward management effectiveness and efficiency, aside from contributing to the construction of management systems that can optimize results through computerization (thus reducing costs and collection and data processing times) and finally being able to acquire, process and examine databases using different management systems, supporting quality management and corporate privacy.



Expertise Road



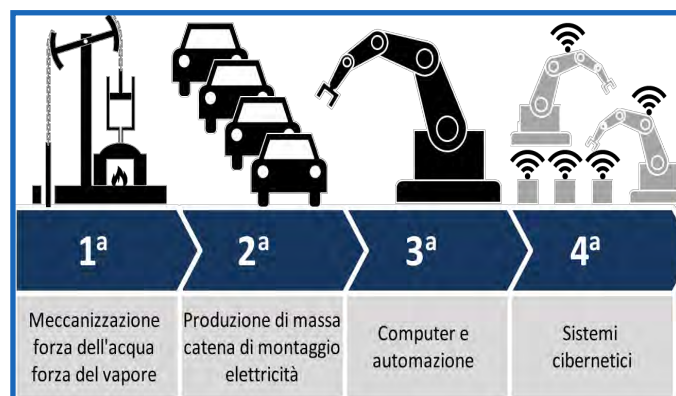
The firm has also offered its expertise during Forpin's project named "Expertise Road", whose finality was to contribute to giving an answer to the businesses' needs concerning the finding of particularly qualified professionals and adequate knowledge suited to the changes related to Industria 4.0. During the project, 9 focus groups were organized, and among those was one concerning logistics that took place in Piacenza on April 16th at Confindustria's headquarters. Alberti e Santi participated in that focus group together with Ing. Carlo Merli and IKEA

Italia as industry experts.

By the focus group were identified some needed professional figures following the analysis of evolutionary trends in the sector, like the substitution of simple and highly labor intensive activities with automatized or robots-made activities (augmenting efficiency and therefore reducing costs), the increasing importance of lead time as driver of the clients choice (and so as a competitive factor), the intermodality of transports and the need of soft skills (need of flexible people, able to work in a team and to manage their time). The identified profes-

sional profiles were those of "Planner Technician of integrated management systems with focus on robotization and automation of logistic processes", "Operator Technician of integrated management systems and GUI (Graphical User Interface) with focus on robotization and automation of logistic processes" and "Multichannel Distribution and Inter-modal Logistics Technician", whose aim will be to be able to respond to the emerged priority challenges for the sector:

- Robotization/automation of the logistic activity
- Structured management of the processes with ICT (Information Communication Technology) applications
- Multi-channel approach and intermodality finalized to better satisfy the client's needs



ITS Foundation Piacenza

ITSs are post-secondary paths of technical specialization, referring to the areas considered as priorities for economic development and the country's competitiveness, realized according to the participating foundation's organizational model in collaboration with companies, universities/scientific and technological research centres, local entities, scholastic and training systems. They are the Italian answer to companies' demands, through a highly qualified training offer and new technical skills to promote the innovation and technological transfer processes, by the logic of Smart Specialization.

Alberti e Santi is one of 22 members of the ITS Foundation for Sustainable Mobility and Logistics, whose main finalities are the promotion and the spreading of technical and scientific culture, starting from the integration between education systems, formation and employment.



The 2018/2019 course year will be the second of the two-years course in “**Superior Technician of Supply Chain and Logistic Information Systems**”, started in October 2017 and now at its seventh edition. It consists in a path of high post-secondary formation in integrated logistics and goods mobility, teaching technical and operative skills that can make the trainee able to adapt to the demands of companies in the sector.

The diploma obtained at the end of the course is valid throughout the national territory and within the European Community, joining with the V° level of EQF (European Qualifications Framework), constituting effectual title for access to public competitions.

The Superior Technician of Supply Chain and Logistic Information Systems operates in the planning, man-



agement and control of physical flows of vehicles, goods and people. He manages the relative information, starting from the place of origin to that of consumption, having an overview of the three dimensions of mobility: land, sea and sky, and he has a systemic competence of the logistics cycle and is able to manage relations with the other actors in the channel, both inside and outside the company.

Sponsorships

The contribution of Alberti e Santi to society doesn't only concern the organization of events for the community or training courses in its competence sector, but comprises the promotion of physical activity and healthy competition too.

That's why we are the main sponsor of A.S.D. Pallacanestro Fiorenzuola 1972, Fiorenzuola d'Arda's basketball team, which militates in "Serie C Gold" and has had a very strong bond with the Alberti Family for almost fifty years: Fabio Alberti, Alberti e Santi's president, has been part of the management of the team since the '80s, while Stefano Alberti started to play on their parquet when he was 6 years old. Today Fabio and Alberto are president and vice president of the team.



Finally, Alberti e Santi is involved in humanitarian projects and collaborates with charity and research organizations, both national and local.

The main project we supported with an economic aid was Telethon Foundation's research on genetic diseases.



Charity

Corporate Social Responsibility

Materiality Assessment



Identification of stakeholders and interaction with them is of primary importance for the development of the company at economic, social and environmental levels. For this reason, Alberti e Santi decided, like previous years, to carry out the materiality analysis.

Stakeholders are identified following the GRI guidelines, being the reference followed for the drafting of the document, which defines them as “entities or individuals that can reasonably be expected to be significantly affected by the reporting organization’s activities, products, or services; or whose actions can reasonably be expected to affect the ability of the organization to implement its strategies or achieve its objectives”. It’s been decided, like last year, to restrict the analysis to:

- Clients
- Suppliers
- Our employees
- Training bodies, universities and schools

We consider the best way for carrying out the analysis to be the survey, used in the

last years to collect the opinions of our stakeholders. It’s been utilized the same survey of last year, aiming to observe possible changes in the way the firm is seen by its stakeholders, containing questions about economic, social and environmental issues:

- Environmental impact and energy sustainability
- Relationship with local communities
- Corporate policies on security and discrimination
- Support for young people

Each of these themes has been addressed with two questions: a first general question, to understand the importance that the interviewee attributes to the specific topic, followed by a second more practical question, with the aim of probing the level of personal commitment that the respondent is willing to reach in a specific case. Each question included five different answers, representing the level of importance (for the “significance” question) and the level of availability to

Stakeholders Engagement

personal action (for the “influence” question), to which uniform scores were assigned in order to carry on the analysis with more ease.

We used the company mailing list to reach the maximum number possible of stakeholders like clients, suppliers and our employees, while we asked for the collaboration of the training institutions which work with us frequently to reach students. Unlike last year, we didn’t make a survey for interns who were not considered fit to continue working with us, as their number was simply too small (only 3 out of 10 trainees in 2018) for an analysis to have significance.

The results were good, more or less the same as last year, with 133 stakeholders that decided to help us in our analysis by answering the survey.

With the data collected we elaborated our “materiality matrix”: after assigning to each answer a value (2, 4, 6, 8 and 10), the weighted average was calculated for each topic, one for the question concerning the significance of the impacts and one for the question concerning the influence on stakeholders assessments and decisions. The topics were then placed on a Cartesian plane based on those values and by seeing their positioning we can understand the level of their materiality by looking at the picture on the right. All the details can be seen in the Appendix.

All the investigated topics fall in the section of “Very High Materiality” and their presence under the imaginary bisector line lets us know that the perceived significance of the topics is always greater than their power to influence the stakeholders’ decisions.

Like last year, the topics that stand out as the most and less important are respectively safety in the workplace and charity, even though the latter has reached the average value of 6 regarding its power to influence stakeholders, while last year it was the only value whose average was less than that.

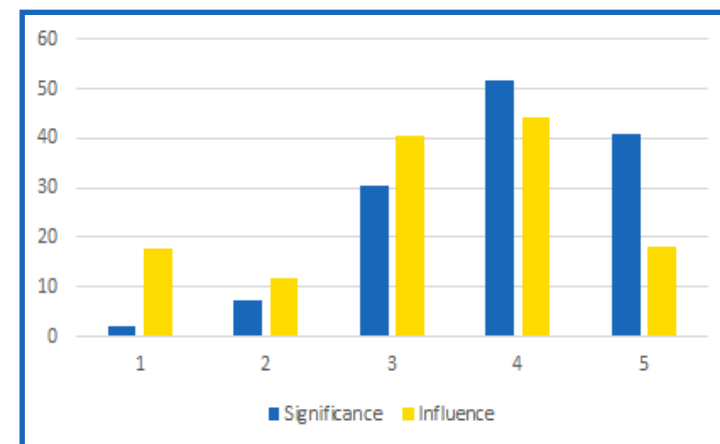
Influence on Stakeholder Assessments and Decisions

Medium to High Materiality	Very High Materiality
No or Low Materiality	Medium to High Materiality

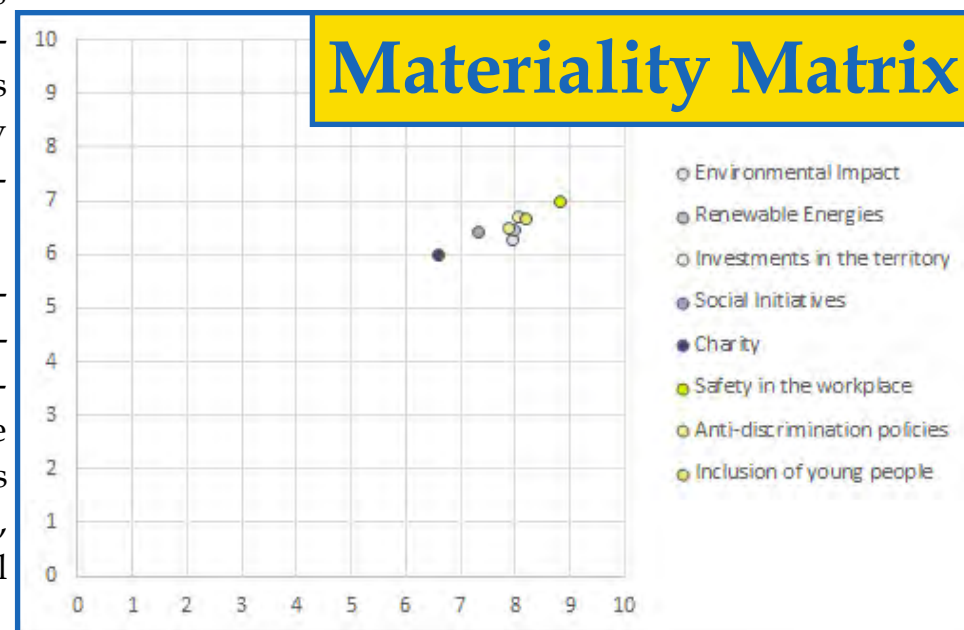
Significance of Economic, Environmental, and Social Impacts

Anyway, it’s interesting to point out how all the average values have increased from last year, making us realize how our stakeholders are more and more interested in social topics and how consequently important is for a company to invest in them.

The discrepancy between the abstract significance and the concrete influence of the topics is more or less the same as last year, with the minimum level



of influence more than 8 times of the level of minimum significance and, on the contrary, the maximum level of influence less than half of the level of maximum significance for the eight topics.

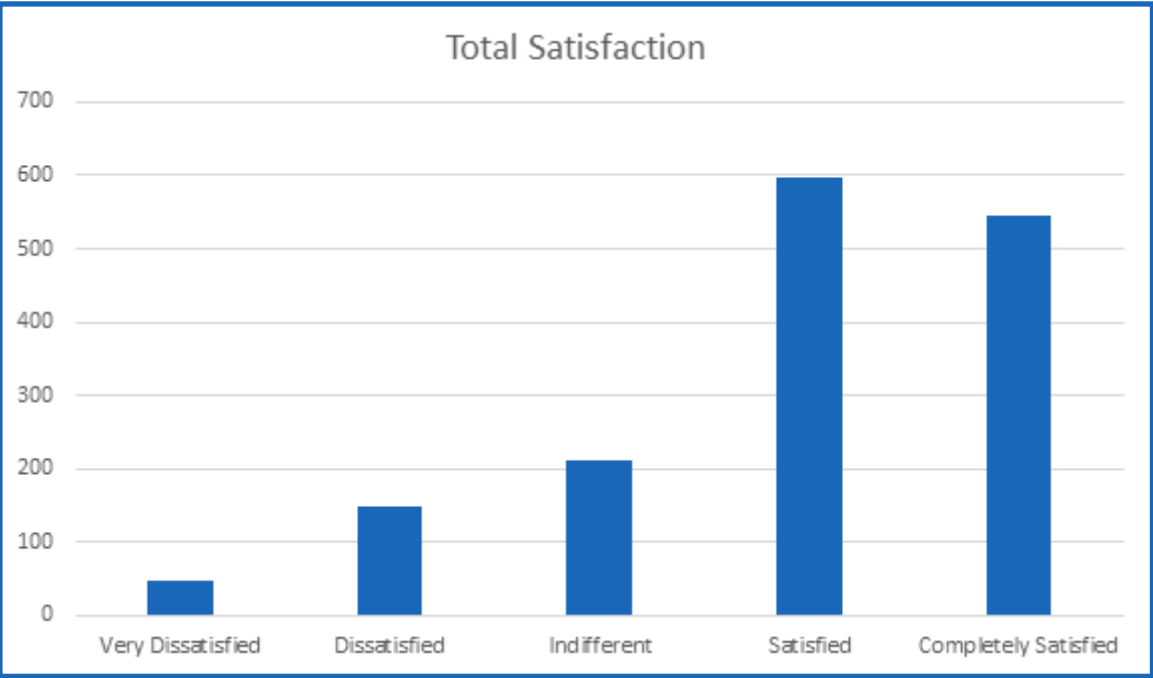


Customers are the fulcrum of our efforts. Their satisfaction is of the utmost importance and our highest priority, so, the dialogue with them is essential to understand how we can improve our services to give them what they want. It's for this reason that we made another survey, different from that of the materiality assessment, especially for them, in order to collect information about the current grade of satisfaction regarding our services, employees or the structure of the website. The survey consisted of 19 questions di-

vided in 6 sections depending on what they were about: Sales Department, Service Quality, Customer Service, Marketing, Services and Logistic Services. The data collected painted a good picture of our company: the positive judgments given in the answers were 73,90% of the total (1141 out of 1544 answers), and 35,23% were the ones with the maximum score (544 out of 1544 answers), while the answers giving us the minimum score were only 2,98% of the total (46 out of 1544 answers).

Customer Satisfaction

Positive Judgments	Neutral Judgments	Negative Judgments
1141	210	193



Every question left the chance to leave a comment, and by analyzing them we will be able to better understand where we can do better and we will try to change the mind of those who left those 193 negative judgments (12,50% of the total), trying to reach our goal of satisfying every client. The details about the answers given to this survey can be found in the Appendix too.

Even though customers are our first thought, that doesn't mean our employees aren't equally important. They are the company's engine, as their work is what allows us to keep evolving and improving. For this reason, we decided to repeat the internal investigation we did last year, in order to keep watch on the opinions and needs of our workers allowing us to intervene should the need to change arise.

The response, compared to last year, was extremely satisfying: the answers to the survey more than tripled (56 against the 16 of last year, 66.7% of all our employees) and the general satisfaction has clearly improved, with the medium-high answer as the most given and the total number of positive opinions almost four times bigger than that of the negative ones (1059 positives and 283 negatives). The maximum rating is also very high compared with the minimum one (six times bigger, 305 against 47), also considering that last year the trend was opposite. This pleases us immensely, as it shows that our efforts to improve our employees'

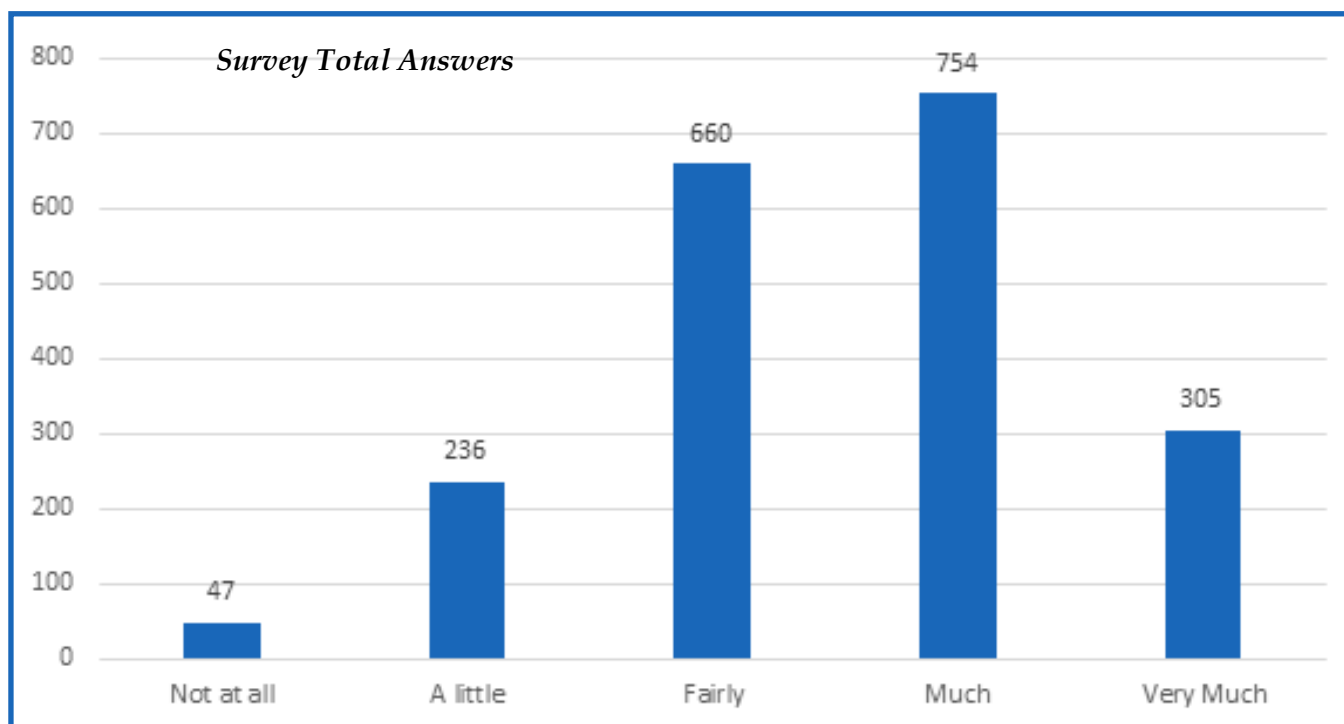
wellbeing have already paid off within a year.

As you can see in the Appendix at the end of the report, almost all the employees that answered would be satisfied to build a career in Alberti e Santi and they are proud to be part of this company. Another comforting information extrapolated from the survey is the rate of trust and confidence in the management, that last year was very low and this year has skyrocketed (with the positive judg-

ments at 77.8% of the total), giving credit to our decision of changing it with the decentralization of the responsibilities happened during the year.

All in all, we are very happy of these results and we aim to do even better next year, fixing some little things with the help of the collected data and hoping that in the next survey we will see a 0 in the minimum score total result.

Internal Survey



Corporate Social Responsibility

People

Helping people reach their potential

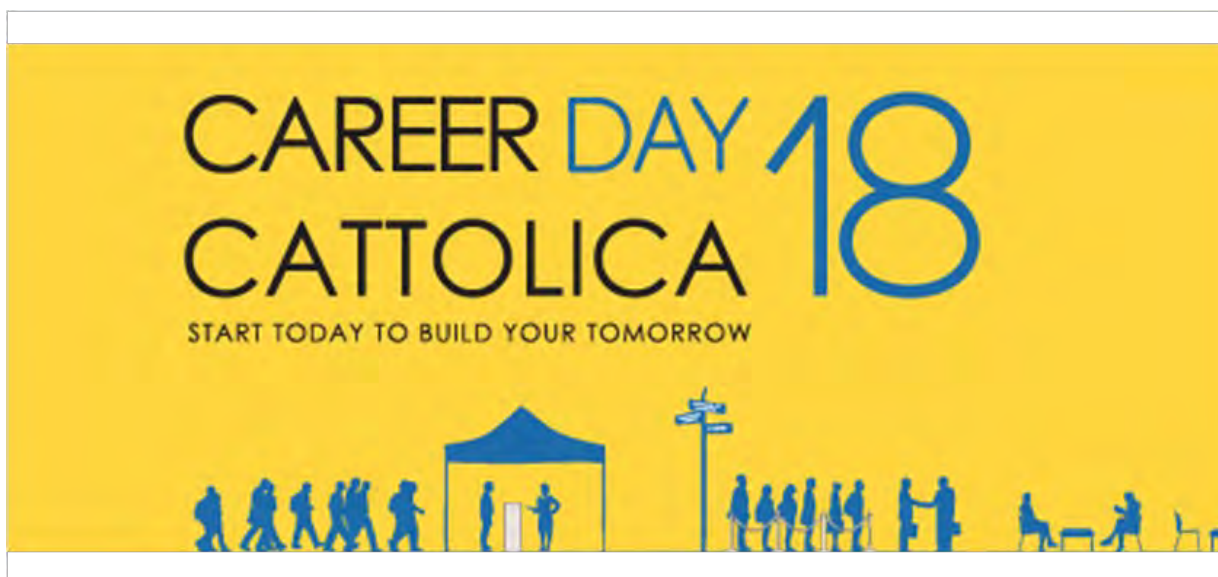
For us it is important to give opportunities to young people who deserve it, so we participated to Università Cattolica del Sacro Cuore's [Career Day](#), to scout possible trainees among the students that need to do a work experience in order to obtain their degree. The opportunity is for us too, giving us the chance to find someone who could be a valuable collaborator in the future.



We then allocate an annual budget for the formation of our employees. Every year an internal analysis is carried out to find possible formative gaps, about both technical and soft skills. The adequate training bodies that can meet our needs are then found and with their support the right courses are designed and provided.

This year we concentrated our efforts on three courses:

- [Middle Management for the new department managers](#) (with the help of our partner Forpin)
- [Effective communication and persuasion techniques](#) for our sellers and buyers
- [Courses dedicated to the use of new management systems](#), intended for both the operational and administrative departments



Corporate Social Responsibility

Environment

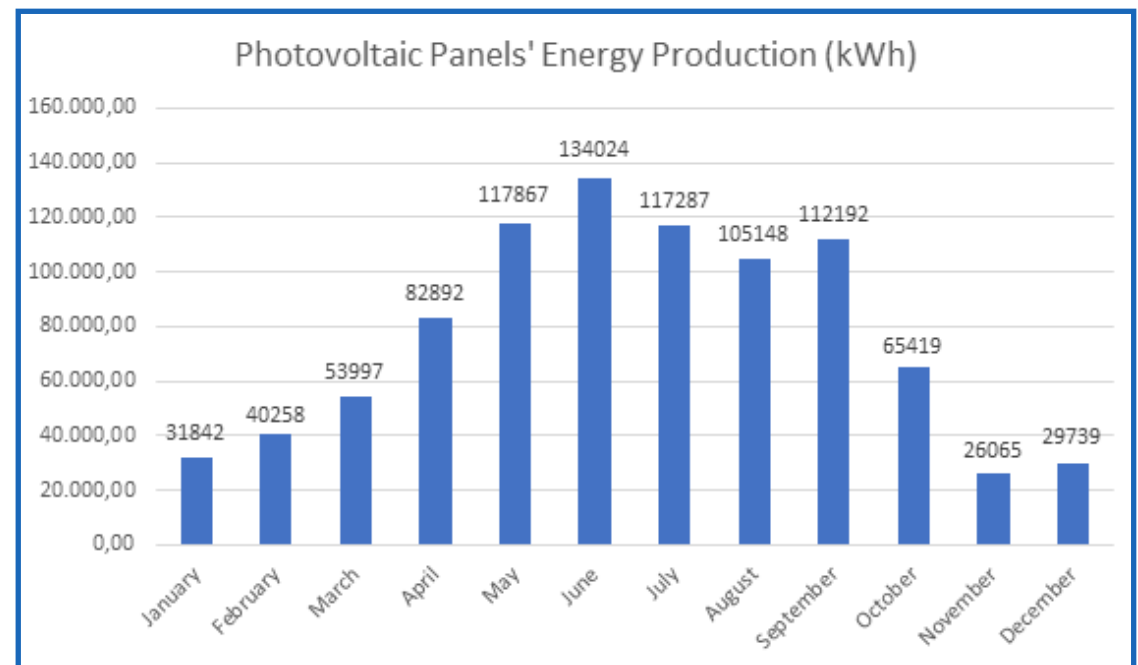


In a world like that of today, where the importance of the theme of environmental preservation is stressed every day, Alberti e Santi is committed to do its part, however small it may be, to help saving the planet, and it shows that intention in a number of ways.



The Headquarters

The headquarters, inaugurated in October 2016, were built keeping in mind the environmental safeguard in every step, from the planning of the building to its realization. First of all, the whole roofs of the offices building and of the warehouse are covered by photovoltaic panels, allowing us to produce green electricity (in 2018 the panels produced 916.730 kWh). Then, high-efficiency heat pumps cover the heating needs of the complex and the orientation of the main facade of the building, combined with its high-performance selective absorption glasses and vertical light-colored sun shade blades, allow the offices to make the best use of the heat and illumination provided by the sun, while the electric awnings prevent over-heating in the hottest hours of the day.



Retreaded Tires



Tires we retreaded in 2018 : 141 tires

Litres of crude oil saved : approximately 7.755 litres
(more or less 55 liters for each tire)

Reduction of CO2 emissions (according to the Centre for Remanufacturing and Reuse's report) : 3.722,4 kg

Retread, also known as "recap" or "remold" is a [re-manufacturing process for tires that replace the tread on worn tires](#). Retreading is applied to casings of spent tires that have been inspected and repaired. It preserves about 90% of the material in spent tires and the material cost is about 20% compared to manufacturing a new one. This includes a pronounced reduction in the use of oil. In fact, it's estimated that oil usage is reduced by 70% for a retread as compared to a new tire and also leads to a signifi-

cant reduction in greenhouse gas emissions. A report commissioned for the Centre for Remanufacturing and Reuse showed that the manufacture of a new tire produces 86,9 kg CO2 emissions compared to 60,5 kg Co2 for an equivalent retreaded tire, a saving of 26,4 kg (that equates to a reduction of emissions by 30 percent).

In Europe all retreads, by law, must be manufactured according to EC Regulation 108 (car tires) or 109 (commercial

vehicle tires). As part of this regulation all tires must be tested according to the same load and speed criteria as those undergone by new tires. Furthermore, a single carcass can undergo the retreading process only a set number of times (only one for car tires and up to three for heavy transport tires).

At Alberti e Santi we frequently inspect every tire used by our land freight, to allow as many carcasses as possible to be reused in total safety.

Paperless Project



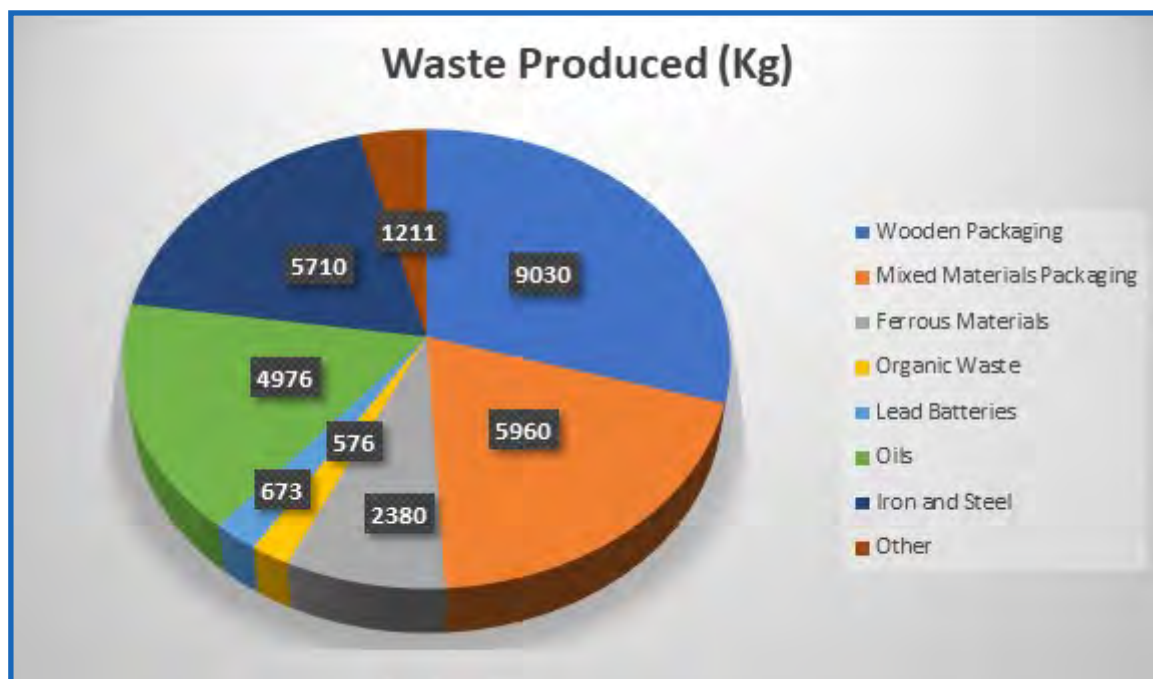
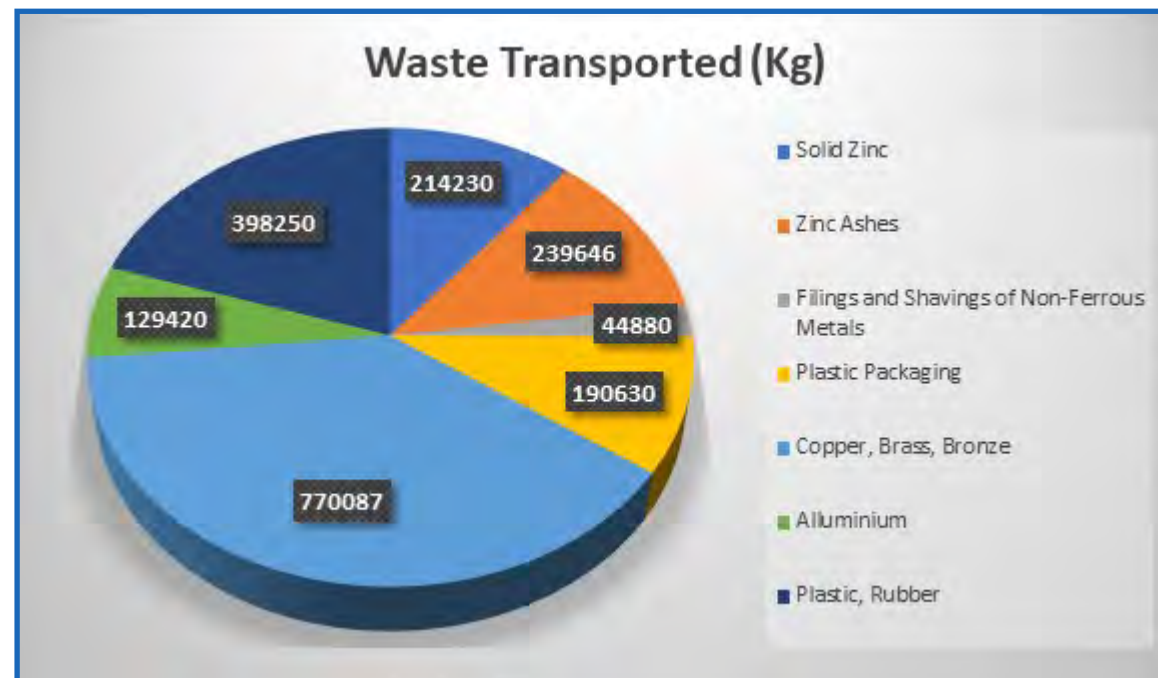
Technology and computerization made possible a drastic decrease of the usage of paper on work places. In the last months of last year, we started a project whose aim was to reduce paper usage by digitalizing the whole paper archive of the company (using new archiving software solutions), recycling the paper material already existent and beginning to transmit (and hopefully receive) documents only in digital form. A complete disappearance of paper is however impossible because of

the Italian legislation which requires the keeping of the documents in paper form for 10 years.

Sending and receiving of documents are almost completely digital and by using a software named Adiuto we save on an internal repository all the documents we produce (like transport documents and invoices). The benefits are double: the operations are hastened and the environment is safeguarded.

- Documents management optimization
- Real-time feedback with clients and supplier
- Streamlining of processes for receiving, checking and archiving invoices and CMRs
- Specific roles for every user
- One shared database
- Fully accessible digital documents
- Paper usage reduction
- Improved environmental sustainability

Every year, companies' production of waste keeps growing, caused by new technologies using new no-biodegradable materials and development in the economy. Recycling of this waste is becoming more and more important and Alberti e Santi plays a double role in this process, committing to recycle its own waste and transporting that of other companies towards places where it can be disposed of respecting the environment.



Waste Recycling

In 2018 Alberti e Santi produced 30.516 kg of waste material, a lot less than last year (due to the materials that had been necessary for the move to the new headquarters), and every gram of it was sent to recycling factories. To the left and above there are two charts, showing respectively what kind of waste the firm has produced itself and what kind it has transported for other companies (1.987.143 kg in total).

Appendix

Materiality Assessment Survey Results

Number of questions: 16

Number of answers obtained: 133

1) How important do you consider that companies invest on the reduction of the environmental impact of their services?

- Not important: 2 (1,50%)
- Of little importance: 6 (4,51%)
- Quite important: 32 (24,06%)
- Very important: 46 (34,59%)
- Of the utmost importance: 47 (35,34%)

2) Would you pay a higher price for a service, for it to have a lesser environmental impact?

- Never: 19 (14,39%)
- Rarely: 10 (7,58%)
- Sometimes: 50 (37,88%)
- Often: 39 (29,55%)
- Always: 14 (10,61%)

3) How important do you consider that companies invest on renewable energies?

- Not important: 3 (2,26%)
- Of little importance: 5 (3,76%)
- Quite important: 27 (20,30%)

- Very important: 53 (39,85%)
- Of the utmost importance: 45 (33,83%)

4) Would you pay a higher price for a service, if you knew it uses / is produced using renewable energies?

- Never: 17 (12,78%)
- Rarely: 8 (6,02%)
- Sometimes: 50 (37,59%)
- Often: 44 (33,08%)
- Always: 14 (10,53%)

5) How important do you consider that companies invest in the territories where they operate in?

- Not important: 0
- Of little importance: 6 (4,55%)
- Quite important: 29 (21,97%)
- Very important: 53 (40,15%)
- Of the utmost importance: 44 (33,33%)

6) Would you pay a higher price if you knew that the producer company uses local workers for its production?

- Never: 12 (9,09%)
- Rarely: 14 (10,61%)
- Sometimes: 41 (31,06%)
- Often: 45 (34,09%)

- Always: 20 (15,15%)

7) How important do you consider that companies invest in social initiatives?

- Not important: 3 (2,26%)
- Of little importance: 9 (6,77%)
- Quite important: 45 (33,83%)
- Very important: 50 (37,59%)
- Of the utmost importance: 26 (19,55%)

8) Would you pay a higher price for a service, if you knew that the producer finances social initiatives?

- Never: 16 (12,03%)
- Rarely: 14 (10,53%)
- Sometimes: 47 (35,34%)
- Often: 38 (28,57%)
- Always: 18 (13,53%)

9) How important do you consider that companies devolve part of their incomes to beneficial institutions?

- Not important: 6 (4,51%)
- Of little importance: 24 (18,05%)
- Quite important: 48 (36,09%)
- Very important: 35 (26,32%)
- Of the utmost importance: 20 (15,04%)

10) Would you pay a higher price for a

service, if you knew the producer company devolves part of its income to beneficial institutions?

- Never: 21 (15,91%)
- Rarely: 20 (15,15%)
- Sometimes: 42 (31,82%)
- Often: 36 (27,27%)
- Always: 13 (9,85%)

11) How important do you consider that companies ensure a healthy and safe workplace for their employees?

- Not important: 0
- Of little importance: 0
- Quite important: 9 (6,82%)
- Very important: 59 (44,70%)
- Of the utmost importance: 64 (48,48%)

12) Would you pay a higher price for a service, if you knew that the producer company is compliant with the highest standards in terms of workplace safety?

- Never: 15 (11,36%)
- Rarely: 6 (4,55%)
- Sometimes: 34 (25,76 %)
- Often: 54 (40,91%)
- Always: 23 (17,42%)

13) How important do you consider that

companies implement effective internal policies to ensure no irrational discrimination can take place?

- Not important: 3 (2,29%)
- Of little importance: 6 (4,58%)
- Quite important: 26 (19,85%)
- Very important: 56 (42,75%)
- Of the utmost importance: 40 (30,53%)

14) Would you pay a higher price for a service, if you knew that the producer company has certified internal policies against irrational discriminations?

- Never: 21 (15,91%)
- Rarely: 12 (9,09%)
- Sometimes: 34 (25,76%)
- Often: 43 (32,58%)
- Always: 22 (16,67%)

15) How important do you consider that companies invest in training initiatives to help introducing young people to work?

- Not important: 0
- Of little importance: 2 (1,53%)
- Quite important: 26 (19,85%)
- Very important: 61 (46,56%)
- Of the utmost importance: 42

(32,06%)

16) Would you pay a higher price for a service, if you knew that the producer company invest part of its income in training initiatives and specialization courses for young people?

- Never: 20 (15,15%)
- Rarely: 11 (8,33%)
- Sometimes: 26 (19,70%)
- Often: 54 (40,91%)
- Always: 21 (15,91%)

Materiality Matrix Data

Environmental Impact			Significance Weighted Average	Influence Weighted Average
Value	Significance	Influence		
2	2	19	7,95	6,29
4	6	10		
6	32	50		
8	46	39		
10	47	14		

Social Initiatives			Significance Weighted Average	Influence Weighted Average
Value	Significance	Influence		
2	3	16	7,31	6,42
4	9	14		
6	45	47		
8	50	38		
10	26	18		

Renewable Energies			Significance Weighted Average	Influence Weighted Average
Value	Significance	Influence		
2	3	17	7,98	6,45
4	5	8		
6	27	50		
8	53	44		
10	45	14		

Charity			Significance Weighted Average	Influence Weighted Average
Value	Significance	Influence		
2	6	21	6,59	6,00
4	24	20		
6	48	42		
8	35	36		
10	20	13		

Investments in the Territory			Significance Weighted Average	Influence Weighted Average
Value	Significance	Influence		
2	0	12	8,05	6,71
4	6	14		
6	29	41		
8	53	45		
10	44	20		

Safety in the Workplace			Significance Weighted Average	Influence Weighted Average
Value	Significance	Influence		
2	0	15	8,83	6,97
4	0	6		
6	9	34		
8	59	54		
10	64	23		

Anti-discrimination Policies			Significance Weighted Average	Influence Weighted Average
Value	Significance	Influence		
2	3	21	7,89	6,50
4	6	12		
6	26	34		
8	56	43		
10	40	22		

Inclusion of Young People			Significance Weighted Average	Influence Weighted Average
Value	Significance	Influence		
2	0	20	8,18	6,68
4	2	11		
6	26	26		
8	61	54		
10	42	21		

Discrepancy Between Significance and Influence Average Answers

Value	Significance	Influence
2	2,125	17,625
4	7,25	11,875
6	30,25	40,5
8	51,625	44,125
10	41	18,125

Data relating to the chart on page 35

Customer Satisfaction Survey Results

Number of questions: 20

Number of answers obtained: 97

1) Overall, how satisfied are you with your sales representative?

- Completely satisfied: 38 (39,18%)
- Satisfied: 48 (49,48%)
- Indifferent: 6 (6,19%)
- Dissatisfied: 2 (2,06%)
- Very dissatisfied: 3 (3,09%)

2) Is your sales representative always available to provide answers to your requests in a reasonable time?

- A lot: 58 (59,79%)
- Enough: 26 (26,80%)
- Don't know: 3 (3,09%)
- Not enough: 7 (7,22%)
- Nothing: 3 (3,09%)

3) Were you able to find commercial agreements on the requested service within a reasonable time?

- A lot: 42 (43,30%)
- Enough: 39 (40,21%)
- Contracting times are average: 6 (6,19%)

- We could do better: 4 (4,12%)
- Unfortunately not: 6 (6,19%)

4) Overall, how satisfied are you with your sales representative?

- Completely satisfied: 40 (46,51%)
- Satisfied: 35 (40,70%)
- Indifferent: 5 (5,81%)
- Dissatisfied: 3 (3,49%)
- Very dissatisfied: 3 (3,49%)

5) Is your sales representative always available to provide answers to your requests in a reasonable time?

- A lot: 45 (52,94%)
- Enough: 29 (34,12%)
- Don't know: 2 (2,35%)
- Not enough: 6 (7,06%)
- Nothing: 3 (3,53%)

6) Were you able to find commercial agreements on the requested service within a reasonable time?

- A lot: 35 (41,67%)
- Enough: 33 (39,29%)
- Contracting times are average: 5 (5,95%)
- We could do better: 6 (7,14%)
- Unfortunately not: 5 (5,95%)

7) Overall, how satisfied are you with Alberti e Santi services?

- Completely satisfied: 33 (37,50%)
- Satisfied: 47 (53,41%)
- Indifferent: 2 (2,27%)
- Dissatisfied: 3 (3,41%)
- Very dissatisfied: 3 (3,41%)

8) Evaluate delivery times of the goods entrusted to Alberti e Santi

- Optimal: 24 (27,59%)
- Satisfying: 45 (51,72%)
- Averagely: 13 (14,94%)
- Mediocre: 3 (3,45%)
- Totally unsatisfying: 2 (2,30%)

9) Evaluate price/performance

- Very high: 13 (14,94%)
- High: 30 (34,48%)
- Averagely: 40 (45,98%)
- Low: 4 (4,60%)
- Very low: 0

10) Overall, are you satisfied with the information provided by our customer service?

- A lot: 36 (41,86%)
- Enough: 36 (41,86%)
- Don't know: 8 (9,30%)
- Not enough: 4 (4,65%)

- Nothing: 2 (2,33%)

11) Are you satisfied with the kindness of our representative?

- A lot: 56 (66,67%)
- Enough: 22 (26,19%)
- Don't know: 2 (2,38%)
- Not Enough: 2 (2,38%)
- Nothing: 2 (2,38%)

12) Are you satisfied with our response times and resolution of any possible issue?

- A lot: 34 (40,00%)
- Enough: 37 (43,53%)
- Don't know: 3 (3,53%)
- Not enough: 8 (9,41%)
- Nothing: 3 (3,53%)

13) Do you consider our periodical newsletter service useful?

- A lot: 16 (20,00%)
- Enough: 34 (42,50%)
- Don't know: 17 (21,25%)
- Not enough: 6 (7,50%)
- Nothing: 7 (8,75%)

14) Evaluate our company website and information it contains

- Optimal: 15 (21,74%)
- Satisfying: 35 (50,72%)

- Averagely: 18 (26,87%)
- Mediocre: 1 (1,45%)
- Totally unsatisfying: 0

15) Evaluate our Social Media communication (Facebook, Linkedin, Instagram)

- Optimal: 9 (12,50%)
- Satisfying: 16 (22,22%)
- Averagely: 6 (8,33%)
- Mediocre: 0
- Totally unsatisfying: 0
- Never Used: 41 (56,94%)

16) Do you think Alberti e Santi is able to respond to your needs with its services?

- A lot: 30 (37,50%)
- Satisfying: 44 (55,00%)
- Don't know: 1 (1,25%)
- Not enough: 4 (5,00%)
- Nothing: 1 (1,25%)

17) Do you think you may need other services, in addition to those already tried with us?

- Yes sure: 14 (16,47%)
- Could be, under evaluation: 7 (8,24%)
- Maybe: 29 (34,12%)
- Not at the moment: 33 (38,82%)

- No never: 2 (2,35%)

18) Have you ever benefited from our logistics/warehouse services?

- Yes: 10 (11,76%)
- No: 75 (88,24%)

19) IF NOT: did you know that Alberti e Santi offers this service in its Italian warehouse?

- Yes: 28 (36,36%)
- No: 49 (63,64%)

20) IF YES: evaluates your satisfaction degree about our logistics services

- Completely satisfied: 6 (33,33%)
- Satisfied: 6 (33,33%)
- Indifferent: 3 (16,67%)
- Dissatisfied: 2 (11,11%)
- Very dissatisfied: 1 (5,56%)

Internal Survey Results

Number of questions: 36

Number of answers obtained:

1) Do I know the company's goals well enough to be able to explain them to a new colleague?

- Not at all: 4 (7,27%)
- A little: 6 (10,91%)
- Fairly: 23 (41,82%)
- Much: 15 (27,27%)
- Very much: 7 (12,73%)

2) Are my tasks and objectives clear enough for me to understand them comprehensively?

- Not at all: 1 (1,79%)
- A little: 2 (3,57%)
- Fairly: 17 (30,36%)
- Much: 25 (44,64%)
- Very much: 11 (19,64%)

3) Can I easily find information that I need to do my job well?

- Not at all: 0
- A little: 8 (14,29%)
- Fairly: 27 (48,21%)
- Much: 15 (26,79%)

- Very much: 6 (10,71%)

4) Do I feel encouraged and motivated to propose new ideas and improvements?

- Not at all: 3 (5,36%)
- A little: 11 (19,64%)
- Fairly: 17 (30,36%)
- Much: 20 (35,71%)
- Very much: 5 (8,93%)

5) Does my job allow me to apply my skills and abilities?

- Not at all: 1 (1,79%)
- A little: 10 (17,86%)
- Fairly: 20 (35,71%)
- Much: 19 (33,93%)
- Very much: 6 (10,71%)

6) Is my supervisor consistent with what he/she says and does he/she keep his/her promises?

- Not at all: 2 (3,57%)
- A little: 2 (3,57%)
- Fairly: 13 (23,21%)
- Much: 29 (51,79%)
- Very much: 10 (17,86%)

7) Does my team work well together and with the right level of cooperation?

- Not at all: 1 (1,79%)
- A little: 4 (7,14%)

- Fairly: 18 (32,14%)
- Much: 22 (39,29%)
- Very much: 11 (19,64%)

8) Does my team receive the necessary support and assistance from other departments in order to achieve its goals?

- Not at all: 2 (3,57%)
- A little: 12 (21,43%)
- Fairly: 27 (48,21%)
- Much: 13 (23,21%)
- Very much: 2 (3,57%)

9) Am I kept well informed and/or sufficiently enough on a regular basis about the results obtained by my team (i.e. sales, customer satisfaction, quality)?

- Not at all: 2 (3,57%)
- A little: 16 (28,57%)
- Fairly: 21 (37,50%)
- Much: 14 (25,00%)
- Very much: 3 (5,36%)

10) If I work well do I get the right personal recognition from my direct supervisor?

- Not at all: 2 (3,57%)
- A little: 4 (7,14%)
- Fairly: 23 (41,07%)
- Much: 20 (35,71%)

- Very much: 7 (12,50%)

11) Does my supervisor provide me with a useful feedback (timely, practical, understandable, motivating) regarding my performance?

- Not at all: 2 (3,57%)
- A little: 12 (21,43%)
- Fairly: 15 (26,79%)
- Much: 21 (37,50%)
- Very much: 6 (10,71%)

12) In my work environment does trust and respect exists also towards colleagues of the other teams?

- Not at all: 0
- A little: 6 (10,91%)
- Fairly: 21 (38,18%)
- Much: 22 (40,00%)
- Very much: 6 (10,91%)

13) Does Alberti e Santi give me enough opportunities for personal and professional training?

- Not at all: 2 (3,70%)
- A little: 12 (22,22%)
- Fairly: 17 (31,48%)
- Much: 20 (37,04%)
- Very much: 3 (5,56%)

14) Do I feel motivated by my pre-set du-

ties and goals?

- Not at all: 1 (1,79%)
- A little: 5 (8,93%)
- Fairly: 20 (35,71%)
- Much: 24 (42,86%)
- Very much: 6 (10,71%)

15) Is my immediate supervisor an example to me of how the values and attitudes of Alberti e Santi can be applied in the work environment?

- Not at all: 2 (3,64%)
- A little: 3 (5,45%)
- Fairly: 10 (18,18%)
- Much: 29 (52,73%)
- Very much: 11 (20,00%)

16) Do I promote and implement the values and principles of Alberti e Santi in my work environment?

- Not at all: 0
- A little: 3 (5,45%)
- Fairly: 14 (25,45%)
- Much: 30 (54,55%)
- Very much: 8 (14,55%)

17) Does my company do everything possible to meet the demands of the customer in a timely and effective fashion?

- Not at all: 0

- A little: 1 (1,79%)
- Fairly: 21 (37,50%)
- Much: 24 (42,86%)
- Very much: 10 (17,86%)

18) In my work environment, are the work functions between various departments clear and well structured?

- Not at all: 1 (1,79%)
- A little: 17 (30,36%)
- Fairly: 26 (46,43%)
- Much: 9 (16,07%)
- Very much: 3 (5,36%)

19) In my work environment are the reasons for the changes and their objectives clearly explained?

- Not at all: 2 (3,64%)
- A little: 9 (16,36%)
- Fairly: 25 (45,45%)
- Much: 15 (27,27%)
- Very much: 4 (7,27%)

20) In my work environment do we have the support needed to successfully implement changes?

- Not at all: 1 (1,79%)
- A little: 8 (14,29%)
- Fairly: 27 (48,21%)
- Much: 16 (28,57%)

- Very much: 4 (7,14%)

21) Am I regularly informed about the degree of satisfaction pertaining our customers?

- Not at all: 2 (3,57%)
- A little: 28 (50,00%)
- Fairly: 16 (28,57%)
- Much: 9 (16,07%)
- Very much: 1 (1,79%)

22) Do I have confidence in the management of Alberti e Santi?

- Not at all: 1 (1,79%)
- A little: 0
- Fairly: 13 (23,21%)
- Much: 30 (53,57%)
- Very much: 12 (21,43%)

23) Would you recommend Alberti e Santi as an employer to your acquaintances?

- Not at all: 1 (1,85%)
- A little: 1 (1,85%)
- Fairly: 11 (20,37%)
- Much: 29 (53,70%)
- Very much: 12 (22,22%)

24) Do I have ideas/suggestions on how to reduce working costs in my job whilst not compromising overall service levels given to our clients?

- Not at all: 3 (5,36%)
- A little: 9 (16,07%)
- Fairly: 20 (35,71%)
- Much: 17 (30,36%)
- Very much: 7 (12,50%)

25) Has the company Alberti e Santi a positive reputation amongst my acquaintances?

- Not at all: 0
- A little: 3 (5,45%)
- Fairly: 14 (25,45%)
- Much: 28 (50,91%)
- Very much: 10 (18,18%)

26) In my work place, are the eco-friendly behavior encouraged?

- Not at all: 2 (3,57%)
- A little: 10 (17,86%)
- Fairly: 18 (32,14%)
- Much: 19 (33,93%)
- Very much: 7 (12,50%)

27) Does my direct supervisor encourage the growth of my skills and abilities?

- Not at all: 3 (5,36%)
- A little: 9 (16,07%)
- Fairly: 15 (26,79%)
- Much: 22 (39,29%)
- Very much: 7 (12,50%)

28) Do I have all of the necessary IT hardware and software to perform my job well?

- Not at all: 0
- A little: 4 (7,14%)
- Fairly: 24 (42,86%)
- Much: 17 (30,36%)
- Very much: 11 (19,64%)

29) Does my company take all of the necessary precautions to help prevent injuries at work?

- Not at all: 1 (1,79%)
- A little: 0
- Fairly: 14 (25,00%)
- Much: 29 (51,79%)
- Very much: 12 (21,43%)

30) Do I recognize the importance for Alberti e Santi to promote diversity and to respect difference regards; ethnicity, gender, age, etc.?

- Not at all: 1 (1,79%)
- A little: 1 (1,79%)
- Fairly: 13 (23,21%)
- Much: 24 (42,86%)
- Very much: 17 (30,36%)

31) Do I recognize the importance for Alberti e Santi to be committed in social ini-

tiatives?

- Not at all: 1 (1,82%)
- A little: 1 (1,82%)
- Fairly: 11 (20,00%)
- Much: 24 (43,64%)
- Very much: 18 (32,73%)

32) Do I recognize the importance for the company to be committed in eco-sustainability initiatives?

- Not at all: 1 (1,85%)
- A little: 3 (5,56%)
- Fairly: 19 (35,19%)
- Much: 20 (37,04%)
- Very much: 11 (20,37%)

33) Does my team appreciate my opinions in the work environment?

- Not at all: 1 (1,79%)
- A little: 6 (10,71%)
- Fairly: 25 (44,64%)
- Much: 18 (32,14%)
- Very much: 6 (10,71%)

34) Am I satisfied about my involvement in decisions regarding the job I have to do?

- Not at all: 1 (1,79%)
- A little: 9 (16,07%)
- Fairly: 23 (41,07%)

- Much: 18 (32,14%)
- Very much: 5 (8,93%)

35) Would I be satisfied to build a career in this company?

- Not at all: 0
- A little: 0
- Fairly: 10 (18,18%)
- Much: 26 (47,27%)
- Very much: 19 (34,55%)

36) Am I proud to be part of this company?

- Not at all: 0
- A little: 1 (1,79%)
- Fairly: 12 (21,43%)
- Much: 22 (39,29%)
- Very much: 21 (37,50%)



This report has been prepared in accordance with the GRI Standards: Core option

The Global Reporting Initiative is an independent international organization that promotes the use of sustainability reports since the last century, with the aim of promoting a type of decision that brings economic, environmental and social benefits to everyone. One of the strategies that it has been using to reach its goal has been to provide updated guidelines to all those who intend to publish a sustainability report, so as to help them, on the one hand, and standardize the reporting methods, on the other. The most recent GRI guidelines were published in 2016 under the name "GRI Standards", and have officially replaced the older GRI - G4 on 30 June 2018.

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[responsabilitasocialesociale@albertiesanti.net]

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