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DEAR STAKEHOLDERS,

as Alberti e Santi, our goal is to provide every customer with the best possible experience of transport we can offer. To fulfill this mission, we are committed to being a socially responsible company which operates according to the 3 pillars of sustainability: environment, people and society. In order to do this, we listen to the opinions of the stakeholders and act accordingly in good faith.

Our journey accelerated in 2016, as we continued to collaborate closely with many partners to reinvigorate growth, increase profitability and deliver greater long-term, sustainable value to our system and stakeholders like you. Most of all, we decided to bet on our workforce in order to built a future together. Let's show you how.

The most important step taken in this direction has been the one of building a totally new headquarter. This can be considered not only as a strategic choice, but as a way of creating added-value for the company's internal and external stakeholders.

The brand-new headquarter is considered as a starting point for further developing the company's identity as an international freight forwarding agent, and to meet its strategic goals. Is a means for proving the company's commitment towards sustainability, for bringing people together and operate in an open and connected way. It will accommodate Alberti & Santi's changing requirements into the future, meet sustainability requirements and provide a foothold to encourage development.

They say we measure success by the way we touch the lives of people. For this reason we are striving to be the kind of company that enables its associates to return home each day with a true sense of fulfillment; the kind of company that people enjoy working for, doing business with, investing in, and having as part of their families and communities. Our intent was to simply care about the lives entrusted to us, and we tried to do this by offering an ideal working infrastructure in which people could do the best they can.

During 2016, we have inaugurated two other premises across Europe, meeting the employees needs, aiming at expanding our markets and, at the same time, trying to develop every typology of service offered.

From a logistic point of view, we implemented a new integrated system which will be used by all our premises for inserting data, in order to have a unique database to be utilized.

Now than we have further accelerated the pace of change, we would like to thank you for your interest and for your investment in our Company, which proved to be essential. We are honored to have you with us as we continue Our Journey Forward!

"Coming together is a beginning; keeping together is progress; working together is success" – Henry Ford



METHODOLOGICAL NOTE

The Sustainability Report 2016 was inspired once again by the international guidelines GRI-G4, approved by the Global Reporting Initiative (GRI). The relevant period goes from 1^{st} January to the 31^{st} December 2016.

In order to raise the readers' awareness about how the report is structured and which principles and guidelines are to be followed in dealing with sustainability, a brief explanation of what is GRI and which are the aims of the guidelines issued by this organization is reported.

The Global Reporting Initiative (GRI) is a non-profit seeking organization and it provides the first global framework for comprehensive sustainability reporting; encompassing the triple bottom line of economic, environmental and social issues. It promotes economic and social sustainability with its best known set of guidelines for enhancing voluntary sustainability reports worldwide. GRI's explicit goal was to harmonize the numerous environmental and sustainability reporting systems at the time and create free access to standardized, comparable and consistent information about corporate performance.

By using the above mentioned guidelines, a reporting organization discloses in a more critical way its impacts – be they positive or negative – on the environment, society and the economy. These tools help to generate reliable, relevant and standardized information with which to assess opportunities and risks, and enable more informed decision-making – both within the business and among its stakeholders.

GRI guidelines offer two options to be selected: our Sustainability Report adheres to the Comprehensive option, which is built on the Core option by requiring additional Standard Disclosures of the organization's strategy and analysis, governance, ethics and integrity. In addition, according to this criteria, the organization is required to communicate its performance more extensively by reporting all Indicators related to identified material Aspects.

The main goals to be achieved with this report are both addressed to the public, and consist in explaining how our resources are creating value, both considered as a critical and internal point of view, in order to think holistically about the company's strategy and plans, to make informed decisions and manage key risks, thus building the investors and stakeholders' confidence and improving the future performance.



OUR IDENTITY WHO WE ARE

BERTI

ALBERTI FIORENZUOLA





NUMBERS FOR 2016



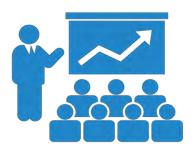
TURNOVER: 37.224.134 €



CO₂ SAVINGS: -7.446.205,10 KG



PARTNERSHIPS: 9



TRAINING HOURS: 309



SHIPMENTS: 54.439



CLIENTS: 1.484



EMPLOYEES: 66



SUPPLIERS: 1.521



SPONSORSHIPS: 4



WHAT ALBERTI & SANTI IS

Alberti & Santi's story has its roots deep in time, more precisely, the first invoice addressed to the company is dated 1914, thus referring to a period of time in which the transport was carried out by using horses.

The company had the merit of looking into the future and to realize in advance that it was necessary to expand the transport services offered, remaining at the same time devoted to its principles and core values. This is why starting from the historical type of transport, which consisted in horseback transportation, the company has concentrated its efforts firstly in developing an efficient road transport, and secondly by focusing on intermodal transport, which led to significant savings of Carbon Dioxide emissions.

During the process of growth undertaken by the company, Alberti e Santi's core values proved to be the company's biggest key to success. In fact, if we compare 2010 data with the ones related to 2016, it can be seen how the company has tripled its turnover and doubled the number of employees.

An undeniable expansion can be observed, both by the opening of new headquarters and local offices, both by reaching new markets and increasing the resources employed.

With its registered office in Via Salvo d'Acquisto, 7/9, in Cortemaggiore¹, Alberti e Santi's areas of interest are:

- land freight;
- sea freight for hire or reward;
- air freight for hire or reward;
- intermodal transport for third parties;
- logistics services organization and management.

¹ Since 1st January 2017

ALBERTI & SANTI IN BRIEF

As already mentioned, Alberti & Santi's story begins in 1914. During the fifties, the company became a family business for regional transports and in 20 years developed an extensive and widespread service, both in Italy and abroad.

A collaboration with Eni was carried out in 1967 for helping in the construction of several warehouses in Matera, Manfredonia, Foggia, Terni and Gela.

At the beginning of 1980s, the company turned over to be one of the most important transport companies in the ceramic sector in the province of Modena, while establishing important collaborations (such as the one with Agip for the distribution of gas cylinders in northern Italy).

In 1990 Alberti & Santi expanded worldwide thanks to all the typologies of transport services offered and inaugurated its English premise.

Nowadays the company has a workforce of over 70 employees in different headquarters, located in Italy and abroad. During the years, and given to the relationships cultivated with partners and suppliers, Alberti & Santi has created an international network of agents who share the same values and mission.

Since over 30 years, the firm offers a first-order and consolidated service to the United Kingdom and Northern Europe, developing specific skills and knowledge in managing imports and exports through land freight and intermodal transport services, with over 80 weekly shipments guaranteed.

Only recently, the enterprise has developed its sea and air freight services, thus meeting every possible logistic needs by delivering all over the world and using every kind of transport.

Finally, pallet transportation from and to national and destinations is organised.

Building a new headquarter in Cortemaggiore with a 10.000 m² warehouse represents a further step in developing a consolidated logistics service, and affirms the company's identity as a Freight Forwarding Agent and 4PL provider.



HISTORICAL OVERVIEW











1914

First invoice addressed to Alberti Giuseppe

Merger of Alberti Germano & Fratelli Santi companies

1967

collaboration with ENI

Inauguration of the overseas

Inauguration of the overseas transport, mainly to and from UK

1980'S

collaboration with AGIP GAS

1993

Alberti & Santi UK Ltd opened

2007

Melissa Alberti appointed as Pall-EX Italy CEO

2009

Stefano Alberti appointed as Alberti & Santi CEO

2015

Alberti & Santi RO opened

2016

inauguration of the new registered office in Cortemaggiore





HEADQUARTERS

During 2016, Alberti & Santi succeeded in creating an organizational structure with the aim of combining different markets with similar characteristics, challenges, and opportunities for growth. Each headquarter or office has its own team and purpose, in order to work in a cooperative way, thus achieving goals efficiently and harmoniously, and building a collective team strategy in order to solve problems.

This is how Alberti & Santi's team is divided according to its functions:

- Alberti & Santi Italy (registered office in Cortemaggiore) is representative of the Operational, Sales, Accounting, Marketing, Finance, Human Resources, and IT departments. Truck drivers, and the personnel involved in the management of the warehouse;
- Alberti & Santi Italy is inclusive of an office located in Ravenna, which is related to the process of pricing and operations regarding sea freight;
- Alberti & Santi Hungary (Gyor) is representative of the Customer Service and Inside Sales teams;
- Alberti & Santi Romania (Bucharest) is composed by a Sales team;
- Alberti & Santi UK Ltd (Maidstone) manages a Sales, Telemarketing and Credit control team.





ALBERTI & SANTI'S SERVICES





SEA FREIGHT



LOGISTICS



AIR FREIGHT



INTERMODAL FREIGHT





ROAD TRANSPORT

With a fleet of over 100 trailers and a network of agents and partners, Alberti & Santi offers full load services (FTL) to and from anywhere in Europe (east or west) as well as the Balkans and Asia.

In addition to this, the company provides groupage services (LTL) with full cover regarding the distribution or collection of goods in any European country thanks to the partnerships with pallet network operators and/or consolidators, thereby supplying a guaranteed door to door service on both a national and international scale.

The safety of the transport is guaranteed by tracking the vehicles throughout their journeys.

Full load services include:

- Services throughout all of Europe (i.e. UK, Germany, Spain, France, Holland, Belgium, Romania, Turkey, etc.);
- Full load transport on curtain sided trailers;
- Heavy equipment and out of gauge transport on low loader and/or special equipment;
- Vehicles with hydraulic tail lift and/or hiab.

Groupage services involve:

- Export /Import groupage service shipments to all European countries with scheduled services to and from UK,Spain, Germany, France, Romania, Holland, Belgium;
- Full (LTL) services for palletized goods, loose goods such as cartons, bundles, coils or machinery;
- Specialised equipment such as trailers with sliding roof for loading/unloading using gantry crane, tail lift deliveries, hiabs and moffats in order to meet any delivery requirement.

OUR FLEET IS COMPOSED BY





FORKLIFTS



INTERMODAL TRANSPORTATION

Alberti e Santi's intermodal transport service combines road-rail-sea transport utilizing either containers and/or curtain sided trailers towards the EU, East Europe and Scandinavia markets thus optimizing the price/quality ratio.

Since the late 90s, the company has implemented its intermodal transport by investing increasing amounts of resources in a sector which is able to meet the market changing needs.

Goods are shipped in complete security, thus creating a quality service with a competitive pricing. Last but not least, intermodal transportation reduces the carbon footprint produced and helps to protect the future of our environment: over 75 % of carbon footprint is being saved for every intermodal transport made.







SEA FREIGHT

Alberti e Santi operates in tight collaboration with the most advanced shipping companies in flexible agreements which produce a strong synergy both on national and international level as well as providing Cross Trade services between different countries of the world.

In recent years, our deep sea department has been keenly developed and is still growing. A local office in Ravenna has been opened in 2016, with the specific aims of further developing this kind of service, increasing at the same time the work-life balance of the employees involved in it. Alberti & Santi's sea freight covers:



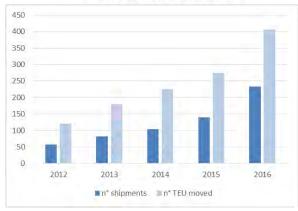
 Ability to provide space during peak periods for 52 weeks per year

routes

all major Global trade

- Fastest vessel transit times available
- An unparallel number of daily/weekly departures
- Over 60 export receiving depots in Italy and 5 in the UK
- Door-to-door, doorto-port and port-toport delivery options

- service options for all types of
- documentation and legislation
- Deconsolidation service via IPN
- Project forwarding and cargo tracking







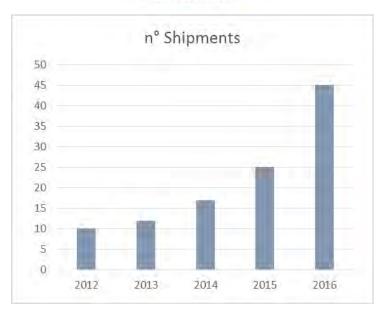
AIR FREIGHT

The company's air freight, which is being keenly developed as well, embraces:



- major airports across the World, with onsite customs at all locations
- Services ranging from express to economy
- An unparalleled number of departures:
- The flexibility to provide tailor made solutions:
- · Consolidated. back to back or direct shipments
- Standard or express services
- Project cargo or out of gauge
- Dangerous goods
- Cross Trade

- International Air Freight Customs and Duty Management
- Customs clearance of Imported / exported goods
- Movement of unpacked or palletized goods;
- Warehouse and Storage Services.



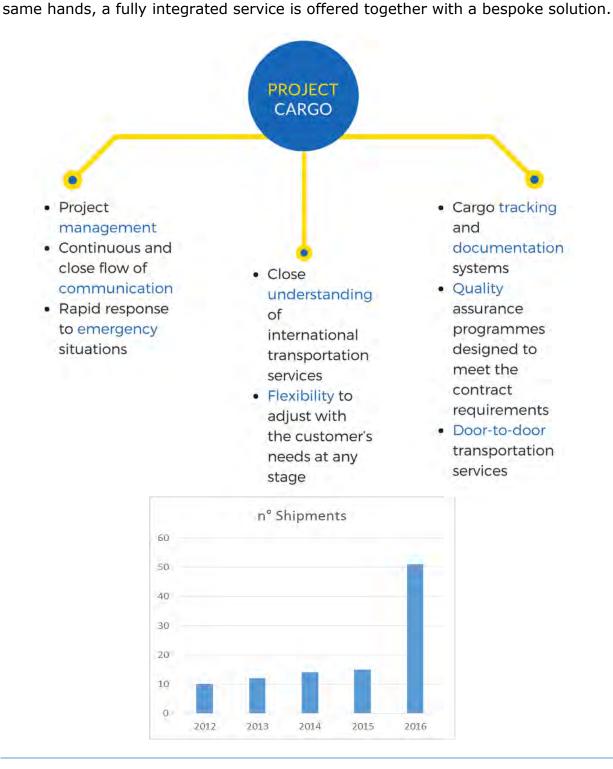




PROJECT CARGO

The movement of oversized and unusual cargo requires special handling, chartering of vessels, aircraft and heavy-lift services by sea, air, road or rail.

Alberti & Santi chooses the appropriate equipment and organizes the whole procedure. With consulting, planning, preparation and execution capabilities in the

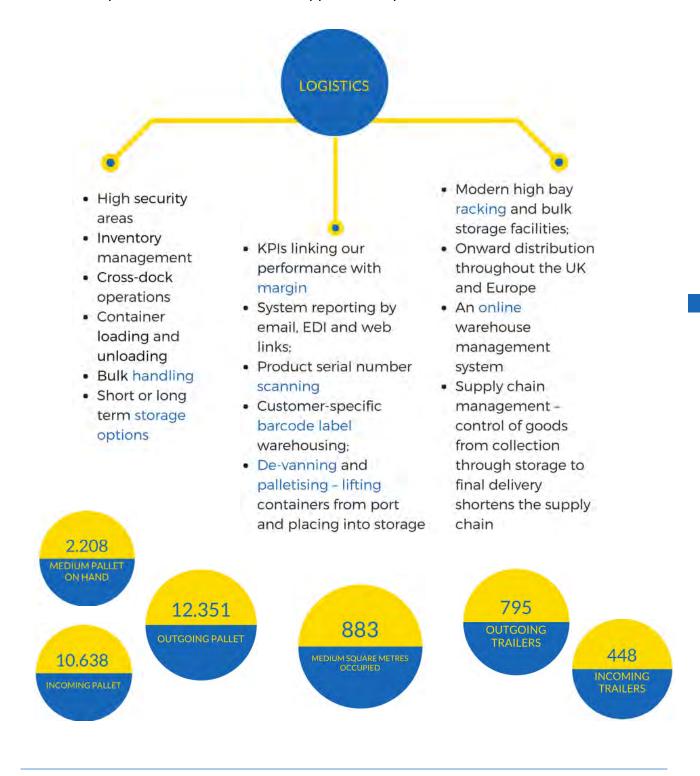






LOGISTICS

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. A 10.000 m² warehouse has been created in the new headquarter with over 8.000 pallets in racked area to support this specific service.





ORGANIZATIONAL STRUCTURE

Up to the 31^{st} of December 2016, Alberti & Santi's organizational structure is composed as follows.

COMPANY REGISTERED OFFICE COUNTRY VIA SALVO D'ACQUISTO ALBERTI & ITALY 7/9 - 29016 SANTI CORTEMAGGIORE COLMAN HOUSE, ALBERTI & SANTI KING STREET -UK MAIDSTONE ME14 UNITED 1DN STR. DEPOZITELOR ALBERTI & SANTI 13 C - ALBA, SEBES RO ROMANIA



BAROSS G.UT 11-13

9021 - GYOR

HUNGARY

ALBERTI &

SANTI

HU

The governance model adopted is the traditional one, characterized by the dichotomy between the Board of Directors and Sole Administrator, appointed on 30/04/2013. The Board of Directors ensures the daily management of the company and is committed to advancing strong corporate governance. The Board of Directors is responsible for overseeing and controlling the performance of executives, while monitoring the functioning of the company. Its main goal is to ensure that shareholder and other stakeholders' rights are protected, in order to create sustainable value for the firm and to monitor the effectiveness of executives' work.

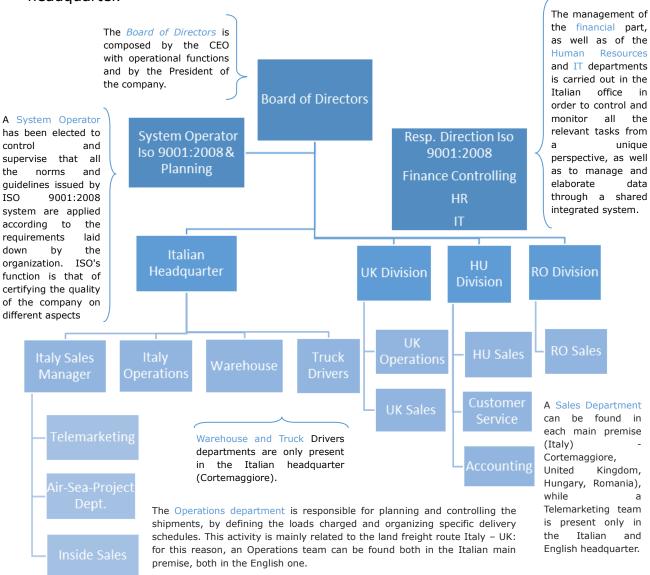
The monitoring body presents a statutory auditor, Mr. Giacomo Cattaneo. The role of the statutory auditor consists in reviewing the company's financial records, while determining if the organization is providing a fair and accurate representation of its financial position.

The governing body does not include any independent and/or non-executive directors: every subject is directly and equally involved in monitoring and organizing the company's operations, and collaborates in order to achieve the organization's common goals.

Within the Board of Directors, a relevant role is covered by Stefano Alberti, CEO with operational functions. He is flanked by the President, Fabio Alberti, who deals with the company's management and monitors and controls the activities carried out.

ORGANIZATIONAL CHART AND STRUCTURE

The aim of reporting Alberti e Santi's organizational structure is that of transparently showing how the organization arranges people and jobs so as to perform its work and met its goals. The organizational structure is the culmination of an optimization process and a direct consequence of the division of tasks that has been made in order to cope with the market changing needs. This process was meant to create a solid and proactive business which will be able to face the company's development and growth. The organizational structure, as well as the relevant chart, reflects how different teams and headquarters cooperate between each others in order to achieve common objectives, thus creating a functional interconnection among people, cultures and operating systems. We decided to illustrate the company's organizational structure and chart by listing departments and explaining their function as related to a specific headquarter.





Client relationships are managed through the Sales Department, which is responsible for offering the adequate transport service so as to meet the clients' needs. The Sales Department is headed by a relevant Representative and supported by a Telemarketing team. Two specific teams have been consolidated in order to organize and handle air freight and sea freight. For as regards transports carried out by sea, a new local office based in Ravenna has been opened to further develop this specific kind of transportation. In order to support and preserve the clients, an Insurance and Claims responsible has been named to face possible negative consequences which may arise during transportation.

A Pricing team will be named in Italy, with the aim of supporting the Italian Sales Department during the listing process.

The Accounting team is currently located in Italy, with activities of credit controlling carried out also in the English premise. A part of the Accounting department will soon be moved in the Romanian office.

Finally, Inside Sales and Customer Service teams are located in the Hungarian office in order to source new sales opportunities and to understand the customers needs and requirements



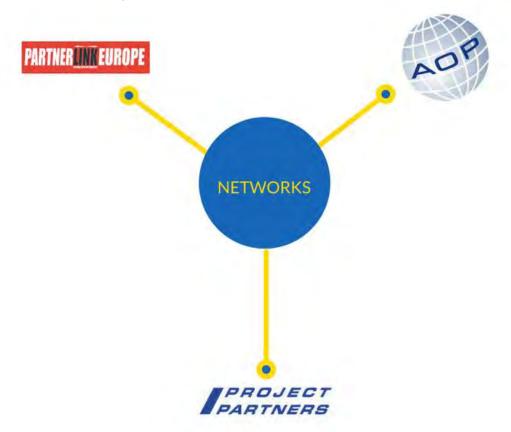


OUR PARTNERS

To set up an efficient and detailed service able to meet the needs of our customers, we partner with many different networks and companies. *Alberti & Santi* has consolidated commercial relationships with important carriers and internationally operates with a range of organizations within the transport and logistics sector.

Partnerlink Europe: a European network, which links different transport, companies with the aim of increasing the efficiency and reliability of International transports.

Air & Ocean Partners: a reliable cargo *NETWORK* for midsized forwarding agencies.

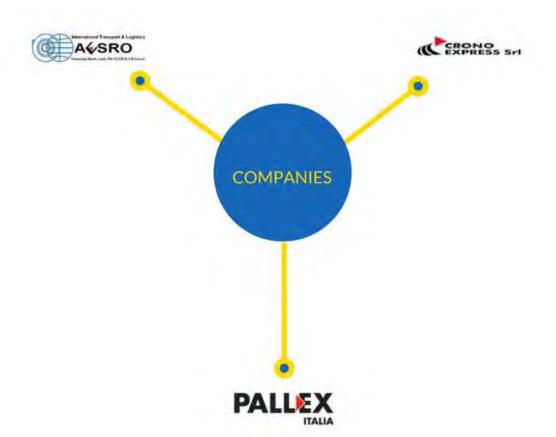


Project Partners: a project cargo network that works with independent forwarding agents in the OOG / heavy lift sector.



AesRo: a temporary business association created by A&S, Pall-EX Italy and Fratelli Frascari, with the aim of establishing an integrated network of transport and logistics in the Romanian market.

Crono Express: a company headed by the same RDZ srl group, which is focused on the management of national transport services.



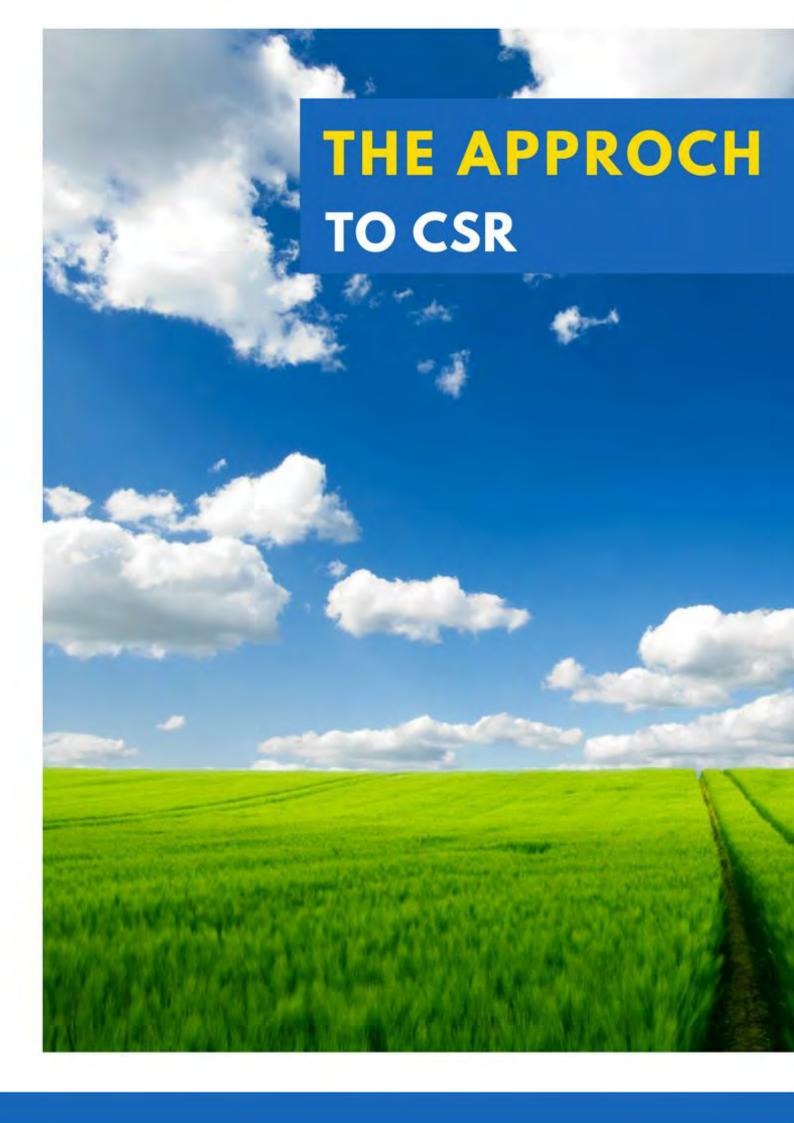
PALL-EX Italy: a company headed by the same group of Alberti & Santi (RDZ srl), whose functioning is that of strengthening and diffusing the logistics services and pallet transportation at a national and international level.

Anita: 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.

BIFA UK: the trade association representing UK Freight Forwarders.



FEDESPEDI: an entrepreneurial organization which represents and protects the interest of the international shipping companies.



ALBERTI & SANTI'S COMMITMENT

Alberti & Santi, with its national and international presence, constantly puts its efforts in creating an efficient range of services which respect the environment, in serving and helping the communities in which it operates, and in sharing a philosophy of doing social responsible business.

What Alberti & Santi aims at is a culture of respect and giving: for and to people, natural resources, and community.

This kind of guiding principle is adopted and shared by all the company's premises in order to spread the firm's policy in every context involved in its operations.

Alberti & Santi's conduct has been defined according to three main principles:

- implementing an efficient transport services which is environmentally friendly, thus cutting pollutant emissions and reducing the externalities caused by transport activity;
- ✓ creating a sustainable business for all those involved in it;
- respecting social values and supporting the local communities involved in the company's operations.





This principles have to be respected both internally (by the personnel) and externally (by those interacting or collaborating with the company).

Engaging stakeholders is the basis for a company's good corporate governance: their involvement is thus considered fundamental for getting a definite mind-map of the situation and mark out all the important connections between the various stakeholders both upstream and downstream.

In identifying Alberti & Santi's stakeholders, two tiers need to be distinguished:

- 1. stakeholders that the firm engages on a daily basis, is to say employees, customers and suppliers;
- 2. stakeholders pertaining to the wider community, such as universities and training bodies, institutions and public administration, social media and shareholders.

On this point, employees engagement is one of the key components: first of all, employees are considered as ambassadors of the services offered by a company; secondly the responsibility to adopt the best practices in terms of sustainability is up to them.

For this reason, a company like ours which is socially responsible in terms of HR provides and offers to its employees opportunities for professional growth, working satisfaction, as well as an adequate working environment.

Employees are also considered as a vehicle for sharing the core values adopted by the company. In addition to this, the need for finding and respecting social and common values is expressed in establishing cooperation with suppliers which are deemed appropriate in this sense.

Adopting shared values and searching for cooperation with the communities involved is considered also as a way for creating value for the customers, and an essential element for showing the company's commitment and trustworthiness.

Last but not least, in order to respect and protect the environment, Alberti & Santi aims at adopting procedures and services which minimize pollutant emissions and waste generated through the company's operations.



THE APPROACH TO CSR



MISSION, VISION & VALUES

the basis for approaching CSR

MATERIALITY ANALYSIS

to identify those issues stakeholders care about the most

BUSINESS MODEL

focused on the payoff "Forwarding Shared Values is our new Era"

STAKEHOLDERS ENGAGEMENT PROCESS

in order to communicate A&S commitment

INTEGRATING SUSTAINABILITY PROCEDURES

the way in wich the best practices are employed

MANAGING RISK AND SUSTAINABILITY

the risk and sustainability management policy adopted



MISSION

The mission of Alberti & Santi declares our purpose as a company and serves as the standard against which we weigh our actions and decisions.

The company's intention is, in fact, that of carrying out all the operations linked with the activity of transportation by becoming at the same time a positive force: for the environment, for people, and for the world. Our vision is based on three main guidelines:

- ✓ creating value and helping to make a difference;
- ✓ lead by example;
- √ forwarding values.



VISION & VALUES

THE COMPANY'S VISION CAN BE CONSIDERED AS THE FRAMEWORK THAT GUIDES ITS MISSION, AND IS BASED UPON

THE VALUES SHARED:



CUSTOMER LOYALTY

nurturing the network of partners by offering them the best possible experience of transport.

PEOPLE

creating a good working environment and becoming a place where the employees could possibly be the best they can





STAKEHOLDERS

creating a network of stakeholders in order to create and share mutual value

FLEXIBILITY AND ORGANIZATION







PLANET

being a responsible company which helps to protect the environment and shows its commitment by acting in a green way



ALBERTI & SANTI ELECTED SIGNIFICANT VALUES TO ACT IN ACCORDANCE WITH WHILE PURSUING ITS MISSION. THESE VALUES HAVE BEEN IDENTIFIED IN:



which means offering a range of transport services which is able to meet the clients' expectations, identifying the customers' needs and listening at their personal opinions, in order to identify potential areas to be improved and to create valuable services for the client

2 COMMITMENT FOR THE EMPLOYEES

acting by respecting and creating trust for the individuals, consider the employees' expectations in order to employ their personal skills and develop their potential, electing them as the main vehicle for communicating the company's trustworthiness

3 LONG-TERM VALUE

generating for the stakeholders by involving them in the decision-making process, and communicating them the company's uncompromising integrity

4 IMPLEMENTING THE RANGE OF SERVICES OFFERED

achieving the relevant goals in terms of growth, markets served, improving the operations' speed and efficiency and showing the main results obtained through team work

5 PURSUING A PROCESS OF GROWTH

and development by respecting the planet, acting in a sustainable way and employing the best practices to protect the environment

6 LEADERSHIP
becoming a positive force which leads by example

7 INTEGRITY
acting responsibly

PASSION

be committed in heart and mind

promoting multiculturalism and building bridges for international cooperation



STAKEHOLDERS' INVOLVEMENT

Alberti & Santi's growth path towards a sustainable development depends on the engagement of every person involved in striving to reach these goals.

Stakeholders could be defined as those individuals and organizations both internal and external to the company which have an interest in and an impact on its operations, which deal with the management of the firm, are directly involved in the company's procedures, or have a relationship of cooperation with it.

Alberti & Santi has further developed its approach to stakeholders, even if the strategy adopted in order to engage them is based on a procedure which has been already followed in the past.

The above mentioned procedure consists in three main steps:

- √ identifying stakeholders;
- ✓ listening to their opinions and learning about their expectactions;
- ✓ acting in order to meet their needs.

This strategy ensures an ongoing dialogue with the stakeholders, and aims at effective engagement. Involving stakeholders can positively impact the company's operations, and helps to communicate its trustworthiness, commitment, and sustainability.

The **involvement process** consists in two phases:

- recognize the methods employed to engage a specific category of stakeholder;
- identify which are the expectations of a specific typology of stakeholders and report the actions taken by the company to meet their needs.







Activities aimed at engaging customers are carried out both internally and externally to the organization.

First of all, customers are directly involved in the company's operations through a customer assistance service: a Customer service team has been appointed in order to take care to the clients' needs before, during and after the service offered.

While in this case the customers' feedback is collected from the inside, clients' satisfaction is also tested through specific surveys, whose aim is that of identifying potential aspects to be improved.

Customers also need to be informed about the company's services or activities:

- periodical newsletters are addressed to the clients to inform them about brand new services or events;
- a corporate website is used to publish all the company's information and in order to provide useful contact details;
- social media are means for spreading articles or job advertisements, and for publicizing events hosted by the company.

For as regards new or potential customers, Alberti & Santi attends national and international transport fairs to increase its reach.

With the aim of satisfying its customers expectations, the company constantly shows its commitment to CSR by employing procedures for reducing pollutant emissions and encouraging recycling.

On this point, Alberti & Santi is further implementing intermodal transport, considered as the best for reducing emissions. In addition to this, renewable materials such as retreaded tyres are employed, and trucks' batteries and tyres are disposed according to the proper regulations.

Continuous efforts are paid in order to improve the efficiency both of the assistance and of the transport service.



Finally, in order to provide the customers with an appropriate sales support, Alberti & Santi constantly tries to improve its Sales team by:

- organizing internal and periodical meetings;
- integrating and implementing procedures to be applied by the team with the aim of increasing the quality of the service;
- assigning to each member a different typology of transport and a specific geographical area, in order to train an highly professional and specialized team for every kind of service required;
- developing a dedicated section within the company's website for requesting quotes and information.

SUPPLIERS



Suppliers are daily involved in the company's operations. The majority of suppliers involved in the company's operations are freight service providers, which mainly deal with the Pricing Team. A minority of suppliers is related to the firm's overhead expenses. In this case, relationships with suppliers are directly managed by the company's management.

As regards the expectations of suppliers, emails and newsletters are regularly sent to keep them updated with formal and informal communications.

In addition to this, the company shares the best practices adopted in order to minimize risk and prevent corruption, thus showing its trustworthiness and asking for an ethical collaborations.



Local communities are engaged in the company's everyday working life through the organization of events, in order to give an insight on the world of transport at different levels.

Pledges and contributions are made to support charity activities, while sponsorship activities directed to sporting associations are carried out in order to promote physical activity.

Local communities' expectations are satisfied by supporting charity activities and organizing events to involve the members of the relevant community.

Other than that, support for institutions and associations is provided, and social and scholastic events are hosted by the company to engage the community members on different levels. On this point, further information and details will be provided within the last chapter of the present document.

Apart from the local communities in which the company is located, Alberti & Santi is engaged both on an international scale, thus attending exhibitions both specifically related to the world of transports, both addressed to institutions or organizations engaged in the company's operations.

INSTITUTIONS AND PUBLIC ADMINISTRATION



For as regards the involvement of institutions and public administration, ISO system 9001:2008 is adopted in order to certify the company's quality and to ensure that norms are enforced efficiently. An ongoing dialogue with Institutions and Public Administration is carried out through periodic meetings with the company's staff and Board of Directors.

Specific monitoring bodies have been appointed to meet the institutions expectations, while meetings and activities are organized by the company to set down common objectives and to identify the best way to achieve them.





Media are essential in order to raise and support the company's reach.

The main media used by the company are:

- Press releases;
- Social media (Facebook, Instagram, Linkedin, etc.), which are used to promote events and to spread relevant information about the company;
- Corporate websites, which have been created for each main premise (Italian, English, Hungarian and Romanian version), to report information and contact details related to a specific headquarter.

SHAREHOLDERS



An ongoing dialogue is directed to the company's shareholders to efficiently engage them. This kind of dialogue mainly consists in organizing periodic and ad hoc meetings and in addressing communications regarding formal and informative aspects of the company.

Apart from that, Alberti & Santi aims at generating long-term value to protect and benefit the shareholders over time, as well as to defend the value of their investment.



HUMAN RESOURCES



Human Resources department is considered essential to transmit CSR values to our working staff, thus helping the organization to achieve its goals of becoming a socially and environmentally responsible firm.

The Human Resources department has been appointed for providing a company's internal support, specifically related to the employees' needs.

HR is deemed responsible for providing formal and functional communications, reflecting the company's changes in the organizational structure and chart.

Internal meetings are organized by the HR manager to create a constructive dialogue with the employees, while training courses are planned to develop the potential of the staff and its members' skills.

The promotion of a safe and healthy working environment is approached by respecting the employees' rights, meeting their needs, promoting teamwork and cooperation, organizing internal meetings in order to face potential problems.

HR department also deals with the staff's professional development and training: hence the decision to organize specific training courses for further developing the employees' skills and offering growth opportunities for up-to-graduate or graduated students.

Last but not least, HR is deemed responsible for respecting human rights and promoting multiculturalism, diversity and international cooperation.

UNIVERSITIES AND TRAINING BODIES



Relationships of cooperation are established with various universities or training institutions in order to give an overview on the world of transports and on the company's specific operations. This kind of activity is also meant to train and develop the potential and skills of graduated or up-to-graduate students, helping them to be involved in a working environment and to be employed accordingly.

Stakeholder expectations may arise in terms of: training, according to which Alberti & Santi organizes and offers internships for final year students, undergraduates or graduates; placement activities, carried out by the company by offering specialization and growth opportunities.

Finally, the company cooperates with universities and training institutions in the organization of events and lessons aimed at introducing the transport services and the relevant activities involved in an educational context. Further details will be provided in the last chapter.

MATERIALITY ANALYSIS

For the first time, Alberti & Santi has decided to carry out a Materiality Analysis in order to identify those issues stakeholders care about the most.

The above-mentioned analysis has been conducted according to the guidelines provided by GRI, which help to recognize the relevant topics that may be considered important for reflecting the organization's economic, environmental and social impacts, or influencing the decisions of stakeholders, and therefore merit inclusion in the report.

Materiality identifies those aspects which become sufficiently important to be reported. Once defined which material aspects are to be covered, the appropriate emphasis need to be given to their relative priority, and to be consequently reflected in the report.

Determining materiality includes considering environmental, social and personal issues impacts that could meet the needs of the stakeholders without compromising the needs of future generations. These material aspects often have a significant financial impact in the short term or long term on an organization.

In order to define whether an aspect is material or not, both internal and external factors should be taken in consideration, such as the company's mission, the stakeholders' opinions, social expectations, the company's influence on the production of services and their final consumption.

The Materiality Analysis has been addressed to Alberti e Santi's employees, customers, and suppliers, in order to identify those issues felt as significant both internally and externally to the organization.

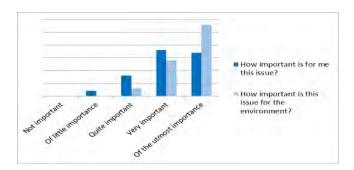
Each of the above-mentioned stakeholders was required to give his/her opinion on specific environmental and social issues, and to indicate for every aspect covered a degree of personal and general importance.

The final aim of a Materiality Analysis is that of deciding on which kind of information the Sustainability Report should focus on.

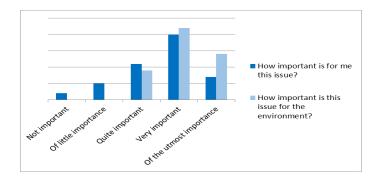


Among the environmental topics, those considered as the most important are:

Recycling materials: the 38% of the interviewees personally consider this aspect of the utmost importance, while the 62% of them estimate it as being of the utmost importance from a general point of view;

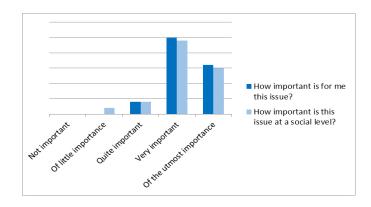


✓ Waste transport: the 44% of the interviewees identify this aspect as very important from a personal point of view, while the 49% identifies it as being very important from a general point of view.



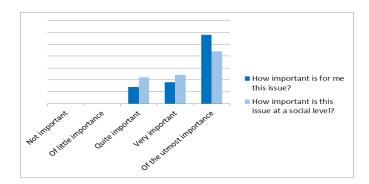
In relation to those aspects mainly related to the employees' personal life, the following issues are considered most interesting:

 Training: the 56% of Alberti & Santi's stakeholders identifies training as very important, while the 53% of them considers this topic as equally important from an overall perspective;



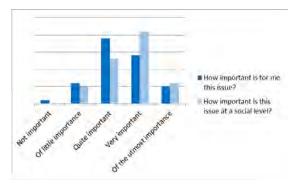


Transparency and fairness: the 64% of the collected answers indicate this issues as being of the utmost importance from a personal point of view. The 49% recognize this aspect as equally important for society.

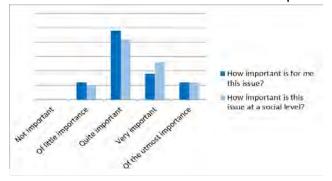


All the issues relevant for the community are considered less important than the other environmental and social aspects. However, these aspects were put in ascending order of importance:

 Cooperation with local authorities is considered for the 31% of the interviewee as very important, and for the 47% as equally important for the community;



Organization of events is felt as personally quite important by the 53% of the stakeholders, while the 47% considers it of the same importance for the community.





If we analyze all the collected answers, the majority of the interviewees (34%) rated the issues covered of the utmost importance from a personal point of view; while from a general perspective the 39% of them rated the topics indicated as very important.

As a consequence, it can be seen that all the aspects analyzed were undoubtedly important for all the stakeholders.

Those issues which were rated as being more important will help the company to develop a specific approach to sustainability and to give emphasis to their importance for the public.



INTEGRATING SUSTAINABILITY PROCEDURES

In order to develop a process aimed at integrating the best practices in terms of sustainability, the company has decided to set down a guiding procedure.

The above-mentioned procedure is reported in the present document so as to prove the firm's commitment with the utmost transparency, and to show how the company is developing a focused approach to sustainability over time.

The process is meant to plan, integrate, manage, and keep monitored sustainability procedures.

The best sustainable practices which the company decides to adopt are identified according to:

- the company's structure;
- the operations carried out by the staff;
- the stakeholder expectations, which are taken in consideration in order to understand their needs;
- the objectives that the company is striving to reach;
- the main guidelines published in terms of reporting and disclosure requirements;
- the best practices adopted by firms operating in the same sector.

THE MANAGEMENT PHASE



The approved procedures are then integrated in the operating areas involved, which have the resources, tools, and necessary competence to adopt them.

During this phase, the integrated procedures are managed by the representatives of each operating area, and the staff is deemed responsible for adopting them accordingly;

THE PLANNING PHASE

In this phase, internal meetings are discussed in order to analyze which could be the best practices to adopt in terms of sustainability. Once defined them, they are discussed with the operating areas involved in their achievement and then examined by the director-general, according to the company's strategic goals. These procedures are then formally approved by the Board of Directors



THE MONITORING PHASE



Each procedure or practice introduced is monitored in order to analyze the results achieved, and to identify further aspects to be improved. Results are provided by the relevant area involved, while the results' analysis, general control and final decisions are taken by the Board of Directors together with the Director-general





BUSINESS MODEL

Alberti & Santi's business model defines the company's activities, its relationships, and the outputs and outcomes the firm is striking to achieve in order to create value for the stakeholders, in the short, medium and long term.

According to this guiding principle, Alberti & Santi's business model has been changed during 2016, and identified in :"Forwarding Shared Values is Our New Era". This slogan has been chosen to represent in a unique sentence the company's past, present, and future: each part of this sentence has a disclosed meaning and refers to a different period of time.

'Forwarding Shared Values' is representative of the company's core identity, which is that of being a freight forwarding agent. Alberti e Santi's story has large historical roots: the first invoice discovered is dated 1914 and refers to the first type of transportation used in the past, by horseback riding.

For as regards the shared values mentioned in this first part of the sentence, they are related to those core values which have always been part of the company's reality: even if the way to define them has changed with the passing of time, their own nature has always remained the same. In the past people were then sensed as 'family'; the society in which the company has always been settled in was perceived as a 'community'; and the environment was transformed in 'respect' for nature, a form of respect which has changed in terms of historical evolution, ranging from horseback transportation, to land freight, to intermodal transport.

The present form of the verb to be 'is' refers to the present of the company, a present which has been characterized by difficult economic times. In a challenging situation like the one described, Alberti e Santi has decided to adopt its core values, turning them into its strong points. These values proved to be the company's biggest key to success, especially if comparing the results obtained in 2010 with the ones related to 2016:

- ✓ during the above-mentioned years, the firm has tripled its turnover;
- ✓ the number of employees has been doubled;
- two headquarters have been opened;
- ✓ the development of the intermodal transport brought to over 6.000.000 kg of carbon dioxide emissions saved;
- the company has expanded in new markets and increased its resources;
- ✓ statistics showed a customers loyalty of 15 years.



Finally, the expression 'our New Era' represents the company's future perspective, as well as the goals to be achieved in future.

The foothold for creating a bright future consisted in the realization of a totally new logistics hub. The long-term objective of constructing the logistics hub consists in a wide-ranging development of a sustainable or 'green' logistics, together with a broad implementation of the intermodal transport.

In addition to this, local offices will be opened in order to conciliate the work-life balance, meeting the needs of those employees who don't live in proximity to the relevant headquarter, and developing at the same time targeted services for the new areas involved.

Related to the educational field, Alberti e Santi is planning to develop an Academy project aimed at introducing and teaching logistics in schools, in order to discover young talents.

The business model adopted by Alberti & Santi involves the company's:

- core business, which represents what the company has always been specialized in (is to say its identity as a freight forwarding company);
- established business, which is representative of the biggest achievements in the last years (hence the comparison between 2010 and 2016, which show how the business has been implemented and expanded);
- business in development, which embodies setting goals for the future.

For as regards this last point, the terms "new era" help to identify the main areas to be improved, and gives the idea of building and creating brand new projects and plans for the future. Summing up this future perspective, specific goals which the company will attempt to achieve are:

- the development of a sustainable logistics;
- a broader implementation of the intermodal transport;
- the opening of local offices to conciliate the work-life balance and encouraging the development of specific services;
- expanding the markets served, and developing targeted services for the areas involved;
- developing an Academy project.

Each goal is in line with the core values mentioned in the first part, which have always characterized the company in its past and present situation: respect for the environment, people, and community.





MANAGING RISK

The risk management policy adopted by Alberti & Santi is meant for identifying which are the major areas of risk in which events that may alter the relationship of trust with the customers could occur, and at defining the managing risk guidelines to be adopted.

Compared to the previous year, the company has developed a structured procedure aimed at approaching a managing risk policy in the appropriate way. The abovementioned procedure consists of four steps to be followed, and will be implemented in the near future. This procedures involves:

- analyzing the risk areas and practices adopted by other companies operating in the same sector;
- identifying and discussing the key points that the company's risk management policy should involve;
- organizing internal meetings and investigating on how this topics could be faced;
- defining a procedure to minimize and prevent them.

Alberti & Santi's strategy for risks management aims at creating a reliable corporate image and at communicating the company's trustworthiness and commitment.

In order to do this, the firm commits itself to:

- voluntarily drawing up a sustainability report, an activity which has been carried out since 2013;
- paying efforts to adopt in the near future an organizational model in line with the Legislative Decree 231/01, with the aim of preventing the commission of crimes;
- identifying the negative externalities which may be caused by road transport and adopting procedures to prevent them, or to minimize their impacts, in a short time. This step has already been approached by the company, but has to be further implemented.

Regarding the last point, Alberti & Santi has identified all the externalities which may be caused by the company's operations and which could affect the community or the environment, in order to prevent them and to reduce their impact. In fact, road transport is considered as a cause for negative externalities, which have an impact on the environment, on people's safety, and on society. According to this, the main negative externalities caused by road transport are globally recognized as the following: accidents; air pollution; climate change; congestion; noise.





HOW WE PREVENT ROAD TRANSPORT EXTERNALITIES





- periodically control the vehicles maintenance through an internal workshop;
- employ last-generation vehicles in order to guarantee more safety;
- organize training courses for the drivers to sensitize them on safety norms and to inform them about possible changes related to the in force transport regulations;
- respect the drivers' working hours;
- plan the shipments in line with transport proper regulations.

AIR POLLUTION

Air pollution related to transport activities mainly deals with the level of emission caused by each kind of transport. On this point, if making a comparison with the previous year, the company has reduced the number of fleet vehicles from 14 to 12, thus cutting down the level of pollution emitted.

Other than this, last-generation vehicles are employed, with the aim of fitting the in force standards in terms of emissions produced and to minimize the consumption of fuel. On this point, Alberti & Santi commits itself to selecting transport contractors who rely upon a last-generation fleet.



CLIMATE CHANGE

Climate change is mainly caused by fuel consumption and fuel carbon content. On this point, the activities carried out are:

- employing last-generation vehicles (euro 5) which fit the in force standards in terms of emissions produced, in order to reduce the emissions of carbon dioxide:
- mixing road with rail transport (intermodal) so as to increase the amount of Co2 savings.





kg of CO2 produced wirhout intermodal



CO2 savings are increased by 1.072.173 kg from last year

CONGESTION

- The operational team plans the best route for the driver while respecting transport regulations and taking in consideration the shipments requirements;
- Training courses are periodically organized for the drivers to develop their skills and to show them how to act in case of congestion or accidents.



NOISE

Noise levels can be increased by elements such as traffic density and location, and are considered as additional to the already existing noise levels.

So as to minimize the emission of noise, drivers are deemed responsible for respecting transport regulations in terms of noise levels.





MANAGING SUSTAINABILITY

The management of sustainability by Alberti & Santi is focused on three main points:

- investigate on good sustainability practices adopted by other companies in the logistics and transport area;
- set up a preliminary and focused dialogue with stakeholders regarding sustainability issues, as explained before;
- report on socio-economic information, as we already did in the past three years.

The present document has been drawn up in order to identify the strategy that the company has adopted and shall adopt for the future. According with the three main aspects mentioned, a few aims has been identified in order to selects which are the most appropriate actions to take.

AIMS AND RELEVANT ACTIONS

Regarding the company's approach to CSR, Alberti & Santi has identified a series of goals and objectives to be achieved in terms of sustainability, as well as a number of activities to be implemented in future. In particular, the specific interventions which will be undertaken will be:

- Integrating sustainability in the company's business management → establishing the company's Code of Ethics, as well as identifying procedures for managing risk and improving ethical business;
- Management of risks → adoption of an organizational model in accordance with the Legislative Decree 231/01;
- Improving CSR communication \rightarrow providing information about all the topics issued by GRI Reporting;
- Managing sustainability → acting more and more in line with sustainability principles and obtaining certifications for a green way of doing business;
- Responsible partnerships \rightarrow identifying and encouraging cooperation with partnerships which have proved their commitment to sustainability;
- Sustainability for the customers → raising their awareness about how to increase the amount of Co2 savings by informing them about the emissions caused by every typology of transport service.



CSR PLANET



PLANET



WASTE SHIPMENT

the company has been certified to transport waste

A NEW SUSTAINABLE HEADQUARTER

in line with sutainability criterial

INTERMODAL TRANSPORTATION

with significant decrease in CO2 emissions

WASTE AND RECYCLING

turning waste materilas in new objects

QUALITY MANAGEMENT SYSTEM

in line with ISO system 9001:2008

RETREADED TYRES

wich are greener safer and money saving





WASTE SHIPMENT

The company has been certified by the Ministry for the Environment and Natural Resources to transport waste.

Semi-trailers, swap bodies and tractors have been authorized for transporting waste, and codes for specific non-dangerous and non-toxic waste which can be moved have been provided.

The main route utilized for waste transportation is Italy – UK. Each transportation made by both intermodal and road transport has to be carried out with the relevant document for waste transportation on board.

The above-mentioned document has to be equivalent to the Italian form, is to say to the Annex VII, and has to contain specific information accompanying shipments of waste.

The annex VII must report:

- Personal information about the person who arranges the shipment and the importer/consignee;
- Quantity of waste being shipped (expressed in Tonnes);
- Date of the shipment;
- Carriers;
- Waste generator;
- Recovery facility;
- Recovery operation;
- Description of waste;
- Waste identification and relevant codes;
- Countries or states concerned in export/dispatch, during transit, and in import/destination;
- A Declaration of the person who arranges the shipment who certifies that the information reported in annex VII is complete and correct and that effective written contractual obligations have been entered into with the consignee;
- A signature upon receipt of the waste by the consignee is requested, while an additional part requesting information about the waste being shipped has to be completed by the recovery facility or by the laboratory.

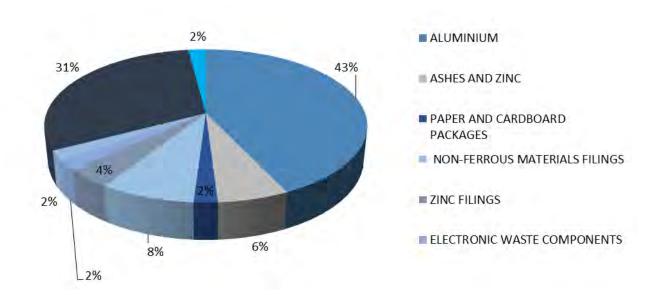
Other than this, every year the company fills out the MUD declaration, an environmental declaration form in which all the transported waste is registered, together with the annual data regarding the precise amount of loaded and unloaded material.



All the operations of loading and unloading material are as well recorded in the company's register.

Waste transported during 2016 are identified in the following:

- Aluminium;
- Ashes and zinc;
- Paper and cardboard packages;
- Non-ferrous materials filings;
- Zinc filings;
- Electronic waste components;
- Plastic and rubber;
- Copper;
- Solid zinc.



WASTE AND RECYCLING

Recycling basically involves turning waste materials in new materials or objects.

A recyclable product is turned back into a raw form that can be used to create a new and different product.

Recycling efforts are paid in order to reduce additional waste that will otherwise harm the planet, as well as to preserve the natural resources available.

The amount of rubbish we create is constantly increasing because of:

- Increasing wealth, which means that people are buying more products and consequently creating more waste;
- Increasing population;
- New packaging and technological products which generally contain materials that are not biodegradable;
- New lifestyle changes, which lead to additional waste that isn't biodegradable.

The benefits of recycling can be listed and perceived as follows:

- Reduce the size of landfills;
- Preserve natural resources;
- Reduce greenhouse gas emissions;
- Save money;
- Create employment opportunities;
- Save energy;
- Increase the use of greener technologies;
- Prevent loss of biodiversity.

During 2016, Alberti & Santi has carried out activities of waste recycling, regarding:

- Truck batteries;
- Oil;
- Spares;
- Paper;
- Plastic;
- Batteries.

During the relevant year waste disposal operations were carried out by the support of Lodigiana Maceri s.r.l., which operates in the sector of transports, collection, processing and packaging paper and cardboard. Waste recycling materials are collected separately or through packaging recovery produced by industrial, handmade, commercial and service activities.

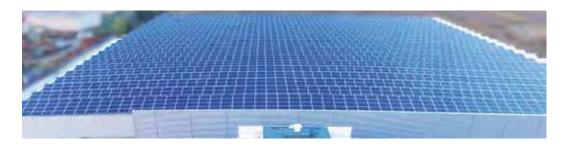




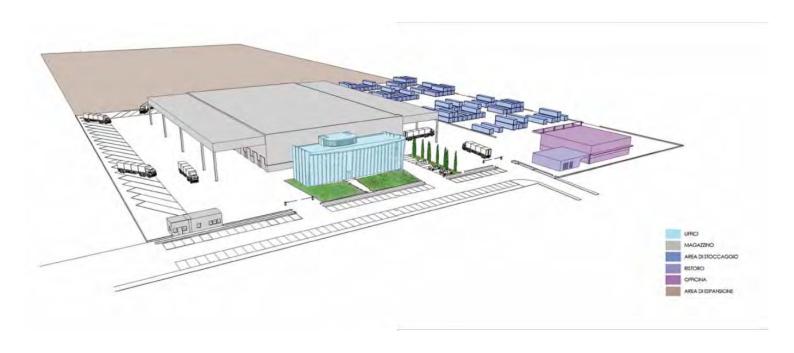
A NEW SUSTAINABLE HEADQUARTER

So as to create a new premise in line with sustainability criteria, the headquarter built and inaugurated during 2016 has the following characteristics:

✓ The front facade is made up by high-performing selective absorption glass and vertical light-colored sun shade blades;



- ✓ The structure is provided with modern technical installations that ensure the energy sustainability by employing high-performance insulations and renewable energy sources, such as photovoltaic panels, an energy-saving air conditioning system and high efficiency heat pumps;
- ✓ The building is made up by using prefabricated reinforced concrete with beams and pillars in line with anti-seismic criteria.





THE COMPANY'S QUALITY MANAGEMENT SYSTEM

In line with ISO system 9001:2008, transport regulations are frequently updated and shared in all our premises in order to certify the quality of our service.

Each procedure included in the supervision of the ISO system regards a particular aspect of the company's operations, involving all laws and regulations related to transport activities.

Procedures and relevant forms are about:

- Resource management;
- Delegation of authority;
- Management of the means of transport involved;
- Management of Import and Export activities;
- Managing sea and air freight;
- Controlling freight forwarding activities;
- Supervising Sales;
- Provision and supplying;
- Measuring, analyzing and improving;
- Handling documents;
- Legal requirements;
- Audits.

In particular, the management of infrastructures and means of transport is related to a procedure regarding: selection and purchases of vehicles; administrative management of the structures and means involved; maintenance; use of the tachograph; management of the machine shop facilities.

The procedure regarding import activities involves: planning the service required (an activity which concerns the Inside Sales, Truck Manager and UK Transport Manager); the service distribution and validation (through Inside Sales, Planning Import and Truck Manager); carrying out intermodal operations; selecting a national haulage; monitoring customers satisfaction.

Export plan concerns the Sales Department for organizing the kind of service required; a national haulage for planning the service; planning export activities; involving the Customer Service UK and Booking office; carrying out the intermodal operations; establishing a specific scheme for containers 20'/30'/40'.



Sea and air freight are related to the Sales Department for organizing the kind of service required; involve pricing activities by Airfreight and Deepsea departments; are meant to provide the specific service required and to monitor customers satisfaction.

The Freight forwarding procedure is mainly related to customer service activities, while a sales procedure has been defined for each premise with the involvement of inside sales, pricing, and customer service departments.

Applying the above-mentioned procedures in line with ISO system 9001:2008 brings the company to:

- √ discover the best practices to be employed;
- √ drive efficiency in its operations;
- ✓ adding credibility and confidence for the customers;
- ✓ opening new opportunities and sales;
- providing standards to be used in a specific sector such as the one of transports.

Customers and users benefit by receiving services that are conforming to the requirements, reliable and available when needed.

Maintainable owners and investors gain an advantage from increased return on their investment, improved operational results and increased profits.

People in the organization work in better conditions, thus improving their level of health and safety, and employ optimized flow and control procedures .

Society in general benefits from this whole process thanks to the fulfillment of legal and regulatory requirements, to the reduction of the environmental impact and to increased security.

INTERMODAL TRANSPORTATION

Intermodal transportation consists in the movement of swap bodies, trailers or containers by various transportation modes. The fact that the containers are of the same size and have common handling characteristics permits them to be transferred from truck to railroad to sea freight without being opened and handling products. The main advantage related to this particular aspect results in the reduction of the number of claims.

Alberti & Santi is truly committed in implementing intermodal transportation because of the benefits gained in employing this type of transport, among these, lower cost and increased security: a load that travels as part of a train pulled by locomotives requires far less diesel to move than when it is hitched to a truck cab and handling costs are reduced; in addition to this, intermodal containers stay secure because they are in motion most of the time, and this helps to protect the products being shipped.

Intermodal transportation also allows to a consistent access to capacity: by using this kind of transport, the capacity of the load which can be handled rises steeply. Other than that, intermodal makes it easier to find extra capacity when is needed.

Other reasons intermodal transportation is gaining momentum include: environmental benefits, and highway safety results.

In fact, by using intermodal transportation, companies can significantly reduce their carbon emissions.

Intermodal transportation also provides to the shippers more access to equipment and standardized transit schedules: all the railroads measure on-time service to the minute, and this helps to increase the reliability of the service.

Alberti & Santi has more and more encouraged this kind of transport, because of the above-mentioned advantages.

The intermodal transport adopted by the company aims at creating a complete, reliable and efficient service which combines road and rail transport with sea freight, and is adopted in relation to the main route UK-Italy.

Thanks to the introduction of this particular kind of transport, we have witnessed a significant decrease in CO₂ emissions produced during the shipment of goods.

The main difference between traditional road transport and intermodal consists in a significant decrease of the route covered by road and a consequent increase in the route covered by rail.

An ideal shipment carried out by using this kind of transport, is usually carried out as follows:



ROAD TRANSPORT



INTERMODAL TRANSPORTATION



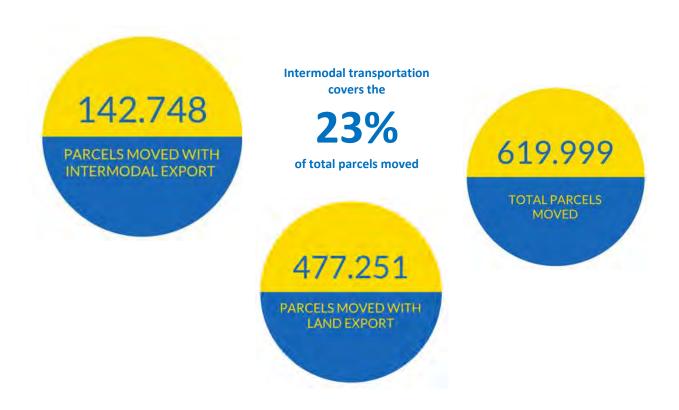
Traditional road transport, compared to intermodal transportation, consists in covering the route from Fiorenzuola to the port of Calais by road, and from Calais to the port of Purfleet through sea freight.

Intermodal transportation consists in the traction of the swap body/container/trailer from Fiorenzuola to the rail freight terminal of Piacenza. The swap body/container/trailer is then loaded onto the train and arrives at Zeebrugge rail freight terminal. The load is finally shipped by sea freight to United Kingdom (Prufleet or Kingholme) or to Ireland (Dublin).

Each transport carried out by road transport produces 2348 kg of Co_2 emissions, while a shipment organized with intermodal transportation leads to 662 kg of Co_2 . This leads to 70 % reduction in consumption, caused by:

pollutant emissions caused by the means of transport utilized; quantity of portable tonnage (higher through intermodal transportation); kilometers covered by rail and by road.

In order to show the advantages brought by intermodal transportation, we have decide to compare different transport indicators related to road, rail and sea freight. According to the results obtained, sea freight is the kind of transport more advantageous in terms of: transport time; capacity; punctuality; safety; costs and environment.





		Truck	Train	Inland vessel	
	Transport time	Most shorter	Without siding usually longer	Usually longer (transhipment, pre- and end-haulage)	
	Capacity	280 truck as a means of comparison	= 175 railway wagons	= 1 convoy with 4 pushed lighters (7.000 net tons)	
	Punctuality aspects	Traffic density	Weather	High-/low water	
		Accidents	Accidents	Ice formation	
		weather	Construction sites		
	Safety	Highest risk of accidents	Nearly no risk of accidents	Hardly any accidents	
	Infrastructure	Best infrastructure	Limited to railway network	Limited to navigable inland waterways	
	Costs	Depending on amount, distance and planning (advantage inland vessel: highest transport capacity per unit)			
	Environmental aspects	Highest energy consumption and Co ₂ emissions	Low energy consumption (compared to transport quantity)	Lowest Co ₂ emissions and energy consumption (compared to transport quantity)	





RETREADED TYRES

Retreading refers to the process whereby selected and inspected worn tires, called "casings," receive a new tread.

Only sound, carefully inspected tire casings are used for retreading. The worn tread is discorde and a new tread bonded to the tire body in a process very similar to the manufacture of a new tire. There are different processing techniques, but the ultimate objective is always the same - affixing a new tread through the application of heat, time and pressure.



Retreaded tyres present major benefits if compared to traditional new tyres. Among these:

Cost

A retreaded tire costs less to produce than a new tire and sells for less - usually between 30 and 50 percent of the comparable new tire price.

Most of the manufacturing cost of a new tire is in the tire body or casing. The tread (the portion of the tire that meets the road) represents only a percentage of the new tire cost. Today's steel radial commercial truck tires are an industrial product designed to provide multiple tread lives over the life of the casing. This useful casing life is monitored and managed closely by the tire owners as tires are the number one maintenance cost of operating commercial vehicles and on the road downtime is very expensive. Casings are inspected on and off vehicles, at many points in their lives. The most complete inspections are conducted in full service retread plants that take advantage of all the technology available. When a tire becomes worn and seems ready for discard, the bulk of its cost remains unrecovered.

Retreading is environmentally friendly

Retreading conserves oil. The synthetic rubber components in a new passenger tire contain seven to eight gallons of oil. Retreading the same tires uses only two to three gallons of oil. The manufacture of a new medium truck tire requires approximately 22 gallons of oil, but it takes only seven gallons to retread.

In addition to this, millions of tires that would end up in tire piles or in landfill continue their useful lives for thousands of more miles, and this helps to decrease landfills.

Highlights

- Retreads are green- several gallons of oil are saved during production, while carbon emissions and landfills are considerably reduced
- Retreads are safe used safely every day on airplanes, school buses, fire engines, ambulances, trucking fleets, taxis, postal service vehicles, military vehicles, etc.
- Retreads save money reduced costs in the production process



Recent studies showed that a 22.5" new tyre produces 111.73 kg CO_2 emissions compared to 77.79 kg CO_2 for an equivalent retread tyre. These figures are based on each retread tyre being resurfaced an average of 1.3 times (which is a figure supplied by a remanufacturer). This equates to a reduction of emissions by 30%. During 2016, 4278.45 kg CO_2 emissions have been produced with retreading tyres, instead of 6145.15 kg. The embodied carbon of materials required to produce a tyre accounts for the biggest portion of the carbon footprint of both tyre types - more than half of the total carbon footprint for each.

The material used in new tyre manufacture is responsible for 48 kg CO_2 , while for retreading it is 31 kg of CO_2 . In 2016, 1705 kg of CO_2 have been produced, instead of 2640 kg. The second largest impact is attributed to the energy needed in the manufacturing and retreading process, which accounts for 31 kg CO_2 for a new tyre and for 22 kg CO_2 for a retread. 1210 kg of CO_2 have been emitted in 2016 during the retreading process, while manufacturing new tyres will have produced 1705 kg of CO_2 .



PEOPLE



SOCIETY

incorporate social values in its operations and procedures

HUMAN RESOURCES

the company's greatest asset

RECRUITMENT

almost 2100 CV collected

EMPLOYEES

gender equality & job opportunities for recently gradueted and students

TRAINING

courses & development of skills

HUMAN RIGHTS

following the guide lines provided by the ISO system

HEALTH AND SAFETY

guaranteeing the highest standard of safety for employees

PROMOTING MULTICULTURALISM

incouraging diversity and inclusion

INTERNAL SURVEY

understanding what satisfies and motivates staff

CUSTOMER SATISFACTION SURVEY

clear understanding of customers expectations





SOCIETY

Social values form an important part of the culture of the society and they account for the stability of social order. They provide the general guidelines for social conduct.

Values such as fundamental rights, respect for human dignity, diversity, equal opportunities, possibility for professional growth, job satisfaction and so on guide a company's behaviour in many ways. Values are in fact the criteria people use in assessing their daily lives; arrange their priorities and choosing between alternative course of action. A company must thus embody and incorporate social values in its operations and procedures in order to appropriately meet the needs of its employees.



HUMAN RESOURCES

Human resources activities are deemed essential in order to build a good team of working professionals. The above-mentioned department is important in order to foster the company's core values and ideals, as well as to promote ethics in all the company's operations.

Employees are the company's greatest asset: they need to be provided with encouragement, stimulus, and to considered as an integral part of the company's mission. This is why the company is always striving to improve its organizational, coordination and management process.

The key functions of the Human Resources department include recruiting people, training them, performance appraisals, motivating employees and workplace communication, promoting health and safety, fostering the company's values and listening to the staff's needs.



Alberti & Santi is constantly paying attention to:

- The recruitment and training processes, so as to count on a professional and specialized team which could foster the company's values to the clients;
- Respecting human rights and promoting diversity and multiculturalism;
- ✓ Building stronger collaborations with University and training institutions.

In order to improve the range of activities carried out by the Human Resources department, a new HR portal has been provided so as to optimize communications and the management process, in order to facilitate the tasks carried out in this area.

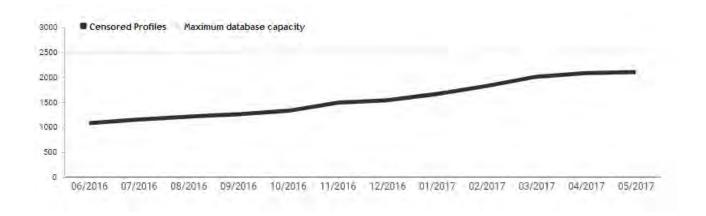
The HR portal allows to access all the company's information, to facilitate the documents consultation and permits to the entire staff to quickly consult the needed files.

RECRUITMENT

Other than the above-mentioned HR portal, a recruitment software is used in order to deal with the publication of job advertisements on the company's web site and on major job sites. This kind of software helps to collect the CVs in a single database, so as to facilitate the research and screening activities.

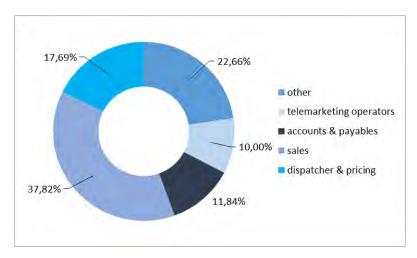
A report function also helps to extract relevant information and to collect them according to a specific category.

From June 2016 until now (May 2017), almost 2100 CV have been collected.

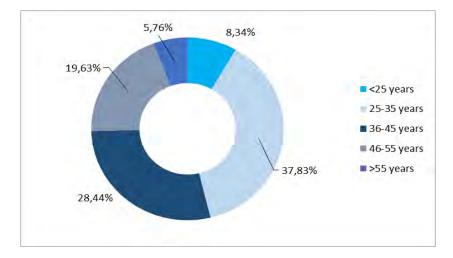




In order to analyze which kind of job positions are the most interesting for the applicants, the collected curriculums have been sorted by application: the majority of applications have been made for a position in the Sales team, while the job adv for a telemarketing operator has received the lowest number of applications.



So as to see which age group is more interested in our company, we have sorted our database per age: young adults age group appears as the most interested in sending applications to our company.



The recruitment process is managed by publishing job advertisements on the company's web site relevant to the premise in which there is an open position. Advertisements are also published in the job search engines most popular in the relative country. Online databases are sometimes consulted so as to search the most suitable candidates for a specific position.

In addition to this, Alberti & Santi collaborates with seven recruitment agencies in order to facilitate the recruitment process in foreign countries.



Psychometric tests can be supportive to give an overall evaluation of candidate and hopefully secure the best fit for the role. These tests can provide a more objective overview on of a candidate's character, strengths, weaknesses, and working style. Psychometric tests are never used in isolation, but as a component of a wider, integrated evaluation strategy.

EMPLOYEES

At 31st December 2016, Alberti & Santi presents a workforce of 66 employees. The following chart shows the composition of the staff by gender and according to the typology of the placement. Reference data are related to all the headquarters.

Employee composition	Male	Female	Total
Management bodies	3	0	3
White-collar workers	30	18	48
Blue-collar workers	15	0	15
Total	48	18	66

A particular attention to gender issues is visible if we compare the number of female and male white-collar workers. The composition of blue-collar workers clearly shows predictable differences of gender, given to the fact that the 99% of them are drivers.

The number of employees is equivalent to 2015. However, in making a comparison with the previous year, different procedures have been introduced to improve and facilitate the company's operations. In addition to this, local offices, such as the one in Ravenna, has been opened to facilitate those employees who do not reside near to the Italian main premise.



Selecting and training our resources allows to better organize the company's operations and to differentiate tasks and activities.

2016 recruitments	male	female	total
White-collar workers	11	6	17
Total	11	6	17

The information provided shows how attention has been paid to those areas which needed to be extended and diversified the most: the processes for diversifying services, implementing database and expanding the accounting department have created a gap which needed to be filled.

2016 recruitments for age group	Male	Female	Total
Up to 30 years	2	6	8
31 to 40 years	1	0	1
41 to 50 years	5	1	6
More than 51 years	2	0	2
	10	7	17

Data collected about 2016 recruitments sorted by age group show important results in terms of:

- ✓ Gender equality;
- ✓ Job opportunities offered to recently graduated or up-to-graduate students.

Almost the same number of men and women has been employed during the relevant period. In addition to this, it can be observed how the major number of recruitments has been made for up to 30 years people, thus showing an increasing attention paid to discovering new talents and developing the potential of youth.



If compared to the entire workforce, we obtain the following results:

Employees per age group	Male	Female	Total
Up to 30 years	11	6	17
31 to 40 years	8	2	10
41 to 50 years	18	4	22
More than 51 years	16	1	17
	53	13	66

According to the reported data, the majority of Alberti & Santi's employees (33%) is aged from 41 to 50 years. However, it can be noticed how an important percentage of them (26%) is up to 30 years: this data clearly shows the company's commitment towards recruiting young talents, while offering them opportunities for growth.



TRAINING

Training presents a prime opportunity to expand the knowledge base of all employees. Even if training activities require time and imply costs, they are considered as a worthwhile investment both for the company and the employees involved.

First of all, training courses allow the employees to strengthen those workplace skills that they felt as being more weak. Alberti & Santi finds this the best way for providing to all the employees similar skills and knowledge, thus improving cooperation within the company, and allowing the employees to rely heavily on each other.

Secondly, training courses are meant to improve the employee performance: an employee who receives the necessary training is better able to perform his/her job.

Having a stronger understanding of the industry and job responsibilities increases the employees' confidence, and confidence is a key factor for performing better.

In addition to this, providing and organizing training for the employees helps to give them experience and a background knowledge. The latter is particularly important for understanding the company's policies and procedures: the entire staff must to be aware of the expectations and procedures within the organization.

Finally, training activities helps us to show the employees involved that they are valued, to increase their job satisfaction and to build a supportive workplace.



Alberti & Santi's training is divided in two main parts:

- Training courses for the entire staff, mainly related to refresher training about labour standards;
- Specific training targeted for those employees who have signed an apprenticeship contract and need to develop their skills and potential.



2016 training hours were divided as follows:

Training courses for staff	Target	Hours per course
Safe driving course	drivers	60
Update for emergency fire management	the team in charge of emergency fire management	11
Training of workers	drivers	32
Training of workers	white-collars workers	18
Eco-driving course	drivers	10
Total		131



Training courses for apprentices	Hours per course	Total hours
Training for low risk safety	4	4
Management of the relationship with the client	16	16
Sales techniques	16	16
Business English: advanced	28	28
Time management	20	20
Teamwork	16	16
Logistics and supply chain management	8	8
Transport planning	20	20
Safety recall	8	8
Services management	16	16
Technical English: intermediate	16	16
Total		168

Results show how a particular attention is paid to train young apprentices who has been only recently employed, so as to fully develop their potential and to offer them appropriate job opportunities of growth.

Training courses at Alberti & Santi are entirely managed by:

- Specific training institutions specialized in professional and industrial training;
- Qualified instructors whose training and experience adequately prepare them to carry out specified training;
- The human resources department which organizes for the employees to attend their training courses and collect their certificate of attendance and qualifications obtained.





HUMAN RIGHTS

The application of ISO System 9001:2008 provides some general guidelines in terms of Corporate Social Responsibilities: among these, some key issues deal with people involved in the workplace.

According to the ISO system applied, aspects regarding relationships and working conditions are covered to define the company's commitment in terms of:

- Employment and labour relations;
- ✓ Working conditions and social welfare;
- ✓ Social dialogue;
- ✓ Health and safety;
- ✓ Development of human resources and training on the job.

The guidelines provided by the ISO System helps to act in accordance with all the international human rights and to ethically respect them.

HEALTH AND SAFETY

Health and safety are two issues deemed representative of a company's psychophysical well-being. In guaranteeing the highest standard of safety for the employees, Alberti & Santi constantly undertakes means to: research and adopt managerial and administrative measures, pursue a constant updating in line with technological development, as well as to introduce various training courses (regarding in particular the safety issue).

Such particular attention is confirmed by significant results, for example the almost nonexistent number of injuries.

The Company, other than being committed in respecting the fundamental human rights for its employees, expects its suppliers to do the same. In particular, independent businesses in their own right, are expected to: treat their employees with fairness, respect and dignity and to follow practices that protect the health and safety of people working in their facilities.



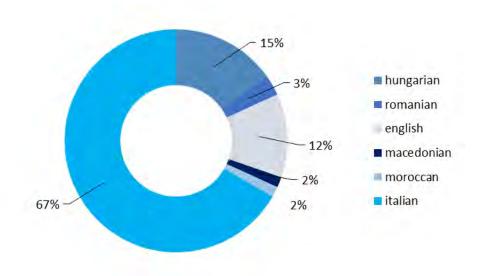
PROMOTING MULTICULTURALISM

For Alberti & Santi, promoting multiculturalism means building and organization and employing people without discrimination based on age, gender, and nationality. Our company strives to become a positive workplace where people involved are inspired to be and act the best they can.

In trying to apply this general purpose to the transport sector, shipping goods can be seen as a way for strengthening the International cohesion, and for striving to reach a common goal together.

For this reason, the company aims to expanding in further markets and countries, promoting at the same time its values of encouraging diversity and inclusion.

Alberti & Santi's employees come from different countries, and are divided as follows: 67% Italian, 15% Hungarian, 12% English, 3% Romanian, 2% Moroccan and 2% macedonian.





Alberti & Santi truly believes that the integration of foreign employees includes efforts to create a welcoming and inclusive environment, to strengthen job flexibility, and to provide a clear communication in terms of job expectations.

What the company aims at the most is creating an inclusive environment that allows to understand the company's culture, expectations and values: this aspect is deemed essential in order to encourage the integration of foreign workers.

The integration of Alberti & Santi's foreign employees is monitored on a daily basis. For this purpose, a representative tutor has been appointed within the company with the task of serving as a reference point for any possible critical areas that might be detected and so as to dissipate any eventual prejudices or discriminations.

In order to further promote multiculturalism and cooperation, exchanges between the various company's headquarters are made to:

- develop language and policy skills;
- fostering cooperation between different teams;
- ✓ pursuing training activities to improve the company's operations;
- ✓ supporting collaboration between different countries.



INTERNAL SURVEY

Alberti & Santi's internal survey 2016 aims at understanding what satisfies and motivates staff. Many would argue that the most valuable resource of any organization is its people.

In fact, staff well-being and their level of satisfaction has been found to directly impact on organisational performance and ultimately organisational success; while dissatisfied staff are unlikely to foster a satisfied customer base.

Analyzing the employee's satisfaction and staff engagement, as well as identifying the best practices for motivating workforce is a means for recognizing those areas which need to be improved, and to take all the measures needed to create a positive work environment.

This particular survey was conducted with the aim of understanding of the employees needs, satisfaction, and engagement at Alberti & Santi.

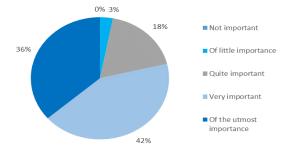
The survey results will be used to:

- recognize those aspects which helps to positively involve people within the company;
- √ improve our policies to make them more practical and effective;
- ✓ fix problems that demotivate people, diminish performance, and compromise customer satisfaction.

The poll was strictly anonymous and analyzed those aspects: the company's values and goals as perceived by the staff; tools and information provided to perform tasks; teamwork and cooperation; growth and career opportunities; sustainable procedures and activities.

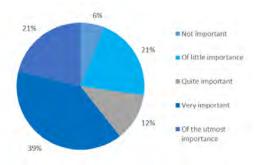
Those questions which received a major number of positive answers regard:

the clearness and comprehensiveness of the employees' tasks and objectives;

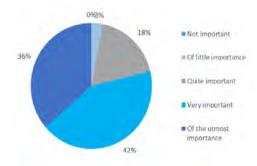




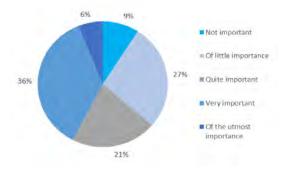
the employees' skills and abilities applied during their job;



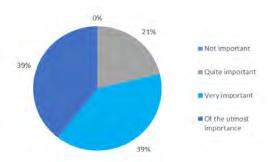
teamwork and the level of cooperation of the employee's department;



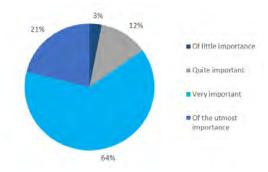
opportunities for professional and personal training;



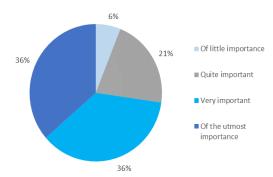
 the application of Alberti & Santi's principles and values in the working environment;



the necessary tools and instruments to perform well;



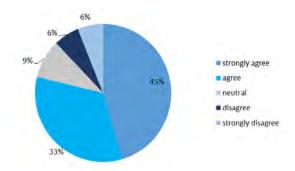
precautions taken in order to prevent injuries at work.



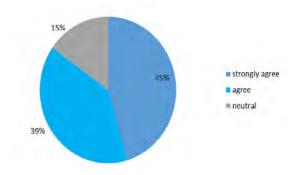
As appears from the graphic below the majority of the answers was very positive, since the 35% of Alberti & Santi's employees declared to be very satisfied about various aspects concerning their job and company. The 32% affirmed to be satisfied, while the 22% maintained a neutral position. Only the 7% of the employees stated to be unsatisfied and the 4% to feel very unsatisfied. The final results matches with those obtained in 2015 on the same topics, and reflects the employees' opinions and perceptions about the company.

For as regards issues mainly related to sustainability, the topics rated as more important are:

the promotion of diversity and respect for differences of ethnicity, gender, age...



• the importance of being committed in social initiatives;



Both the aspects rated as significant for the company are included in its Corporate Social Responsibility Strategy, and this is a way for proving that those issues the organization cares about the most are considered as equally important by its employees.

CUSTOMER SATISFACTION SURVEY

In order to help the company to measure its level of customer satisfaction, to identify unhappy customers and aspects to be improved, as well as to find potential advocates, a Customer Satisfaction Survey has been made also for 2016.

The goals of Alberti & Santi's survey are: benchmarking data internally for different services; identify potential areas of improvement; identify dissatisfied customers; recognize those employees which are providing a poor customer service; learn about the customers' needs.

A Customer Survey is the best method to have a clear understanding of the customers' expectations, and to determine whether the service offered meets them or not.

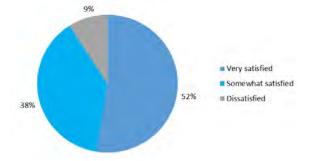
Questions made were about: the level of satisfaction related to the company's services; opinions about the customer service staff and assistance; customer loyalty; the customers' needs.

The results showed positive achievements in terms of:

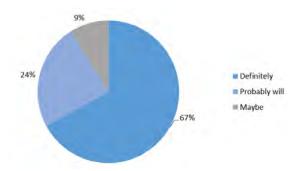
- Customer retention, in other words customers loyalty;
- Customer satisfaction, and in particular the company's ability to meet the employees' needs and expectations;
- ✓ **Satisfaction about the customer assistance,** perceived both in general, both on particular aspects such as the quickness of the service.

The results collected showed highly positive answers, in particular about the following topics:

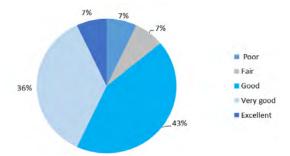
the overall satisfaction about Alberti & Santi's services;



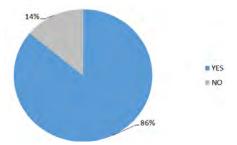
the intention to pursue again a company's service;



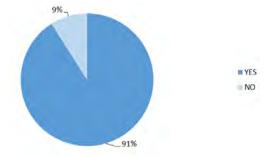
the overall satisfaction about the customer service assistance;

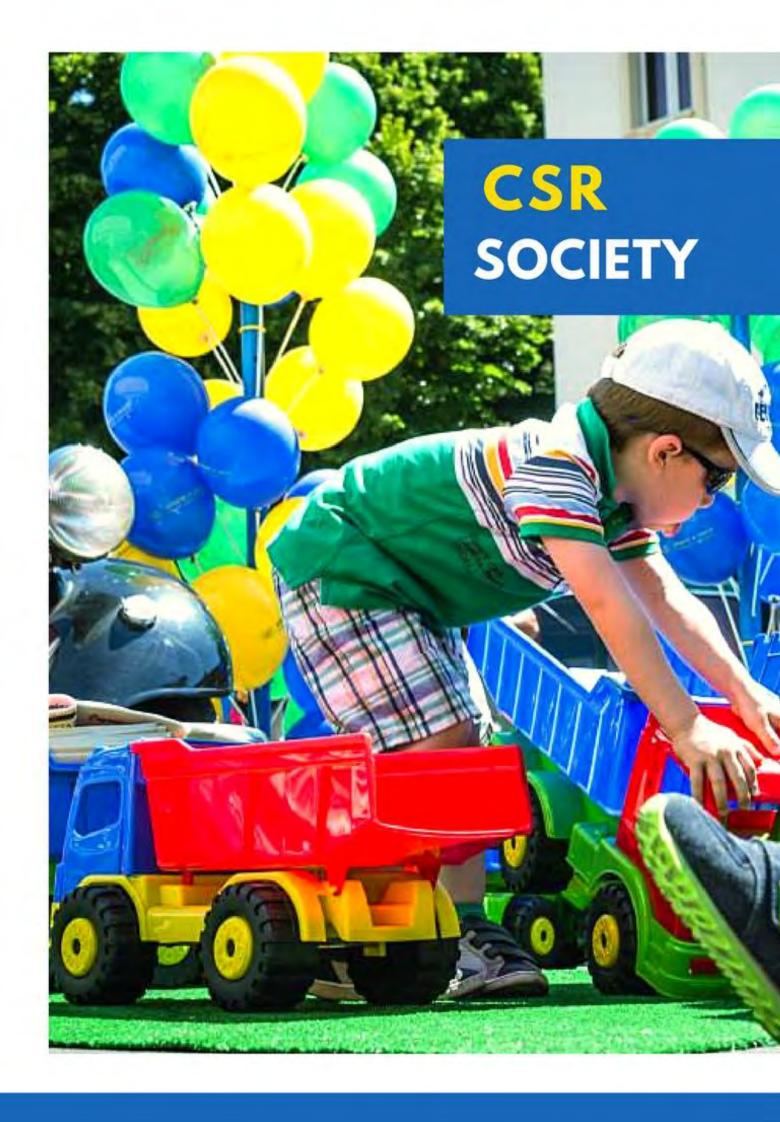


 if the customer call was transferred quickly to the person who could solve the enquiry;



• if the company was able to meet the clients' needs.





SOCIETY



CORPORATE

internal and external channels

TRANSPORT EXHIBITIONS AND ATTENDING EVENTS

to creat new business opportunity

ORGANIZATION OF EVENT

showing the company's commitment to society

ACADEMY AND EDUCATION

constant attention towards youth employment

SUSTAINABILITY

The Company is among the 2015 finalists of the Suistainability Report Library Award

COMMUNITY

pledges, contributions and sport sponsorships



CORPORATE COMMUNICATION

Corporate communication is at the heart of achieving the objectives of organization, encouraging coordination among different teams and establishing a connection with the outside world, community, and society in general. Corporate communication is a two way process, and its receivers are both within and outside the organization. Internal communication consists in the exchange of information with the managers and employees; while external communication is addressed to the customers, suppliers, investors, government offices, etc. According to the content and the receivers, corporate communication can be both formal and informal: the important thing is, it must be reliable and create a continuous flow of information.

Alberti & Santi's corporate communication is carried out in this way:

- **internal communication channels** are emails, phones, verbal communication, Skype, internal meetings;
- **external communication channels**, on the other side, are social media, corporate websites, press releases and articles, video channels.

Other than corporate website which report useful information on the company's premises, articles or press releases are published online, in a dedicated section of the website or in paper form. Video channels are used to report videos regarding events hosted or organized by the company, while social media are used as a support for advertising the open positions, as well as for spreading information about the organization.





115 Followers



1270 LinkedIn contacts







Last but not least, in order to improve its stakeholders' degree of involvement, Alberti & Santi has created a specific Toolbox, whose contents are periodically shared through the company's social media. This toolbox is meant to providing all the instruments and concepts necessary to fully understand and raise the stakeholders awareness about the activities involved in transport and logistics.



ACADEMY AND EDUCATION

Alberti & Santi has recently started to realize a dream: that of building an Academy project. The first step in this sense was to conclude an agreement with public institutions and other companies operating in the transport sector, in order to insert logistics in secondary schools training plans. This agreement was made in collaboration with ISII G. Marconi and ITL.

In addition to this, the company has organized a few seminars in collaboration with CEPI and CNA Piacenza's consortiums. The above-mentioned seminars presented topics such as: sea freight and customs law, air freight, methods for gross cash receipts and cash payments in a foreign currency.



















Other than organizing lessons aimed at introducing the logistics and transport world to students, Alberti & Santi has participated to events hosted by training institutions: among these the Career Day organized by the Cattolica University, and an event for promoting scientific and technological culture, hosted by the Berenini institute.

Alberti & Santi's final aim in involving the academic world is that of creating a step by step approach which leads to creating an actual Academy. The constant attention showed towards youth employment results in the creation of cooperative relations with several training institutions, and in introducing internships opportunities which facilitate the entry into employment for recently graduated or up-to-graduate students, allowing them to make a constructive working experience for their future. On this matter, partnerships have been created with specific training and educational bodies. Among these: the Cattolica University; the University of Canterbury; the University of Kent; the University of Parma; the University of Milan; the Acli's National Institute of Professional Training – (ENAIP). Other than this, several agreements have been made between the company and various tutor operating in the educational area such as: ITS Foundation (Higher Technical Institute for sustainable mobility and logistics); ITL Foundation (Institute about Transport and Logistics); TUTOR training institution; FORPIN as a consulting and training institution.



TRANSPORT EXHIBITIONS AND ATTENDING EVENTS

In November 2016, Alberti & Santi attended TransPoland, an exhibition that presents all the products and services related to the world of transport. TransPoland 2016, located in Warsaw, brought together attendees such as: producers and distributors looking for alternative transportation solutions; importers and exporters; freight forwarders and logistics services providers.





In October 2016, the company participated to Translogistica 2016, considered as the most important logistics and transport exhibition in Romania, Eastern and South-Eastern Europe.

TransLogistica is dedicated to the showcasing of products, services and innovative solutions in transport, logistics and related industries. The event took place at Romexpo Bucharest.





Finally, given that Alberti & Santi is always prepared to create new business opportunities and to keep focused on the developments of the transport industry, maintaining the company's relations with partners and networks is a necessary step for being part of an economic context which is becoming more and more complex. For this reason, the company has attended the 15th AOP Conference in Munich in 2016, which got involved Alberti & Santi and all its partners.







Alberti & Santi's Sustainability Report 2015 was among the finalists of the award established by the Sustainability Report Library, the first Italian center for social accountability.

The above-mentioned event rewarded those companies with more than 500 employees than according to the Community legislation had to produce a Sustainability Report, and those organization with less than 500 employees which believe in Corporate Social Responsibility and voluntarily decide to report without being obliged to. The aim was that of evaluating the issues involved, such as identity and vision, social commitment, stakeholders and environment.

In November 2016, the event named "The Reputation Economy" dealt about reputation meant as a substantial amount of trust.

On this occasion, the company was asked to sum up its approach to sustainability related to the past, the present, and for the future.

We consider having taken part in this as an important step for giving our contribution to build substantial and ethical systems.





ORGANIZATION OF EVENTS

The inauguration of Alberti & Santi's new registered office was the most important event hosted by the company during 2016. The building is a credit to all those who have worked to bring it to fruition. Is a milestone which helps to remind where we have come from and where we have come to. Is a great foothold on our way to bigger things.

The event planned for September, the 24th was named Warehouse Gala: the location was the warehouse of the new building, and the term "Gala" indicated the elegant dress code required. The event started with a brief inaugural speech by CEO Stefano Alberti and Luca Dall'Olio. For the inauguration, a shuttle bus service was guaranteed from Fiorenzuola d'Arda to Cortemaggiore; four different food stands were placed to represent each international premise to serve the typical food of the countries in which they are located; while a specific area was dedicated to supervised children play.





"Sometimes no words are needed, only to be there to share the moment"

Joan Stein



A vintage truck show was organized outside the warehouse, in order to represent what has been the company's identity since ever. Sponsors, partners, clients and suppliers were present at the event, together with Alberti & Santi's entire staff.

Even for the year 2016, Alberti & Santi has organized the event "Dal giocattolo alla realtà". The whole event was developed by taking as a reference three main aspects: **Academy, Tour, Show**.

Academy: the event was mainly addressed to the high-school students of Fiorenzuola's State Comprehensive Institute, in order to take a further step in an academic direction. "Dal giocattolo alla realtà" was in fact meant to introduce students to the world of transport and logistics, to make them approach this sector in a recreational way. More than 300 students have participated to this event by giving their personal contribution.

Tour: a specific tour, appropriate rules and journey times have been established for vintage trucks in order to make the event unique.

Show: the event was organized simultaneously with Fiorenzuola's Spring Festival: on this occasion vintage trucks were exposed and the students involved were awarded. This final part represented the culmination of the above-mentioned event, in which a greater part of the community was engaged.











COMMUNITY

Pledges and contributions

Alberti & Santi's Corporate Social Responsibility involves the communities in which the company operates.

In a broader sense, the company is striving to make a positive difference for the society as a whole, working with local partners, supporting the active involvement of the workforce and offering pledges and contributions for several initiatives.

The company's commitment towards the community is expressed through: collaborations with training institutions; contributions made for social initiatives; sport sponsorships.

Relationships with training institutions are meant to provide a support for public education: on this matter contributions were made to both the Marconi Institute and Mattei State Comprehensive Institute.

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For as regards pledges made for social and valuable initiatives, the following ones can be listed:

Fiorenzuola's catholic parish;





- TELETHON foundation, which supports the research for rare genetic diseases;
- Glauco Cataldo association, a non-profit organization which divulges music culture and didactics;
- The association "Amici della Zobia", which organizes the traditional carnival hosted by the town of Fiorenzuola;







Fiorenzuola's "Proloco", a voluntary association created for organizing events and attracting tourists in the relevant community.

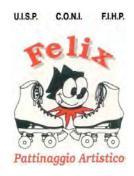


Sport sponsorships

The company truly believes in the benefits of regular physical activity, thus showing this kind of commitment by sponsoring different sporting associations.

Encouraging sports and supporting them is another way for making a contribution towards society, by promoting the benefits of physical activity: sport can be considered as a way for achieving an healthy development of people's minds and bodies, and as a means for realizing children's passions and hopes.









"You can't live a perfect day without doing something for someone who will never be able to repay you" - John Wooden.

The Alberti family has always showed a strong bond with sports and with basketball in particular. Fabio Alberti, the head of the company, has been part of A.S.D Basketball managing staff since the mid-1980s. Alberti & Santi is the main sponsor for this sporting association, of which Stefano and Fabio Alberti respectively hold the positions of President and Vice-President.

Our CEO has showed from the early age his enthusiasm for this kind of sport, by playing since the age of 6 in the basketball youth-sector of A.S.D Fiorenzuola. During the late 90s, Stefano had played in the Fourth Division until the 2004/2005 season, the year in which the team won the championship and got promoted to the Third Division. At the present moment, he is constantly showing his deep commitment for basketball by managing A.S.D Basketball Fiorenzuola and pushing its players to always give their best.



In comparing basketball with a small enterprise, Stefano Alberti explained in an interview that: " a sporting success is something that takes shape slowly, and that needs a lot of commitment, dedication, and passion. This kind of success can be associated with the entrepreneurial one. Respect for rules is at the basis for each physical activity, and can be considered as the main guideline for adopting a successful corporate strategy. An outcome-base education is one of the greatest values for sport and working life. Overcoming can be considered as a way for achieving results which requires commitment, sacrifice, passion and determination".



A.S.D Pallacanestro Fiorenzuola 1972

In talking about coaching, a role which can be compared to the position of CEO, Stefano states how coaching is not a simple task, but something which requires technical qualities, and educational and communicative strategies. A coach needs to identify a goal to be reached which is both demanding and achievable. Establishing which are the objectives to achieve is one of the key points for enhancing motivation and improving performance.

In the above-mentioned interview, Stefano concluded: "A trainer has to train on and off the field, to respect its players and to be an example to others".

Apart from this personal interpretation of basketball, this sport helps to identify which are the main lessons gained from a physical activity that can be adopted in personal and working lives.

TEAMWORK



In a sport like basketball, teamwork is vital. A basketball team needs to work together and to help each other. This can be applied to all the aspects of life: developing strong relationships, respecting others, and showing sincere care to everyone around us will build a long way in life, and this is something that can be embraced as a team.

POSITIVE ATTITUDE

basketball helps to have a "proactive" attitude. Every moment, every situation, provides a new choice, and this gives the opportunity to do things differently in order to produce more positive results. Having a proactive attitude is about taking responsibility. Proactive people are more aware they choose their behavior.



HONESTY AND

For starters, an honest person is someone that can be trusted and relied upon. Working or playing with someone to rely upon, who completes agreements and tasks, removes clutter from another's mind, and this helps to achieve goals in a simpler way.

WORK HARD

In basketball and life there are certain things that cannot be controlled. One thing that can be controlled 100% of the time is a player's personal effort.

PERSEVERANCE

a team should play through mistakes. Hard work and perseverance make everything possible.

ENJOY THE MOMENT

working hard makes every single improvement worth it.



GRI GUIDELINES

GRI CODE	INDICATOR	COVERAGE	PAGES		
STRATEGY AND	STRATEGY AND ANALYSIS				
G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	Full	1		
G4-2	Provide a description of key impacts, risks, and opportunities	-	-		
ORGANIZATIO	NAL PROFILE				
G4-3	Report the name of the organization	Full	5,6		
G4-4	Report the primary brands, products, and services	Full	9		
G4-5	Report the location of the organization's headquarters	Full	8		
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report	Full	8		
G4-7	Report the nature of ownership and legal form	Full	17		
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	-	-		
G4-9	Report the scale of the organization	-	18		
G4-10	Report the total number of employees by employment contract and gender, by employment type and gender, total workforce (by region and gender) by employees and supervised workers and by gender	-	68-70		
G4-11	Report the percentage of total employees covered by collective bargaining agreements	-	-		



G4-12	Describe the organization's supply chain	-	-
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	-	-
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization	Full	45
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	Full	49-
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations	Full	21-
IDENTIFIE	D MATERIAL ASPECTS AND BOUNDARIES		
G4-17	List all entities included in the organization's consolidated financial statements or equivalent documents	Full	17
G4-18	Explain the process for defining the report content and the Aspect Boundaries and how the organization has implemented the Reporting Principles for Defining Report Content	-	2
G4-19	List all the material Aspects identified in the process for defining report content	-	2
G4-20	For each material Aspect, report the Aspect Boundary within the organization	-	-
G4-21	For each material Aspect, report the Aspect Boundary outside the organization	-	-
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements	-	-
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries	-	-
STAKEHOL	DERS ENGAGEMENT		
G4-24	Provide a list of stakeholder groups engaged by the organization	Full	31-



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G4-25	Report the basis for identification and selection of stakeholders with whom to engage	Full	31
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process	Full	31
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns	-	-
REPORT PROFI	LE		
G4-28	Reporting period (such as fiscal or calendar year) for information provided	Full	2
G4-29	Date of most recent previous report (if any)	Full	2
G4-30	Reporting cycle (such as annual, biennial)	Full	2
G4-31	Provide the contact point for questions regarding the report or its contents	-	107
G4-32	Report the 'in accordance' option the organization has chosen. Report the reference to the External Assurance Report, if the report has been externally assured	-	2
G4-33	Report the organization's policy and current practice with regard to seeking external assurance for the report	-	-
GOVERNANCE			
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts	Full	18-19
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	Full	18-19
G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body	-	-



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G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body	-	-
G4-38	Report the composition of the highest governance body and its committees	Full	19
G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement)	Full	19
G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members	-	-
G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed	-	-
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts	-	-
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	-	-
G4-44	Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics	-	-
G4-45	Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes	-	-
G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	-	-
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities	-	-



G4-48	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered	-	-
G4-49	Report the process for communicating critical concerns to the highest governance body	-	-
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	-	-
G4-51	Report the remuneration policies for the highest governance body and senior executives	-	-
G4-52	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization	-	-
G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable	-	-
G4-54	Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country	-	-
G4-55	Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country	-	-
ETHICS AND IN	ITEGRITY		
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	Full	29-30
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines	-	-
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines	-	-



ECONOMIC PERFORMANCE				
G4-EC1	Report the direct economic value generated and distributed (EVG&D)	-	4	
G4-EC2	Report risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure	-	-	
G4-EC3	Where the plan's liabilities are met by the organization's general resources, report the estimated value of those liabilities	-	-	
G4-EC4	Report the total monetary value of financial assistance received by the organization from governments during the reporting period	-	-	
MARKET PRESE	ENCE			
G4-EC5	When a significant proportion of the workforce is compensated based on wages subject to minimum wage rules, report the ratio of the entry level wage by gender at significant locations of operation to the minimum wage	-	-	
G4-EC6	Report the percentage of senior management at significant locations of operation that are hired from the local community	-	-	
INDIRECT ECO	NOMIC IMPACTS			
G4-EC7	Report the extent of development of significant infrastructure investments and services supported (none)	-	-	
G4-EC8	Report examples of the significant identified positive and negative indirect economic impacts the organization has			
PROCUREMENT PRACTICES				
G4-EC9	Report the percentage of the procurement budget used for significant locations of operation spent on suppliers local to that operation (such as percentage of products and services purchased locally)	-	-	



EMISSIONS			
G4-EN15	Direct greenhouse gas (ghg) emissions	-	-
G4-EN16	Energy indirect greenhouse gas (ghg) emissions	-	
G4-EN17	Other indirect greenhouse gas (ghg) emissions (none)	-	
G4-EN18	Report the GHG emissions intensity ratio	-	57-
G4-EN19	Reduction of greenhouse gas (ghg) emissions	-	57-
G4-EN20	Emissions of ozone-depleting substances (ods)	-	
G4-EN21	NOX, SOX, and other significant air emissions (none)	-	
EFFLUENTS	AND WASTE		
G4-EN22	Total water discharge by quality and destination	-	
G4-EN23	Total weight of waste by type and disposal method	-	5
G4-EN24	Report the total number and total volume of recorded significant spills	-	5
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the basel convention annex i, ii, iii, and viii, and percentage of transported waste shipped internationally	-	
G4-EN26	Report water bodies and related habitats that are significantly affected by water discharges based on the criteria described in the Compilation section below, adding information on: size of water body and related habitat, whether the water body and related habitat is designated as a protected area (nationally or internationally), biodiversity value (such as total number of protected species)	-	
PRODUCTS A	AND SERVICES		
G4-EN27	Report quantitatively the extent to which environmental impacts of products and services have been mitigated during the reporting period	-	
G4-EN28	Report the percentage of reclaimed products and their packaging materials for each product category (none)	_	



TRANSPORT			
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	-	-
SUPPLIER ENV	IRONMENTAL ASSESSMENT		
G4-EN32	Report the percentage of new suppliers that were screened using environmental criteria	-	-
G4-EN33	Report the number of suppliers subject to environmental impact assessments	-	-
EMPLOYMENT			
G4-LA1	Report the total number and rate of new employee hires during the reporting period, by age group, gender and region	Full	69
G4-LA2	Report the benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation	-	-
G4-LA3	Return to work and retention rates after parental leave, by gender	-	-
OCCUPATIONA	L HEALTH AND SAFETY		
G4-LA5	Report the level at which each formal joint management-worker health and safety committee typically operates within the organization (none)	-	-
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	-	-
G4-LA7	Report whether there are workers who are involved in occupational activities who have a high incidence or high risk of specific diseases	-	-
G4-LA8	Report whether formal agreements (either local or global) with trade unions cover health and safety (none)	-	-
TRAINING AND EDUCATION			
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Full	72-74



G4-LA10	Report on the type and scope of programs implemented and assistance provided to upgrade employee skills	Full	72-74	
G4-LA11	Report the percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period	-	-	
DIVERSITY AN	D EQUAL OPPORTUNITIES			
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	-	74	
LOCAL COMMU	NITIES			
G4-S01	Report the percentage of operations with implemented local community engagement, impact assessments, and development programs	-	94-97	
G4-S02	Operations with significant actual and potential negative impacts on local communities	-	-	
PUBLIC POLIC	Υ			
G4-S06	Report the total monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary (none)	-	-	
SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY				
G4-S09	Report the percentage of new suppliers that were screened using criteria for impacts on society	-	-	
G4-S010	Significant actual and potential negative impacts on society in the supply chain and actions taken	-	-	





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