

Sustainability Report

2017

In a year full of changes for Alberti and Santi, the most successful and significant one is without any doubt the completion of the logistics hub set in Cortemaggiore, which allows us to enter the reality of 4PLs.

If the passage from 3PL to 4PL is an important step, the right interpretation of this evolution, however, is to be found in the possibilities that it opens up in front of us; not a point of arrival, but a basis for further improvements that are now within reach. After all, in a world that is moving always faster and that demands more and more initiative and foresight by those who aspire to be leaders in their sectors, 5PL, the transition from "supply chain" to "supply network", is already in our horizon with solutions tailored designed and implemented tailored for each customer needs, as well as new ways of interpreting transport and service. Blockchain is a clear example of this: a new concept of information distribution that, through the creation of a shared register, enable us to create a virtually complete, transparent and perfectly secure database, since everyone needs to consent to change it; the application of such a technology would make each supply chain passage more fluid: reliable, and some actors in the transport world are already moving in this direction.

In moments of frenzy and fear, like the one in which we are living, we should not be blinded the ideas of progress and profit but keep in mind the importance of respect for people, for the society in which we live and work and for the environment. with great pride we can affirm that Alberti and Santi has always kept

in consideration for these three elements and even more gratifying is being able to say that we keep to improve in this direction.

So I can only thank you for your support and interest in our society, which are essentials: it is an honour to have you with us.

Enjoy the reading

Stefano Alberti

Dear Stakeholder...





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The company

Who we are



Who we are now is the direct consequence of the choice we made yesterday

1959: the two transport companies 'Alberti Germano' (courier between Fiorenzuola d'Arda and Milan) and 'Fratelli Santi' (specialized in the transport of tanks) merged, generating Alberti and Santi. The purpose of the merger was to create a firm solid and strong enough to meet the demands of Agip, which at that time was looking for a support partner for the operations to back up the drilling rig of Cortemaggiore.

1967: Alberti and Santi undertook a collaboration with several companies of the Eni group for the construction of warehouses in different cities of central Italy (Matera, Manfredonia, Foggia and Terni) and for the expansion of the Gela refinery.

1973: the first trips began outside the national territory, mainly directed to the United Kingdom.

1980-90: the collaboration with Eni lasted until the end of the 80s, and was later replaced with Agip Gas for the distribution of cylinders throughout northern Italy (activity concluded in the early 1990s). During this period the business of transport abroad was also increased.

1993: the continuous exchanges to and from the United Kingdom require a local support base. Alberti and Santi UK is founded.



Yesterday...

2004: Mr. Santi decided to retire, leaving the reins of the company in the hands of Fabio and Alberto Alberti.

2008: Melissa Alberti, who joined the company in the mid-90s, founded PALL-EX Italia s.r.l., still today a very important partner of Alberti and Santi.

2009: Stefano Alberti, after a path of personal growth within the company started in the early 2000s, is appointed "managing director with operational functions". From that moment Stefano has started a process of change of the strategic corporate structure still in progress.

2013: the expansion of Alberti and Santi towards east-Europe begins: Alberti and Santi Hungary was opened.

2014: a further step was taken in the expansion process with the opening of a new office in Romania.

2016: the new headquarters of Alberti and Santi in Cortemaggiore was inaugurated and became operational.

2017: works in Cortemaggiore didn't stop bringing to the completion of the Alberti and Santi warehouse for the logistic services: from then on the company has been a 4PL.



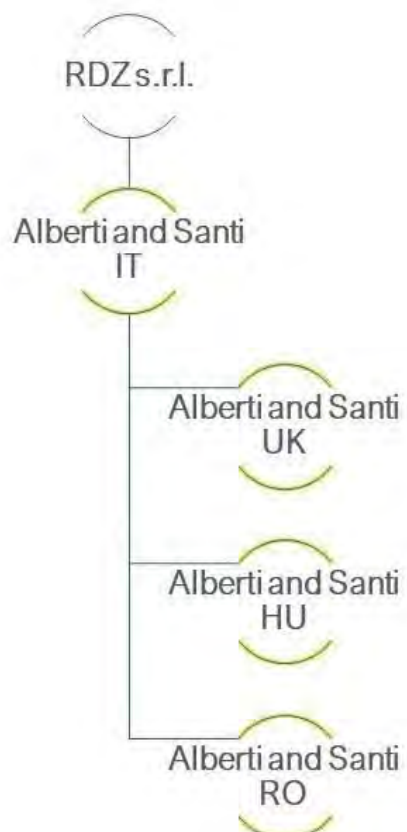
Alberti e Santi is an international freight forwarder, able to offer a 360 ° service to and from every part of the world. It owns offices in four different european countries and a large logistics hub in Cortemaggiore (PC), Italy, and it gives work to over eighty workers. The annual turnover has exceeded 40 million euros, reflecting the growth that is characterizing the company in recent years, as well as the increase in staff and work volume. However, the growth of the society has not prevented it from keeping its spirit intact, which is carried forward with constancy, today as yesterday.

“For us, shipping is not simply a physical movement of goods, but a response to customer need”

Year	Turnover
2013	19.849.000
2014	27.827.000
2015	30.140.898
2016	37.224.134
2017	43.130.330

Corporate structure...

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



On the left, Fabio and Alberto Alberti celebrating the inauguration of the Cortemaggiore office; on the right, Stefano Alberti holding his speech at the same day



... and governance

The governance model is traditional, characterized by the dichotomy between the Board of Directors and the Sole Auditor with the appointment of 30/04/2013. The board of directors has the task of directing the company and defining its values and objectives, and is formed by Fabio Alberti, Alberto Alberti and Stefano Alberti, who share the position of managing director. The control body is made up of a single auditor, dott. Giacomo Cattaneo.

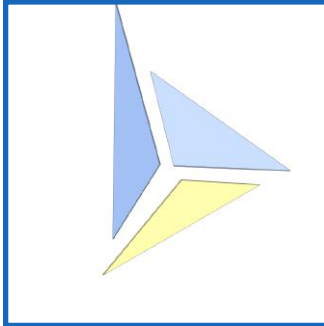
If it is not easy describing briefly a company like Alberti and Santi at present moment, it becomes even more complex

trying to describe it over time: many things have changed throughout its history and many will change in its future.

There are, however, fixed points, references that can be used to describe not so much the whole company but its "spirit": the mission, the vision and the values. These three elements, although not meaningful when taken separately, are able to transmit not 'everything', but 'what really matters'.

The Mission describes the core reason of the society, its purpose; the Vision instead paints what one imagines is the point of arrival, the complete form of the society; the Values are the beliefs that guide its behaviour, what is considered the correct way to operate.

Using a metaphor, we could say that Vision is the destination of a journey, the Mission is the reason why the journey was undertaken, while the Values represent the behaviour we hold with the people we meet along the way.



Mission, vision, values

The **mission** of Alberti e Santi can be summarized in its motto:

Your business need... is our business solution.

The aim has always been to offer the best solution to customer needs, with flexibility, precision, punctuality and safety.

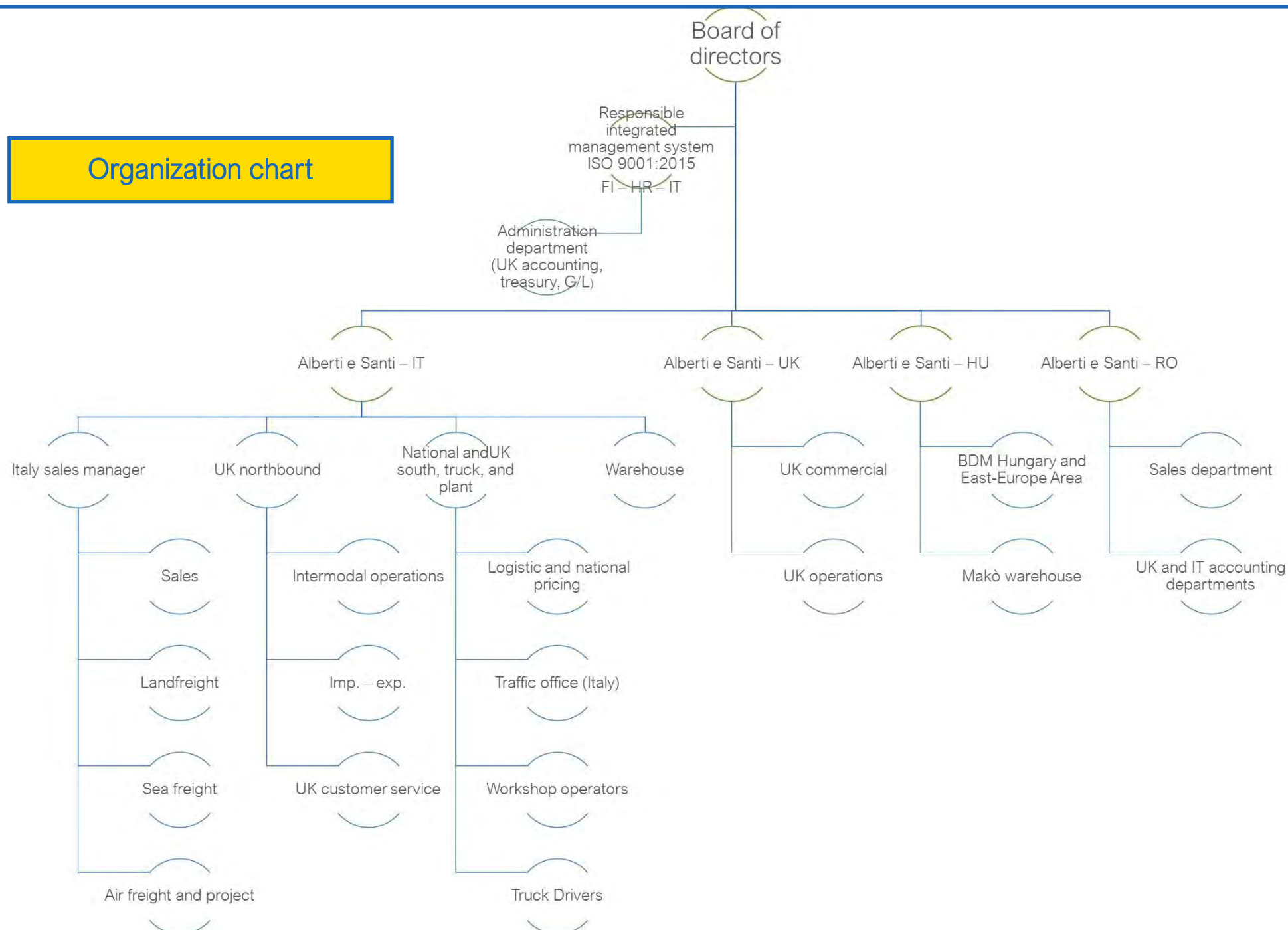
The **vision** is to become a company able to offer **global transport and integrated logistics services** while remaining an organization **on a human scale**, perfectly **eco-friendly**, **socially active**, capable of maintain a human relationship with individuals: we want to become a **positive force for the environment, for people and for society**.

The **values** are simple:

- **Passion**: believing in what you do is the first step to succeed.
- **Responsability**: helping to preserve the environment and protect the people and communities we interact with.
- **Diversity**: building bridges between different realities, not burning them.
- **Integrity**: it is essential to be the first to respect our own principles, set a good example;



Organization chart



The title of this page is the result of a precise choice: a person who works in Alberti and Santi is not "just employee", but "one of us".

Alberti and Santi reached (at the end of 2017) 80 people, divided into various offices in Italy and abroad: 56 in Italy, 9 in the United Kingdom, 5 in Romania, and 10 in Hungary.

As shown in the data presented in the tables, workers with fixed-term contracts are less than 10% of the total, with a minimum difference between men and women.

		Permanent contract	Fixed-time contract
Alberti e Santi - IT	Male	35	2
	Female	18	1

		Permanent contract	Fixed-time contract
Alberti e Santi - UK	Male	7	1
	Female	1	0

		Permanent contract	Fixed-time contract
Alberti e Santi - HU	Male	2	1
	Female	6	1

		Permanent contract	Fixed-time contract
Alberti e Santi - RO	Male	0	0
	Female	4	1

Fixed-time/permanent contract ratio		8,75%
Male workers ratio	Female workers ratio	
8,33%	9,38%	

The workforce is also quite young, considering that almost 40% of the workers making it up are less than 35 years old.

Younger than 35 y.o. ratio	39,24%
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Our People





Our friends

In order to offer its customers a complete and efficient service, Alberti and Santi entertains relationships with various **networks** and **trade associations**

Partenrlink Europe

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



**BRITISH INTERNATIONAL
FREIGHT ASSOCIATION**



FEDESPEDI
FEDERAZIONE NAZIONALE DELLE
IMPRESE DI SPEDIZIONI INTERNAZIONALI

Air and Ocean Partners

A reliable cargo network for midsized forwarding agencies.

Associazione Nazionale Imprese Trasporti Automobilistici (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.



ANITA
ASSOCIAZIONE NAZIONALE IMPRESE TRASPORTI AUTOMOBILISTICI

Federspedi (federazione nazionale delle imprese di spedizioni internazionali)

An entrepreneurial organization which represents and protects the interests of international shipping companies.

BIFA

The trade association representing UK freight shipping companies.

Supplier informations are covered by confidentiality agreements, and therefore can not be disclosed, but it is fair to state that the implementation of supplier screening procedures is still underway in order to evaluate their social and environmental policies.

Italy...



CORTEMAGGIORE
7/9, via Salvo d'Acquisto,
29016, Cortemaggiore
(PC), Italy

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

RAVENNA

27, via Romolo Murri, 48124, Ravenna (RA), Italy

At Ravenna office two main activities are carried out: the pricing of the services offered by the company and the management of operations concerning sea freight.

CAMPOGALLIANO

24, via G. di Vittorio, 41011, Campomiglio (MO), Italy

In the small premises near Modena there is a little pricing department.

Our locations



... and Europe



GYOR
7, Széchenyi tér, 9022,
Gyor, Hungary

The department responsible for Customer Service and the Inside Sales Team are set in the Hungarian office

MAKO

10/12, Kiralyhegyesi út, 6900, Makò, Hungary

In Mako, Alberti and Santi has a support warehouse for shipments in Eastern Europe.



BUCHAREST
35A, bloc Nautilus
nr 2 Naxos, sector 6, Bulevardul Timisoara, 061311,
Bucharesti, Romania

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



MAIDSTONE

Colman House, King street, ME14 1DN, Maidstone (Kent), England

In Maidstone are established a sales team, the telemarketing team and credit control team.

IPSWICH

70/72, Basepoint Centre, The Havens, IP3 9BF, Ipswich (Suffolk), England

At the Ipswich basepoint Center there is a sales team specialized in the naval and aero sectors.

The company

What we do





Land freight

"... the road transport has always identified Alberti and Santi..."

The world of freight transport is divided into four sections: road, rail, sea and air; however, the supremacy of road transport is still undisputed. This depends on the fact that road transport has particular advantages compared to the other three, namely the **versatility** and **precision**: a truck will arrive exactly where it is required, can depart with very little notice and with minimal formalities and has no need for particular quantities of loads.

Flexibility and customization of road transport are its strengths. The services offered by Alberti and Santi reflect these peculiarities. Both FTL and LTL shipments are available, and goods collections and deliveries are guaranteed throughout Europe (thanks also to the various partnerships established with other professionals in the sector), while intermodal transport is used for the most traveled route, combining safety, economy and respect for the environment.

In the **intermodal transport**, the use of polyvalent containers, suitable for truck, train, and ship allow the goods, once loaded, no longer have to be handled. On one hand it offers greater load security, on the other it exploits the strengths of all the means of transport used: the costs and timing of intermodal transport are reduced compared to those of simple road, and the use of ship and train makes it both cheaper and more environmentally friendly.

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

Trips made in 2017: 25.898

Intermodal trips: 4.892

CO2 reduction: 8.247.912

1.686 kg per trip)

Alberti e Santi fleet...

18
tractors



112
swap bodies



46
Curtain-sider



16
Intermodal





Sea freight



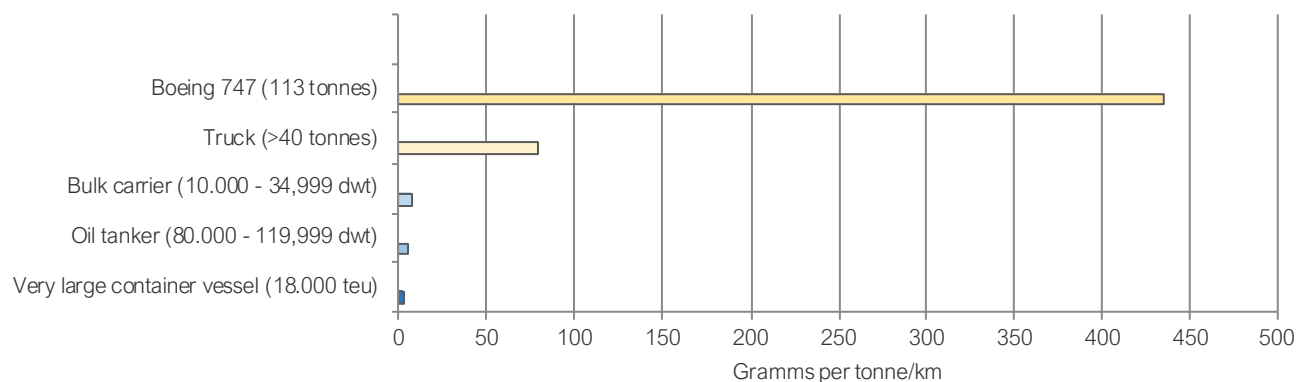
The most environmentally friendly and safe mode of transport

Since ancient times, the transport of goods on water has been fundamental for the development of the economy: this appears very clear if we think that for the control of canals, straits and trade routes, wars were fought. Currently, sea one is the slowest among the various available transport, but its advantages make it very valuable: it has the **best transport capaci-**

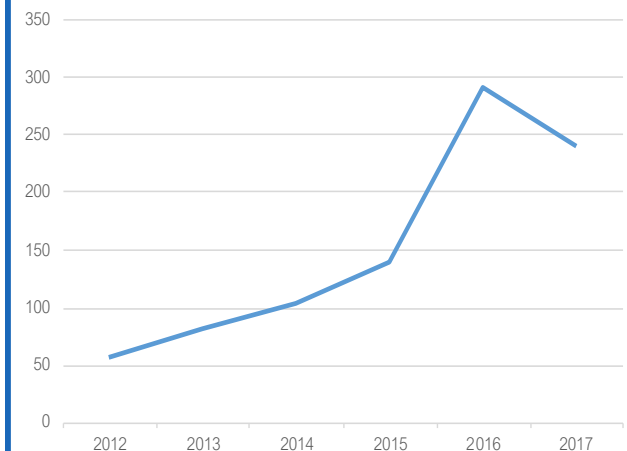
tys, and the low energy consumption compared to the amount of transported material makes it both **economic** and **ecological**. To take full advantage of the potential of naval transport, a fair amount of preparation and planning is required, which is why Alberti and Santi has constantly worked to strengthen its capabilities in the field, year after year, up to the opening of a branch office in Ravenna, in 2016, with this as its precise goal. Maritime transport, such as land transport, is available both FCL and LCL, and the company's close partnerships with some of the

most successful companies operating in the sector allows it to reach every port, and offers a very high quality without sacrificing flexibility. The slight decrease in the number of trips found in 2017 depends partly on a downturn in the market, partly due to the partial restructuring of the department.

Comparison of CO2 emissions between modes of transport
[second IMO GHG Study]



N° of shipments





Air freight



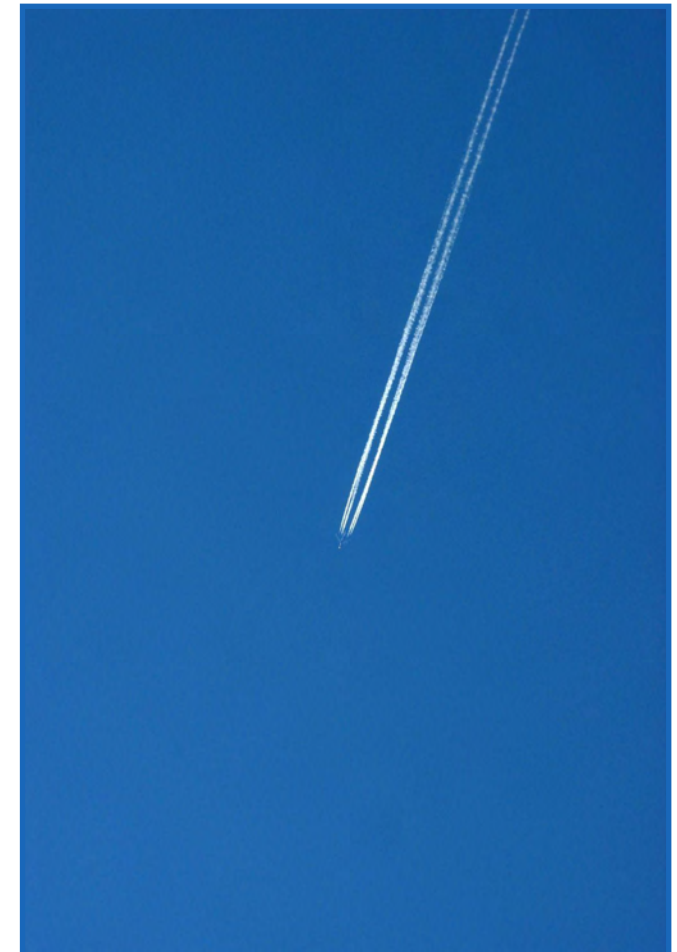
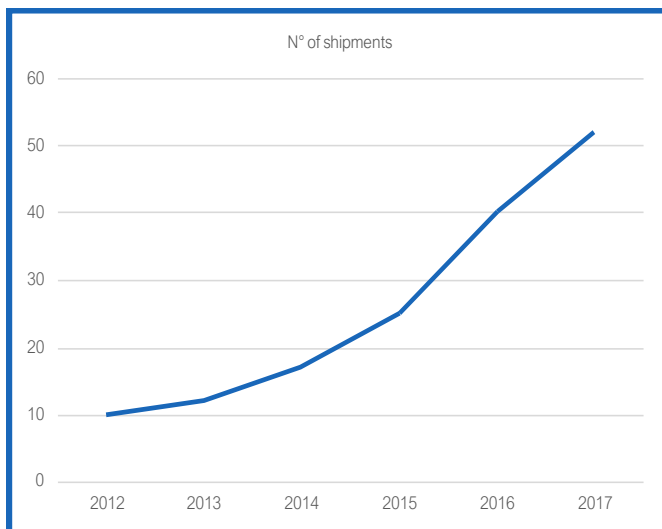
In any part of the globe. More quickly than any other.

Air transport is the most recent modality of movement of goods: it was born in the military during the World War Second, but its development took place mainly in recent years.

It is an extreme transport, with enormous advantages and enormous disadvantages. On one hand it is the **fastest form of transport**, it requires relatively few infrastructures (even a small airport is enough,

compared to a motorway or a railway) and allows you to **reach any point of the world**, regardless of its scarce accessibility. On the other hand, the carrying capacity of an airplane is limited, which makes air transport by far the most expensive and the most polluting: just think that the CO2 emissions of a Boeing 747 are in proportion to the cargo transported, more than five times of those of a truck and one hundred and forty-five (145) times larger than a large container ship; not to mention the inherent danger of flight, during which even a small failure can lead to catastrophic consequences. For these reasons it is used almost exclusively for the transport of small quantities of goods, usually perishable.

Alberti e Santi has developed its air transport services, since 2012, with the aim of becoming a 360° transport company, starting partnerships that have allowed it to reach every point of the world map.





LOGISTICS

Cross Docking - Pick & Pack - 4PL

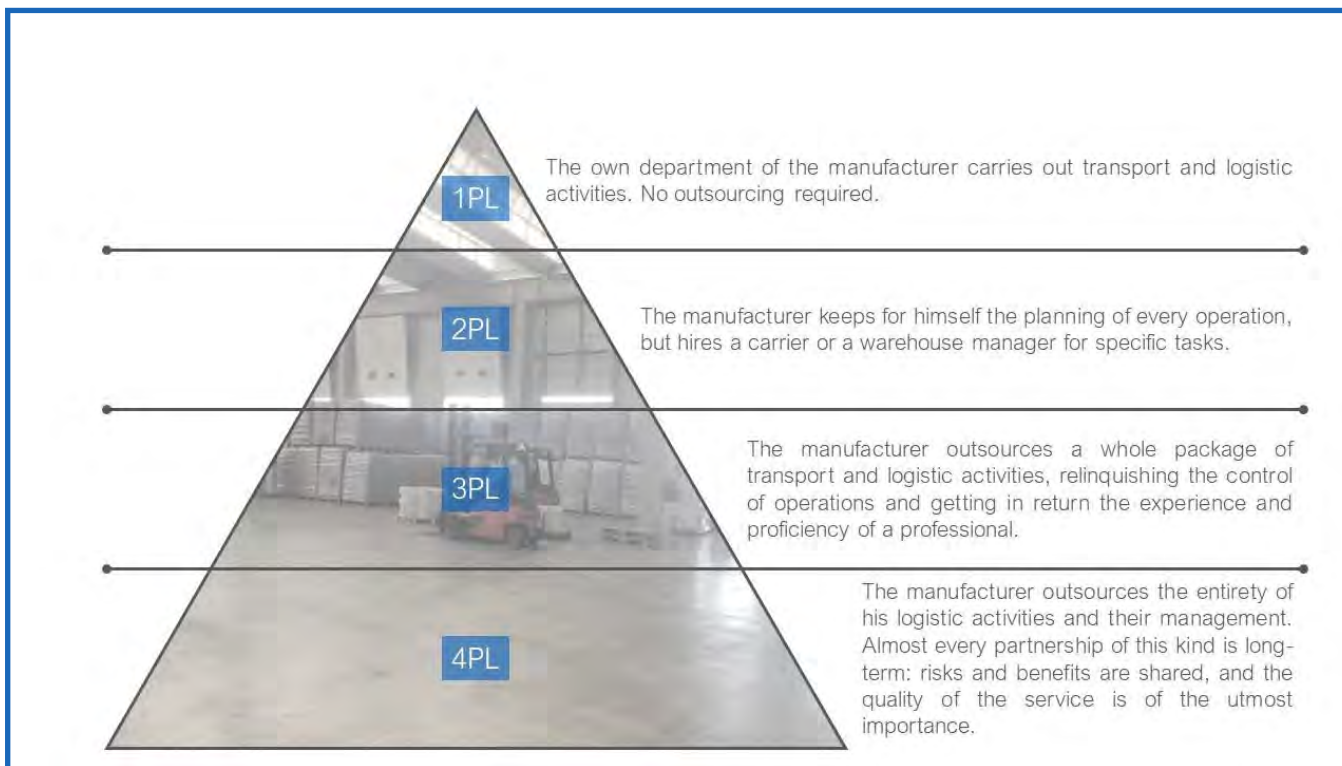
Logistic



The most important event that took place in 2017 for Alberti and Santi was without any doubt the opening of the logistics warehouse: with its operations, the company took its first step in the world of 4PL.

The **warehouse** covers an area of 10,000 square meters located behind the new offices in Cortemaggiore, and currently has **33 single-sided racks** (35m in length and 10.5 in height) - number gradually grown throughout the year, to cope with customer needs - for a total of **about 7,000 total pallet slots** (of which an average of 5200 are occupied), but it also retains space for further development. Even before the completion of the structures, the company was active in logistics services: a space adjacent to the offices was used as warehouse, which in 2017 had over 6000 pallets averagely stored inside and a considerable volume of work (652 trucks incoming and 797 outbound, for a total of over 30,000 pallets handled throughout the year).

To optimize the efficiency of every single operation, the warehouse, yard and transport management are entrusted to a set of specific software that act synergistically (YMS - yard management system, WMS - warehouse management system, TMS - transport management system), avoiding waste of time and improving the immediacy of services for the benefit of the customer.





Project cargo

permits of any kind. Another issue to assess is the **load management**: can the load be transported in

its entirety? Does it need to be disassembled? Completely or even partially? These two points often involve parallel evaluations, since the means (or, as can be, the 'means') of transport to be used depends on the state of the goods, and the cost/benefit ratio must be assessed on a **case-by-case basis**.

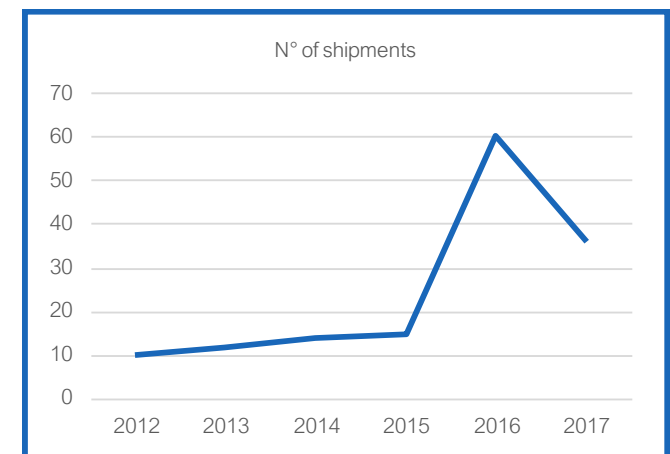
Lastly, a final inspection is carried out to have the exact definitive measures of transport, in order to know what kind of **permits** and whether escorts are needed.

The focal point of exceptional transports is **safety**: safety of the people and the places where they pass, safety of the cargo and safety of the people which are carrying out the transport.



Not always the loads that the customer needs to transport are within the legal limits... in order to fulfill these demands, Alberti and Santi has prepared **Project Cargo**: the team of experts will follow the customer in every step of the path, providing a tailor-made solution for the situation.

The first operation consists of an accurate **inspection of the goods to be transported**, in order to understand their size and weight; once this is done, our team starts looking for the best *modus operandi*. There are several points to analyze to "tackle" an exceptional transport correctly. The first point to be established is **what kind of means of transport fits better**: special vehicles are vehicles that have undergone mechanical changes that would allow them to carry loads that would not be loaded or would override legal boundaries on conventional transport. The possibility of using a modified vehicle makes transportation cheaper, not having to resort to



Corporate Social Responsibility

Materiality Assessment

The difference between success and failure in the path towards sustainable development at economic, social and environmental level is set in the correct identification of stakeholders and in the communication with them, for this reason Alberti and Santi decided to repeat the fruitful experiment of last year and has again carried out the materiality analysis.

The first step, as we said earlier, was identifying our stakeholders, which are, according to the [GRI guidelines](#) that were the reference point followed for the preparation of the report that you are reading, [all those who "can reasonably expect to be influenced by the activities of society, or to be able to influence them"](#). A similar definition includes many sub-categories, but for practical reasons we have decided to restrict our analysis to:

- [clients](#)
- [suppliers](#)
- [employees of Alberti and Santi](#)
- [training bodies, universities and schools](#)

Subsequently it was necessary to choose the way to perform the analysis: the best form that fitted this aim was, as for last year, the survey. A questionnaire was devised concerning those we considered to be the most important economic, social and environmental issues of the moment:

- [Environmental impact and energy sustainability](#)
- [Relationship with local communities](#)
- [Corporate policies on security and discrimination](#)
- [Support for young people](#)

Each of these themes has been addressed with two questions: a first general question, to understand the importance that the interviewee attributes to the specific topic, followed by a second more practical question, with the aim of probing the level of personal commitment that the respondent is willing to reach in a specific case. Each question included five different answers, representing the level of importance (for the abstract question) and the level of availability to personal action (for the concrete question), to which uniform scores were assigned in order to interpolate the data in the our analysis with more ease.

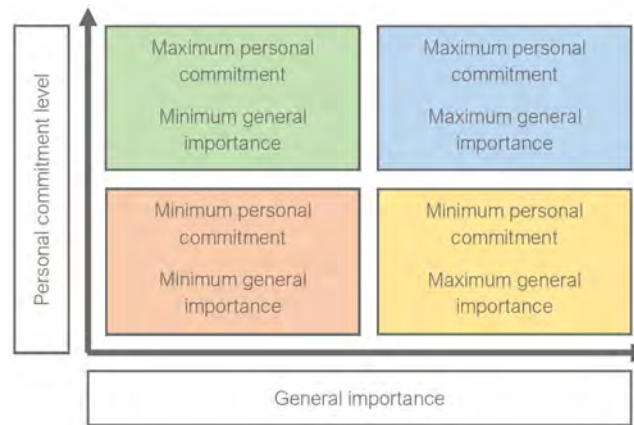
In order to reach our customers and suppliers, we used the company mailing lists, as well as for the company's employees and managers, while to reach students, trainees and interns we asked for the collaboration of the educational and training institutions we work with. We did not limit ourselves to this, though. Aware that the reduction to these five groups alone would be inadequate, we used social media to extend the scope of action by publishing a post containing a link to the survey page. The results were excellent: more than 140 people decided to help us in our materiality analysis, more than triple compared

to last year (only 45, unfortunately). Even the increase in feedback is an encouraging fact, a small great recognition of the commitment we have made in trying to involve our stakeholders on an increasingly greater scale.

Stakeholder engagement

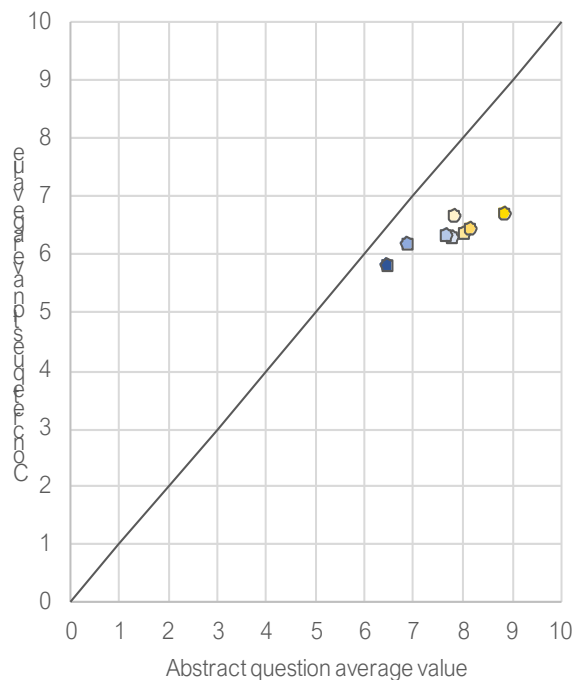
The data collected with the analysis were then used to elaborate our "materiality matrix": we created a Cartesian plane and placed on the abscissae axis the average value of the answers given for each topic, to the first question (the general one) and on the axis of the ordinates the average value of the answers given, for the same argument, to the second question: in this way the plan can be roughly divided into **four areas** as in the image on the side.

All the topics under investigation are part of the "blue" area, the one of the greatest importance at a general level and the maximum availability to personal action, but their presence below the bisector of the plan makes us realize at a glance that the propensity for personal action is always lower than the importance as-



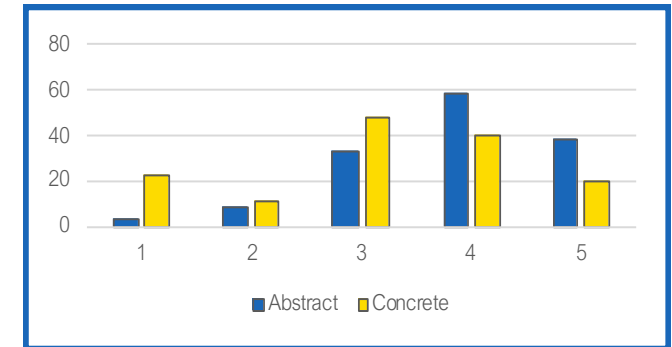
signed to the topic for the community.

Safety in the workplace stands out among the issues, with the highest average both for the importance of the individual and for the importance for society in general, while the "charity" is the bottom of our analysis (although still present in the area of the plan that characterizes the topics of great importance, is the only one with an average value of less than 6 as regards the personal action of the interviewee).



- Environmental impact
- Renewable Energy
- Investments in the territory
- Social Initiatives
- Charity
- Safety in the workplace
- Anti-discrimination policies
- Inclusion of young people

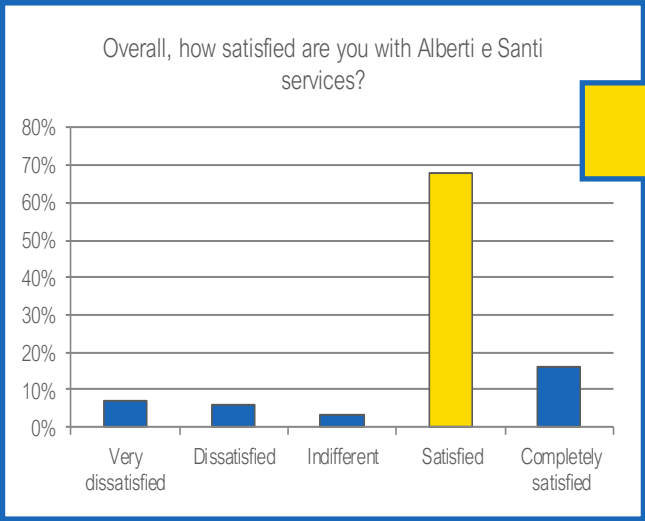
Materiality matrix



It is interesting to note the discrepancy (sometimes quite pronounced) between the importance of the subjects treated according to the interviewees regarding their availability to personal action: just look at the above chart to see how the minimum level of availability to action more than six times the minimum level of importance has been chosen, and that, on the contrary, the maximum level of availability to action has been chosen half of the time compared to the maximum level of abstract importance of the various topics.

Customers are not only stakeholders for Alberti and Santi, as is also shown by the panel at the entrance to every office of the company: the first thing that anyone who visits Alberti and Santi sees is a dedication to the customer (the image on the right). The customer satisfaction is the highest priority, and the dialogue with them is essential, for this reason once considered the material of the first questionnaire insufficient, in order to have a higher level of communication was sent to all customers a second survey with the purpose of having even more precise pieces of information on what they expect from us in the future and what we can improve on what we already are doing now.

The survey consists of seven questions (two of which are matrix, even of a fair size) to detect customer satisfaction regarding the services offered and, in case of a contact had with the Alberti and Santi customer service, also about our problem-solving system.



Customer satisfaction

ring again.

The data collected were encouraging:

Positive judgment	Neutral judgment	Negative judgment
624	108	74

as early as the first question, "Overall, how satisfied are you with the service offered by Alberti and Santi?", More than 80% of respondents reacted positively (about 16% said they were "fully satisfied"), and the positive answers exceed a little less than 9 times the negative ones.

Of course, our goal is to make everyone "fully satisfied", and for this reason the survey data have been analyzed in depth by the quality office to identify possible reasons for dissatisfaction: it is more important to understand the reasons of a single negative response than those of 10 positive answers, in order to be able to correct ourselves and constantly improve.

The operation consists in verifying the responses of each individual customer to detect those who are not satisfied, analyze the specific situation of the client and understand the improvements to be made in order to prevent the same problems from occurring again.

**alberti e santi**
international freight forwarder

IL NOSTRO CLIENTE

...La persona più importante della nostra azienda indipendentemente dal fatto che sia presente, ci scriva o ci telefoni.

Non dipende da noi, bensì noi da lui.

Non è una interruzione dal nostro lavoro, bensì scopo e senso di esso.

È colui che ci espone i suoi desideri. il nostro compito è quello di esaudirli, traendone profitto entrambi.

Non è colui con cui si discute o ci si misura. Nessuno ha mai vinto una disputa con un cliente.

Non è parte esterna, bensì integrante della nostra attività.

Non gli facciamo un piacere servendolo, ma è lui a farci un piacere, quando ci dà la possibilità di servirlo.

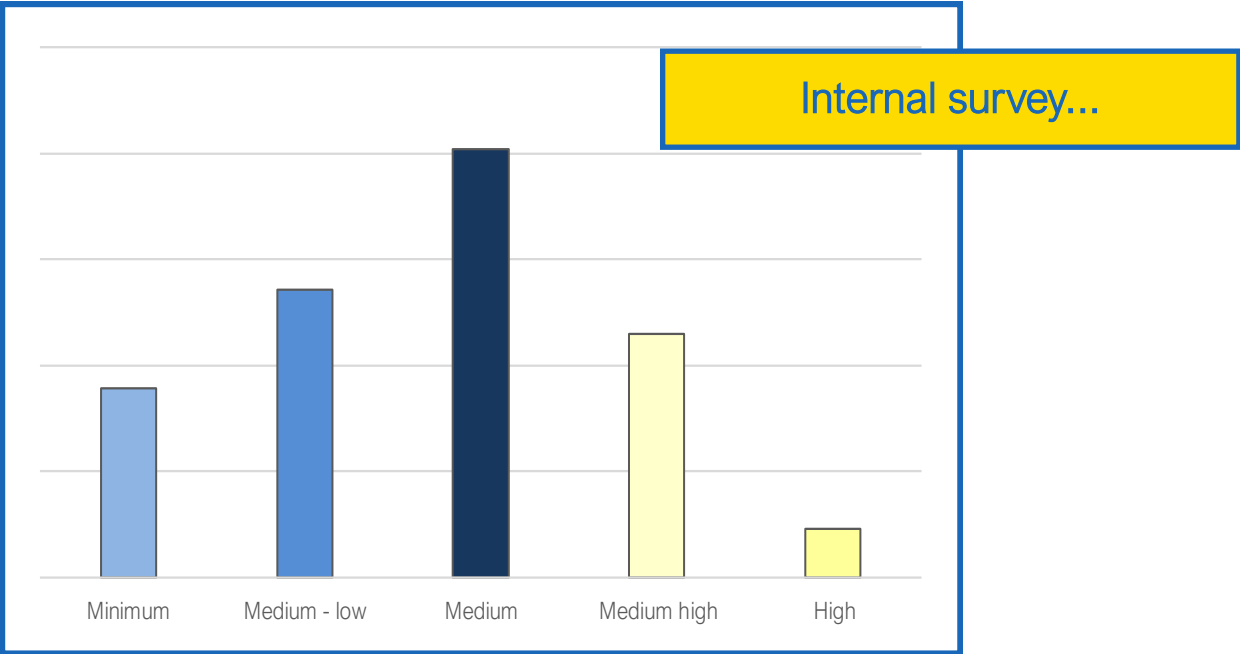
È colui che ci permette di lavorare...



It is not only customers that stand out among the stakeholders, employees also play a major role: their work directly affects the company, and the company's work directly affects them. For this reason it was decided that an additional investigation should take place between the human capital of Alberti and Santi, in order to investigate those particular aspects of the special relationship that exists between a company and those working within it.

Unfortunately, the results were not the ones desired: only in 16 decided to respond to the survey, and the answers, as can be seen from the graph below, were not optimal: the satisfaction is generally average, with the medium-high and medium values - comparable low, overall, but the number of replies that showed a minimum rating is much higher than those

that, on the contrary, represent the maximum satisfaction: given the particular period, it is plausible to attribute the low level of satisfaction to the big changes that occurred in the company during the course of the year, which required a particular commitment to everyone to adapt to the evolution of the company, but a similar reason is not for us a justification, and the data collected will be analyzed to improve the policies of the company or create new ones, in order to make the workers of Alberti and Santi as satisfied as possible with their jobs.



The fourth and last survey carried out for the evaluation of materiality was carried out among the trainees who were in Alberti and Santi during 2017: a very short survey was sent to them via e-mail, with few essential questions on their experience in the company. The results are reported in full in the appendix, and analyzed on page 26, but it is interesting to note that as many as 14 boys decided to answer the questionnaire on the 20 contacted (a very high percentage, considering the type of survey).

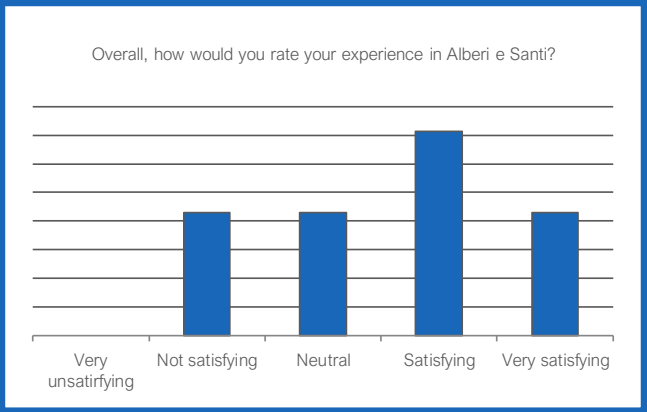
... and Trainee survey

Corporate Social Responsibility

People

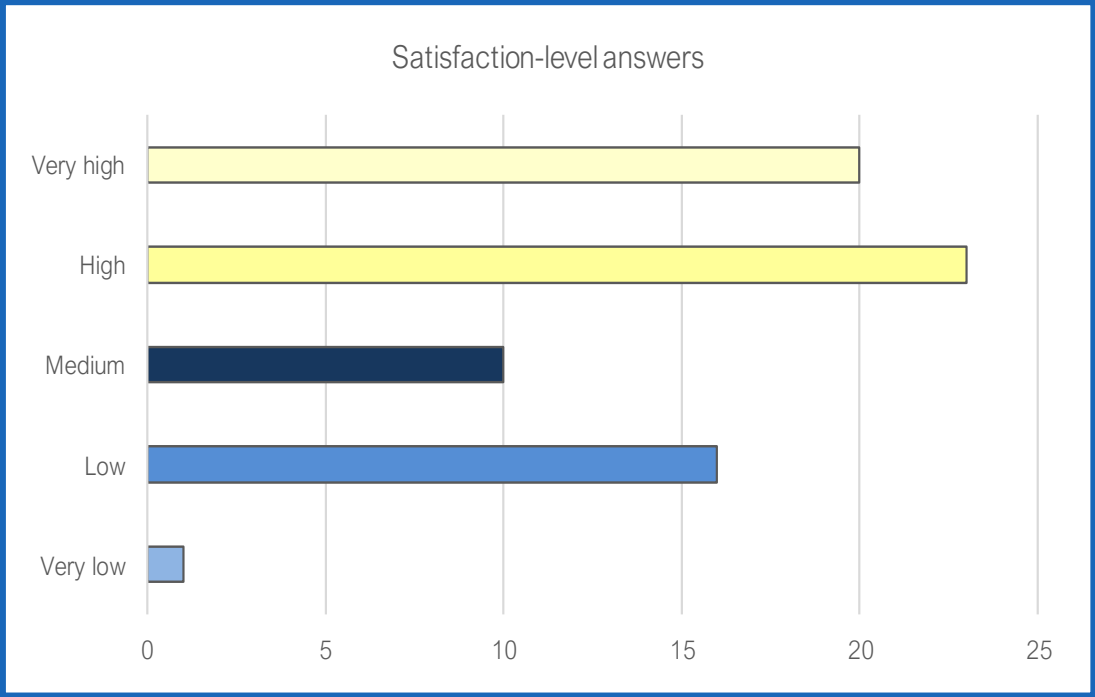
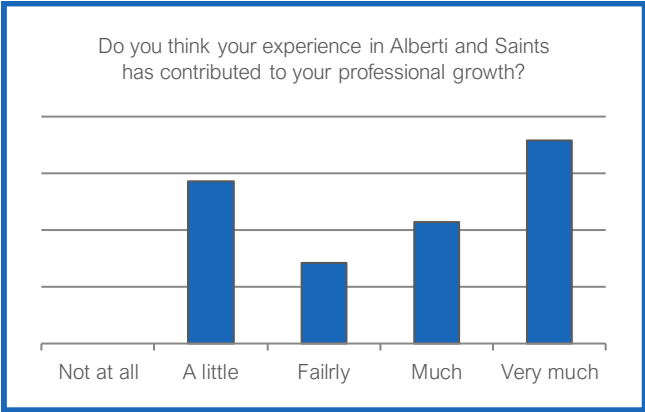
Investing in young people is investing in the future

Especially at a time of economic crisis like the one we are currently living, with a youth unemployment that stands at around 30%, facilitating young people in their entry into the work world (since the time of the choice of high school) is of utmost importance. Alberti and Santi entertains numerous collaborations with technical institutes, universities and training bodies with the aim of helping and following young people and it is in the front line, when it is possible to give them the chance to prove themselves in the society: only in the year 2017, [22 projects were launched](#), to allow as many young people to experience work in the company. Of the 22 trainees, 14 were offered to continue working in Alberti and Santi (certainly a significant figure, in a world of work where training is often considered a way that companies use to obtain cheap labor): two of them accepted, two others work only during the summer because they are finishing high school, 6 refused because they wanted to continue their university and the last 4



simply had other work projects. To further underline the importance that young people have in the eyes of the company there is the evaluation questionnaire of the internship sent to the twenty youngsters who decided not work here (presented on page x), whose results attest not only the efforts made in the growth of the boys, but also the good results obtained in the working activity. Overall, 8 out of 14 boys positively considered their whole experience in Alberti and Santi, while 3 reacted in a negative way, and in the same way they answered the specific questions about their satisfaction with their acquired skills and personal growth. On one questionnaire only the lowest level of satisfaction was seen in the adequacy of the means provided by the company to achieve the objectives set.

Trainees



Corporate Social Responsibility

Society



"Dal giocattolo alla Realtà" is perfectly representative of the social commitment of Alberti and Santi: constant, personal and instructive.

The event was born in 2014 from the collaboration of the company with F.lli Cattadori, a company of haulage based in Fiorenzuola d'Arda: the purpose of this collaboration, the mission of "From toy to reality", was to involve the most young people and introduce them to the world of transport and logistics, as well as entertain and informing them on the subject.

It is a notable aggregation event, which traditionally takes place during the Spring Festival in Fiorenzuola d'Arda (PC), and which not only allows anyone to explore this area, but also to appreciate the scenic, historical and culinary beauty of the territory in which the two sponsoring companies were born and grew up.

Culture, innovation and territory therefore become three engines of innovation on which the two companies have decided to invest to make a "step forward" towards what will be the future of logistics.



Dal Giocattolo alla Realtà

4th Edition
27/28 May, 2017

Come enjoy yourself...Have some fun
 Discover and enjoy one of the
 most exciting events in the
world of transport!!

ACADEMY

to motivate and excite the children

TOUR

with an ENDURANCE RACE around our beautiful territory

SHOW

to discover the history of our transport and its evolution

News
2017

Visit our website and find out how you can take part to it

www.dalgiocattoloallarealta.com

Follow us on

Academy is, we can say, the spirit of "Dal Giocattolo alla Realtà": the result of the collaboration of the organizing companies with schools of their own lands, and it has the specific purpose of bringing young people to get closer to the world of transport and logistics. At a time of severe economic crisis, Alberti and Santi and F.lli Cattadori decided to invest in the future: young people.

This year, Academy consisted in a competition between three different groups of students of the Istituto Tecnico Berenini, in Fidenza: after an in-depth study conducted by the teachers during the lessons, the students took part in the creation of three works in the form of the presentation (which can still be found on the event website www.dalgiocattoloallarealta.com) on the three following topics:

- The types and functionality of means of transport
- The evolution of transport over the history
- The sustainability of transports

The Jury

The works were evaluated by a jury composed of Alice Marcotti (deputy mayor and councilor "culture and education" of the municipality of Cortemaggiore), Maria Rosa Zilli (councilor "environment and transport" of the town of Cortemaggiore), Mario Fantini (councilor "youth policies " of the municipality of Cortemaggiore), Fabio Lunardini (journalist of the local newspaper "Libertà"), Luca dall'Olio (Finance and HR manager of Alberti & Santi), Ettore Maggi (air and sea freight manager of Alberti & Santi) and Carlo Cattadori (owner of Flli. Cattadori), second pre-established criteria that considered the content of the projects, the technique and creativity demonstrated by the students in their realization and teamwork.

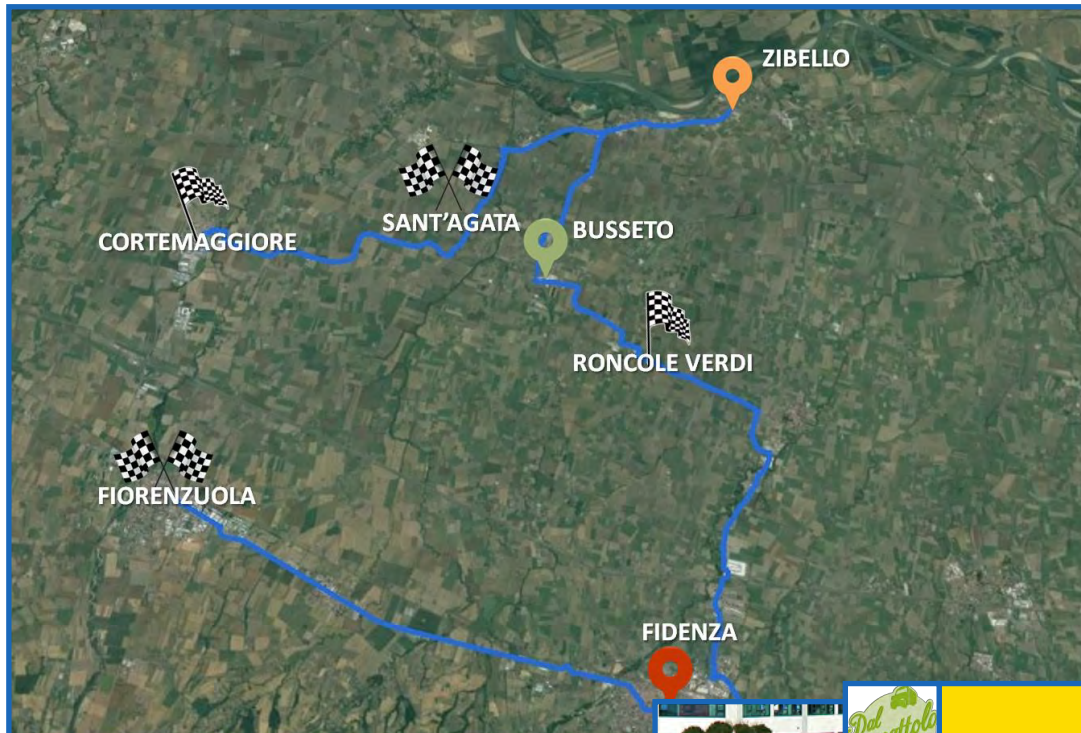


The Awards

The competition winners were given 6 action cams, while the school received an EPSON EB-S31 video



The [Terre Verdiane Tour](#) was the novelty of this year "Dal Giocattolo alla Realtà" : it was a trip through the areas in the provinces of Parma and Piacenza where was born and lived the famous composer Giuseppe Verdi, to be covered on board of vintage trucks. In addition to the pleasure of spending a day visiting the placentian and parmesans countryside, there was also a regularity race in the first and last parts of the route.



The tour schedule

- The Tour took off at Cortemaggiore (PC) to head towards Sant'Agata, where Villa Verdi is set. This first stage was a "competitive" one.
- From Sant'Agata we moved to Zibello, to visit the sausage factory that produces the famous "culatello" and to have lunch.
- After the lunch break Roncole Verdi (previously known as Roncole di Busseto) was reached for the external visit to Casa Verdi, where the composer was born on October the 10th, 1813.
- With the last stage, also competitive, we reached Fiorenzuola d'Arda, the final destination of the journey, where vintage trucks were parked in the spaces assigned in Piazza Caduti and Via Scapuzzi to be ready for the show of the following day.



The third and final part of "Dal Giocattolo alla Realtà", the show, was the exhibition of vintage vehicles within the [Spring Festival](#).

The exhibition took place from 08:00 to 18:00 on Sunday, May the 28th, in Fiorenzuola d'Arda downtown (more precisely in Piazza Caduti and Via Scapuzzi). On the same day the prize ceremony for the winners of the regularity competition took place.



Dal giocattolo alla realtà

Show



The Academy section of the "Dal Giocattolo alla Realtà" event is only a little part of the commitment of Alberti and Santi in supporting culture. The collaborations are numerous and varied, starting from technical institutes to universities and training institutions, and they range from territory to the provinces of Piacenza, Parma, Lodi and Milan.

Universities



High Schools



Training bodies

A&S - Academy

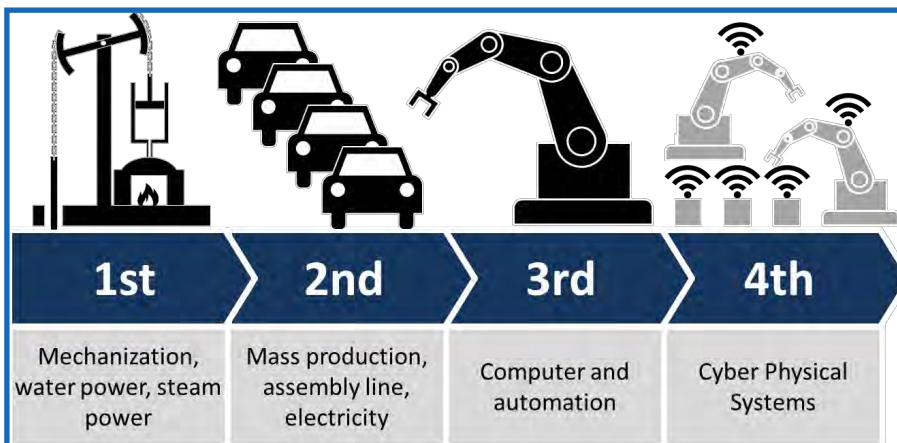


FONDAZIONE ITS
PIACENZA

IFTS (the Italian acronym for [Higher Technical Education and Training](#)) are born with the law 144/1999 and later reorganized with a D.M. in 2008) and consist in training courses lasting between 800 and 1200 hours divided into two semesters, 30% of which must be spent in a company as an internship; they are managed at regional level and are the results of the coordination between training institutions, higher education institutions, universities and companies. In [Industry 4.0](#) there will be the need for [highly specialized figures](#) who know every part of the production process so that they can be connected to each other in the most efficient way possible, and it is precisely in this context that, in the logistic field, the concept of

[smart logistic specialist](#)

who "... is characterized as an intermediate professional figure, which stands out for their [high technical skills in the field of logistics and transport](#). Points of connection between management and operational teams, this figure must have skills that allow them to manage change paths, from micro to macro, to understand and anticipate the consequences of the internationalization of markets and the technological revolution on the production system. The focus the project is therefore centered on planning, organizing and controlling the connections of all the elements involved in the transport chain [...] and in identifying the most automated and flexible logistics solutions". The course organized for the 2017/18 biennium, the third to which the company took part as a promoter member, is focused precisely on the figure of the smart logistic specialist and lasts 1000 hours.



Industria 4.0

is the Italian initiative (specular to the German one) which aims to modernize the Italian industrial system through targeted investments in infrastructure, schools, energy systems, research institutions and companies, to be ready for what is commonly called "[fourth industrial revolution](#)" (ie the transition to productive forms characterized by "[cyber-physics](#)" systems: physical systems integrated with information systems, able to interact and collaborate with each other)

In addition to the IFTS project concerning the figure of the Smart Logistic Specialist, Alberti and Santi also took part as a Participant Member in the ITS Foundation for the sustainable mobility of logistics and mobility of people and goods.

ITS Foundation Piacenza



The ITS represents in Italy the post-secondary training channel parallel to the university: they are "special schools of technology" in which "superior technicians are trained in technological areas deemed to be strategic at national level".

In October 2017, the two-year Advanced Technical Course of Supply Chain and Logistics Information Systems, now arrived at its seventh edition, was launched to train Higher Technicians for Infomobility and Logistic Infrastructures. Upon passing the course, a certificate valid throughout the whole European Union of EQF level V (European Qualification Framework) is released.

The Superior Technician of the supply chain and of the logistic information systems operates in the planning, management and control of the physical flows of vehicles/goods/people. It manages the information from the place of origin to the one of consumption, having an overview of the three dimensions of mobility: land, sea, sky. It has a systemic competence in the logistics cycle and is able to manage relationships with the other actors of the channel, both inside and outside the company. The macro skills that characterize it are:

- Knowledge of transport documents
- Knowing how to manage administrative and accounting procedures of the logistics cycle
- Managing relationships with customers and suppliers using technical english
- Knowing how to apply the safety and quality legislation in the logistics sector
- Knowing how to manage production planning, procurement, order management, inventory management, warehousing, handling, packaging, transportation
- Analyzing the costs and revenues of the integrated logistics cycle
- Preparing contracts with suppliers and customers
- Identifying the main modes of transport, land, sea and air, which can be used to provide customer service
- Identifying the planning and development processes of territorial systems
- Supporting public administrations regarding infrastructural strategies and policies
- Identifying the technological innovations applied to logistics and transport, their applicability, advantages and constraints
- Evaluating the potential of simulation tools, the organization of movements and traceability of goods

The contribution that Alberti and Santi wants to offer to the community goes beyond supporting education through collaborations with schools, training institutes and universities, although the importance of these efforts: the [sponsorships of local sports clubs](#) are an example of the company 360° commitment. Sport has been considered for millennia one of the most formative activities for the individual, shaping man both physically and in character, and the company considers its contribution to sports clubs as a way of [investing in young people](#).

The [A.S.D. Pallacanestro Fiorenzuola 1972](#) is the Fiorenzuola d'Arda basketball team and is a company that has had very close ties with the Alberti family for almost fifty years: Fabio Alberti, president of A & S, has been part of the management of the sports club since the 80s, while Stefano took his first steps on their parquet at the age of 6... now they are president and vice-president of the sport club, and Alberti and Santi is its main sponsor.

The passion of the Alberti family for basketball has led them to sponsor not only the A.S.D. Pallacanestro Fiorenzuola, but also the [Basket Club Valtarese](#) and [GSD Salsomaggiore City](#), two sports clubs in neighbouring areas (Salsomaggiore and Borgo Val di Taro are located in the province of Parma).

A contribution was also given to [Felix](#), the [artistic figure skating company](#) of Fiorenzuola d'Arda.



In addition to collaborations with schools and training institutions, universities, as well as support for local sports clubs, Alberti and Santi also helps humanitarian and research organizations, both national and local.

Telethon

Founded in 1990 by Susanna Agnelli and UILDM (Italian Union for the Fight against Mustard Dystrophy), it is a non-profit organization with the aim of managing and promoting fund-raising initiatives, managing the funds raised and allocating them to the activities research (internal and external) on rare genetic diseases. It founded and directly manages the San Raffaele Institute - Telethon for Gene Therapy (based in Milan and directed by Luigi Naldini), the Telethon Institute of Genetics and Medicine (based in Pozzuoli and directed by Andrea Ballabio) and the Telethon Dulbecco Institute (a virtual institute named after the Nobel Prize for Medicine Renato Dulbec-

co).

FOIC: Fiorenzuola oltre i confini

A non-profit organization founded in 1996 by the collaboration between Sandro Loschi (current honorary president) and the Provincial Administration of the Canton of Zenica-Doboj: its first operation consisted in the collection of educational material to be taken to the students of the Bosnian schools, which continued in its work despite the bombings. From that moment on the association has no longer stopped

bringing help and support to the troubled populations plagued by wars, famines and natural disasters.

Parrocchia di San Fiorenzo

Last but not least, the parish of San Fiorenzo, in Fiorenzuola d'Arda, has always been very active on a social and humanitarian level.



Charity



Corporate Social Responsibility

Environment





Conceived by “Ad” Lansink in 1979, it soon became a fundamental tool for the reduction of the environmental impact

The “waste hierarchy” is a ladder which defines the right priority order of the various undertakeable actions about the minimization of the environmental impact.

Since its first appearance (in a motion presented by its own creator at the Dutch Parliament) it has been taken as reference for the measurement of how beneficial a waste management action is: even the EU adopted, with some minor adjustment the “Lansink’s

B: Re-use means finding new uses for products and materials, as alternative to ‘A: Reduce’: the reuse is another way to minimize the wastes, just in an indirect fashion.

C: Recycling is the “simple” recycle of materials which cannot be used anymore, but can be regenerated with special treatments. The recycling of exhausted material is a boon for the environment, since it makes the extraction of new, virgin resources less necessary.

D: Energy covers every means of energy extraction from waste materials, electricity, heat... The things

Ladder”, and it’s been included in the EU directive 2008/98/CE.

A: Reduce represent the reduction of wastes, the substitution of polluting materials with biodegradable alternatives, and the utilization of new clean energies sources instead of the traditional ones.

you use for the energy production are destroyed in the process, and that explains why this is only the 4th step of the ladder.

E: Incineration is the last barrier before the landfill. The destruction of waste materials does not produce anything.

F: Landfill is the worst possible way to manage wastes. It is highly polluting.

To honour the importance of the “Lansink’s Ladder”, we decided to use it not only as a compass in our efforts to protect the environment, but as a way to shape our environment-themed chapter of our Sustainability report 2018.

Gerhardus Wilhelmus
Adrianus Josephus
 (“Ad”) Lansink



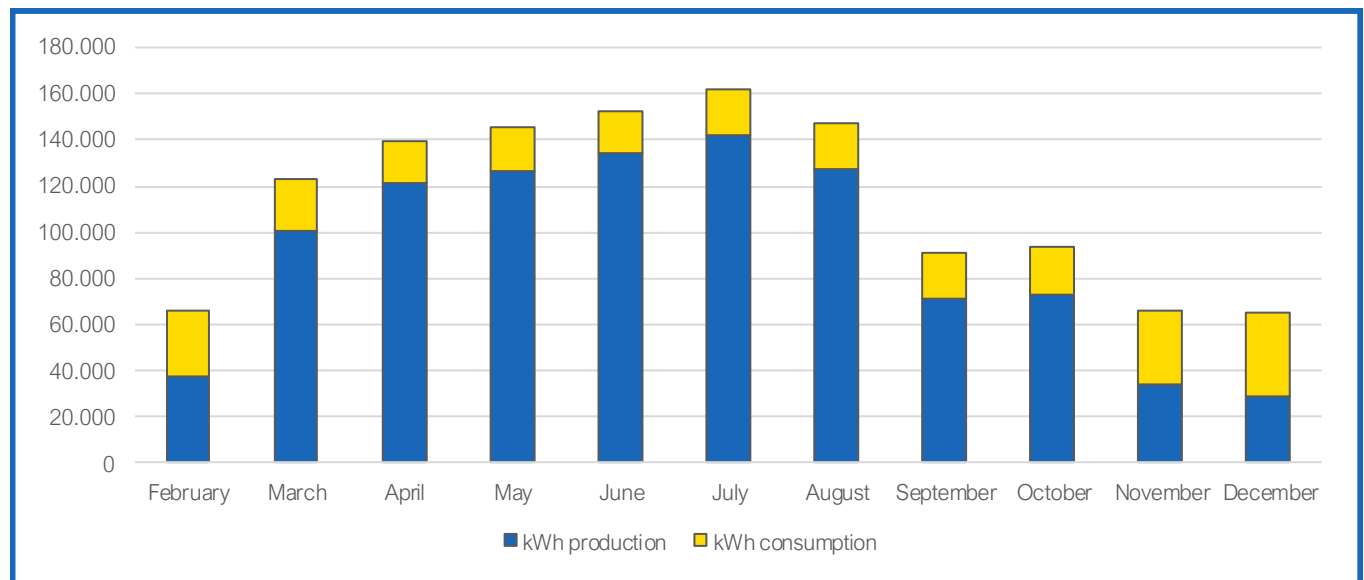


The new headquarters

Alberti e Santi's policies about recycling and waste reduction are well known, since they were implemented years ago, but with the new Cortemaggiore headquarters we really take them to a whole new level: each and every step, from planning to realization, was made with the best interest of our world in mind:

- the wise orientation of the main facade of the building, combined with its high-performance selective absorption glasses, allows us make the best use of the heat and illumination the sun provides, while the sunblinds prevent over-heating in the hottest hours of the day;
- The illumination is adjustable to the needs of the moment;
- High-efficiency heat pumps covers the heating needs;
- The whole roof of the logistic warehouse is covered

by photovoltaic panels, with an annual electricity production almost three times higher than energy consumption of the whole establishment (1.040.923 kWh produced against only 256.295 consumed, a little smaller delta if you consider we had no energy consumption in January since the building was not active yet).





Paperless Project

New technologies made an almost complete reduction of the paper usage in the archiving process possible... we don't think this reduction just as 'possible', but as 'dutiful'.

Another important project started in the last months of 2017 in the aim of waste reduction is the 'Paperless Project'. It is a double-track initiative: the first one is represented by the digitalization of the whole paper archive of the company and the recycling of all the paper material already existent, the second is the progressive transmission and reception of digital document only, for a complete reduction of the use of paper as a long-term goal.

For being able to begin the project, the company started to use new archiving softwares and scheduled training periods for every employee. The company also carried out a sensitization action with suppliers for the reduction of the paper documents usage and

the substitution of them with their digital version..

The benefits of this kind of operation are not limited to the streamlining of procedures: the environment has the lion's share of the advantages. The reduction of the use of paper and the recycle of all the paper already used are of the utmost importance.

The testing phase of these new protocols began in December 2017 (with a trial in Cortemaggiore), and the schedule includes a complete implementation of the procedures by the end of 2018.

In 2017 Alberti e Santi purchased over 800 reams of paper (500 sheets for every ream): over 400 kilograms. Recycling only was not enough, in our opinion.

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



Retreaded tires

Cheap, safe and eco-friendly, retreaded tires are one of the Alberti e Santi choices to minimize our environmental impact.

The main cost of a tire, both in terms of material used and manpower, is represented by the "carcass", that is the bearing structure of the tire: its creation takes about 70% of the raw materials necessary for the entire tire... and it is also the part that is less consumed by use. Coating the tire is a procedure that allows the recovery of that 70%, applying a new tread to the still "healthy" carcass of a tire with worn out tread, greatly reducing production costs. Not all carcasses can be subjected to this procedure, though: they must pass very strict technical controls to guarantee their suitability and safety. Each retreading must be carried out according to strict European regulations (ECE ONU 108 for car tires, ECE ONU 109 for commercial vehicle ones) which provide load and speed tests exactly as for new tires, in order to guarantee the same security, performance and durability. For the same reason, a limit has also been added to the number of claddings that a single carcass can undergo: one only for car tires, up to three for heavy transport tires, seven for airplanes.

The environment also benefits from the use of retreaded tires, for two different reasons: the reduction of the raw materials used and the reduction of the waste materials pro-

duced. The amount of crude oil necessary for the creation of the sole tread and the fixing of the latter to the reclaimed carcass is much lower than that the amount that should be used for the creation of a completely new tire (evidence of this can be seen in the table below), and the gap increases proportionally with the dimensions. Furthermore, every tire recovered is a tire that is not taken to landfill, further reducing pollution.

In Alberti and Santi every tire is frequently and carefully inspected, to allow as many carcasses as possible to be reused in total safety

Carcasses reused in 2017: 113

Liters of crude oil saved: around 6,200 liters

Reduction of CO2 emissions (according to estimates in the AIRC 2016 White Paper): 2994.5 Kg

Type of tire	Crude oil for a new tire	Crude oil for retreading
Car	About 28 liters	Just under 10 liters
Truck	Over 80 liters	About 25 liters

Alberti and Santi commitment in the recycling: plain and simple.

Year after year, the waste that our society produces keeps on growing: the demographic growth, the increase in average wealth, the new not biodegradable materials employed in new technologies and packaging are parts of a complete new lifestyle which is pushing us all to the point of no return. Today more than ever recycling waste materials is important for the well being both of the people and the planet, and everyone must do their own part.

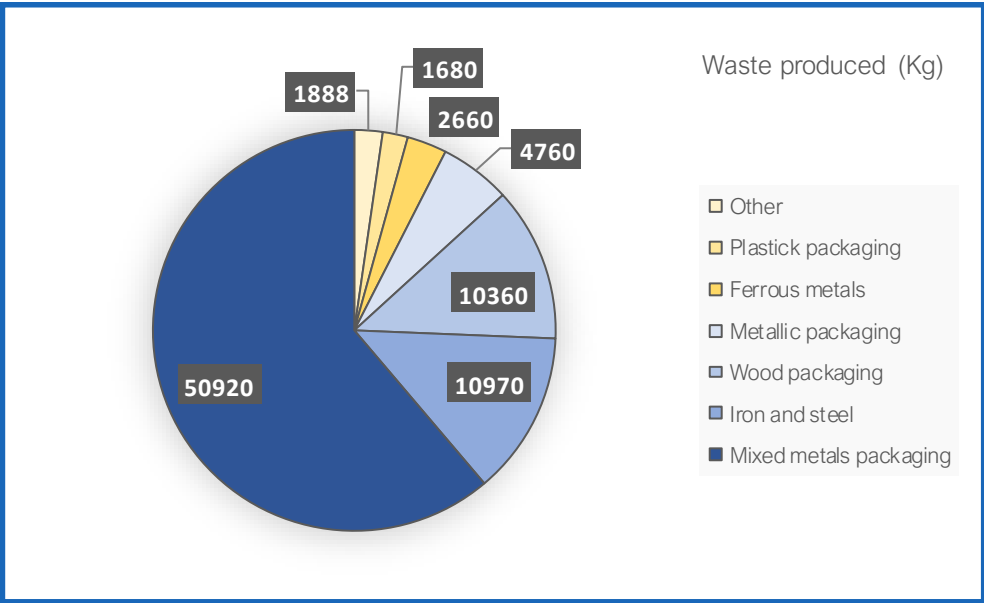
In 2017 Alberti e Santi produced 83 tons of waste material, and we are proud to say every ounce of them was sent to recycling factories: our recycling percentage is 100%

Material	Weight (Kg)	%
Other	129.959	7%
Zinc	189.202	10%
Non-ferrous metals	99.720	6%
Brass/bronze	128.969	7%
Aluminum	461.404	26%
Plastic and rubber	793.290	44%
Total	1.802.544	

Annex 7

Is the name of the annex pertaining to the recycle material transported by (but not produced by) Alberti e Santi.

In the list above are shown the different kind of materials transported in 2017.



Appendix

Materiality assessment survey results

N° of questions: 16 (+1)

N° of answers obtained: 142

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

- not important: 2 (1,41%)
- of little importance: 4 (2,82%)
- quite important: 34 (23,94%)
- very important: 70 (49,30%)
- of the utmost importance: 32 (22,54%)

2 - Would u pay a higher price for a service for it to have a lesser environmental impact?

- never: 21 (14,79%)
- rarely: 6 (4,23%)
- sometimes: 64 (45,07%)
- often: 34 (23,94%)
- always: 17 (11,97%)

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

- not important: 3 (2,11%)
- of little importance: 8 (5,63%)
- quite important: 34 (23,94%)
- very important: 62 (43,66%)
- of the utmost importance: 35 (24,65%)

4 - Would you pay a higher price for a service for it to use / be produced using renewable energies?

- never: 18 (12,68%)
- rarely: 13 (9,15%)
- sometimes: 56 (39,44%)
- often: 38 (26,76%)
- always: 17 (11,97%)

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

- not important: 2 (1,41%)
- of little importance: 9 (6,34%)
- quite important: 27 (19,01%)
- very important: 66 (46,48%)
- of the utmost importance: 38 (26,76%)

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

- never: 17 (11,97%)
- rarely: 10 (7,04%)
- sometimes: 49 (34,51%)
- often: 41 (28,87%)
- always: 25 (17,61%)

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

- not important: 4 (2,48%)
- of little importance: 17 (11,97%)

- quite important: 53 (37,32%)
- very important: 49 (34,51%)
- of the utmost importance: 19 (13,38%)

8 - Would you pay a higher price for a service if you know that the producer finances social initiatives?

- never: 24 (16,90%)
- rarely: 13 (9,15%)
- sometimes: 49 - 34,51%)
- often: 38 (26,76%)
- Always: 18 (12,68%)

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

- not important: 8 (5,71%)
- of little importance: 23 (16,43%)
- quite important: 57 (40,71%)
- very important: 34 - 24,29%
- of the utmost importance: 18 (12,86%)

10 - Would you pay a higher price for a service if you know the producer company devolves part of its income to beneficial institutions?

- never: 27 (19,29%)
- rarely: 18 - 12,86%
- sometimes: 51 (36,43%)
- often: 30 (21,43%)
- Always: 14 (10,00%)

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

- not important: 1 (0,72%)
- of little importance: 1 (0,72%)
- quite important: 12 (8,63%)
- very important: 50 (35,97%)
- of the utmost importance: 75 (53,96%)

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

- never: 21 (15,11%)
- rarely: 9 (6,47%)
- sometimes: 34 (24,46%)
- often: 50 (35,97%)
- always: 25 (17,99%)

13 - How important do you consider that companies implement effective internal policies to ensure no irrational discrimination can take place?

- not important: 3 (2,14%)
- of little importance: 7 (5,00%)
- quite important: 20 (14,29%)
- very important: 67 (47,86%)
- of the utmost importance: 43 (30,71%)

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

- never: 25 (17,99%)
- rarely: 13 - 9,35%
- sometimes: 33 (23,74%)
- often: 46 (33,09%)
- always: 22 (15,83%)

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

- not important: 3 (2,16%)
- of little importance: 3 (2,16%)
- quite important: 21 (15,11%)
- very important: 68 (48,92%)
- of the utmost importance: 44 (31,65%)

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

- never: 25 (17,86%)
- rarely: 9 (6,43%)
- Sometimes: 42 (30,00%)
- often: 39 (27,86%)
- always: 25 (17,86%)

Customer satisfaction survey results

N° of questions: 7

N° of answers obtained: 87

1 - Overall, how satisfied are you with Alberti and Santi services?

- very dissatisfied: 6 (6,90%)
- dissatisfied: 5 (5,75%)
- indifferent: 3 (3,45%)
- satisfied: 59 (67,82%)
- completely satisfied: 14 (16,09%)

2 - Evaluate the following aspects of Alberti and Santi services:

- cargo security:
 - very poor: 2 (2,35%)
 - poor: 0
 - fair: 15 (17,65%)
 - good: 53 (62,35%)
 - excellent: 15 (17,65%)
- Transit time reliability:
 - very poor: 1 (1,18%)
 - poor: 2 (2,35%)
 - fair: 16 (18,82%)
 - good: 45 (52,94%)
 - excellent: 21 (24,71%)
- Price performance
 - very poor: 0
 - poor: 3 (3,57%)

fair: 25 (29,76%)
good: 44 (52,38%)
excellent: 12 (14,29%)

- Dealing unexpected events
 - very poor: 3 (3,70%)
 - poor: 3 (3,70%)
 - fair: 20 (24,69%)
 - good: 38 (46,91%)
 - excellent: 17 (20,99%)

3 - Have you ever contacted our Customer Service?

- yes: 46 (54,12%)
- no: 39 (45,88%)

4 - If you ever contacted our Customer Service, please answer the following questions:

- was our representative courteous, on occasions when he was in contact with you?
 - nothing: 2 (4%)
 - not enough: 1 (2%)
 - i don't know: 5 (10%)
 - enough: 15 (30%)
 - a lot: 27 (54%)
- Did our representative manage your requests quickly and efficiently?
 - nothing: 3 (6%)
 - not enough: 5 (10%)
 - i don't know: 3 (6%)
 - enough: 15 (30%)
 - a lot: 24 (48%)
- Was our representative very knowledgeable?

nothing: 1 (2%)
not enough: 5 (10%)
i don't know: 5 (10%)
enough: 14 (28%)
a lot: 25 (50%)

- Did our representative identify the problem immediately?
 - nothing: 3 (6,12%)
 - not enough: 2 (4,08%)
 - i don't know: 3 (6,12%)
 - enough: 15 (30,61%)
 - a lot: 26 (53,06%)
- Did our representative solve the problem in a reasonable time?
 - nothing: 5 (10,20%)
 - not enough: 2 (4,08%)
 - i don't know: 5 (10,20%)
 - enough: 15 (30,61%)
 - a lot: 22 (44,90%)
- Did our representative regularly update you on the developments?
 - nothing: 5 (10,20%)
 - not enough: 2 (4,08%)
 - i don't know: 5 (10,20%)
 - enough: 17 (34,69%)
 - a lot: 20 (40,82%)

5- Which Alberti and Santi services do you know?

- land freight: 74 (87,06%)
- sea freight: 7 (8,24%)
- air freight: 0

- project cargo: 0
- logistics: 4 (4,71%)

6 - Which services could you need?

- land freight: 52 (65%)
- sea freight: 17 (21,25%)
- air freight: 1 (1,25%)
- project cargo: 4 (5%)
- logistics: 6 (7,5%)

7 - How satisfied are you with our services you used?

- very dissatisfied: 7 (8,24%)
- unsatisfied: 4 (4,71%)
- indifferent: 3 (3,53%)
- satisfied: 54 (63,53%)
- completely satisfied: 17 (20%)

Internal survey results

N° of questions: 36

N° of answers obtained: 16

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

- not at all: 4 (25%)
- a little: 3 (18,75%)
- fairly: 5 (31,25%)
- much: 4 (25%)
- very much: 0

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

- not at all: 3 (18,75%)
- a little: 2 (12,50%)
- fairly: 7 (43,75%)
- much: 4 (25%)
- very much: 0

3 - Can I easily find informations that I need to do my job well?

- not at all: 3 (20%)
- a little: 3 (20%)
- fairly: 6 (40%)
- much: 3 (20%)
- very much: 0

4 - Do I feel encouraged and motivated to propose

new ideas and improvements?

- not at all: 5 (31,25%)
- a little: 5 (31,25%)
- fairly: 2 (12,50%)
- much: 3 (18,75%)
- very much: 1 (6,25%)

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

- not at all: 1 (6,25%)
- a little: 5 (31,25%)
- fairly: 5 (31,25%)
- much: 4 (25%)
- very much: 1 (6,25%)

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

- not at all: 3 (20%)
- a little: 2 (13,33%)
- fairly: 7 (46,67%)
- much: 3 (20%)
- very much: 0

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

- not at all: 3 (20%)
- a little: 2 (13,33%)
- fairly: 5 (33,33%)
- much: 4 (26,67%)

- very much: 1 (6,67%)

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

- not at all: 1 (7,14%)
- a little: 4 (28,57%)
- fairly: 8 (57,14%)
- much: 1 (7,14%)
- very much: 0

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

- not at all: 4 (26,67%)
- a little: 2 (13,33%)
- fairly: 7 (46,67%)
- much: 2 (13,33%)
- very much: 0

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

- not at all: 1 (6,67%)
- a little: 5 (33,33%)
- fairly: 5 (33,33%)
- much: 4 (26,67%)
- very much: 0

11 - Does my supervisor provide me with a useful feedback (timely, practical, understandable, motiva-

ting) regarding my performance?

- not at all: 3 (18,75%)
- a little: 3 (18,75%)
- fairly: 6 (37,50%)
- much: 4 (25%)
- very much: 0

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

- not at all: 3 (20%)
- a little: 4 (26,67%)
- fairly: 4 (26,67%)
- much: 4 (26,67%)
- very much: 0

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

- not at all: 3 (18,75%)
- a little: 6 (37,50%)
- fairly: 5 (31,25%)
- much: 2 (12,50%)
- very much: 0

14 - Do I feel motivated by my pre-set duties and goals?

- not at all: 2 (12,50%)
- a little: 7 (43,75%)
- fairly: 2 (12,50%)
- much: 5 (31,25%)

- very much: 0

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

- not at all: 3 (18,75%)
- a little: 6 (37,50%)
- fairly: 3 (18,75%)
- much: 4 (25%)
- very much: 0

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

- not at all: 2 (12,50%)
- a little: 3 (18,75%)
- fairly: 6 (37,50%)
- much: 3 (18,75%)
- very much: 2 (12,50%)

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

- not at all: 1 (6,25%)
- a little: 4 (25%)
- fairly: 7 (43,75%)
- much: 3 (18,75%)
- very much: 1 (6,25%)

18 - In my work environment, are the work functions between various departments clear and well structu-

red?

- not at all: 5 (31,25%)
- a little: 5 (31,25%)
- fairly: 4 (25%)
- much: 2 (21,50%)
- very much: 0

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

- not at all: 3 (18,75%)
- a little: 6 (37,50%)
- fairly: 6 (37,50%)
- much: 1 (6,25%)
- very much: 0

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

- not at all: 3 (18,75%)
- a little: 7 (43,75%)
- fairly: 5 (31,25%)
- much: 1 (6,25%)
- very much: 0

21 - Am I regularly informed about the degree of satisfaction pertaining out customers?

- not at all: 4 (25%)
- a little: 6 (37,50%)
- fairly: 5 (31,25%)
- much: 1 (6,25%)

- very much: 0

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

- not at all: 2 (12,50%)
- a little: 7 (43,75%)
- fairly: 5 (31,25%)
- much: 2 (12,50%)
- very much: 0

23 - Would I suggest to my friends and acquaintances that Alberti e Santi is a good employer?

- not at all: 2 (12,50%)
- a little: 5 (31,25%)
- fairly: 6 (37,50%)
- much: 1 (6,25%)
- very much: 2 (12,50%)

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

- not at all: 1 (6,25%)
- a little: 4 (25%)
- fairly: 4 (25%)
- much: 6 (37,50%)
- very much: 1 (6,25%)

25 - Does the company Alberti e Santi enjoy a positive image amongst my acquaintances?

- not at all: 2 (12,50%)
- a little: 3 (18,75%)
- fairly: 8 (50%)
- much: 1 (6,25%)
- very much: 2 (12,50%)

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

- not at all: 4 (25%)
- a little: 3 (18,75%)
- fairly: 7 (43,75%)
- much: 2 (12,50%)
- very much: 0

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

- not at all: 1 (6,25%)
- a little: 8 (50%)
- fairly: 3 (18,75%)
- much: 4 (25%)
- very much: 0

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

- not at all: 1 (6,25%)
- a little: 1 (6,25%)
- fairly: 6 (37,50%)
- much: 7 (43,75%)
- very much: 1 (6,25%)

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

- not at all: 2 (12,50%)
- a little: 1 (6,25%)
- fairly: 6 (37,50%)
- much: 7 (43,75%)
- very much: 0

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

- not at all: 3 (18,75%)
- a little: 0
- fairly: 4 (25%)
- much: 6 (37,50%)
- very much: 3 (18,75%)

31 - Do I recognise the importance for Alberti e Santi to be committed in social initiatives?

- not at all: 1 (6,25%)
- a little: 1 (6,25%)
- fairly: 8 (50%)
- much: 5 (31,25%)
- very much: 1 (6,25%)

32 - Do I recognise the importance for the company to be committed in sustainable initiatives?

- not at all: 1 (6,25%)

- a little: 1 (6,25%)
- fairly: 9 (56,25%)
- much: 2 (12,50%)
- very much: 3 (18,75%)

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

- not at all: 3 (20%)
- a little: 2 (13,33%)
- fairly: 7 (46,67%)
- much: 3 (20%)
- very much: 0

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

- not at all: 4 (25%)
- a little: 5 (31,25%)
- fairly: 7 (43,75%)
- much: 0
- very much: 0

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

- not at all: 1 (6,25%)
- Aalittle: 3 (18,75%)
- fairly: 6 (37,50%)
- much: 3 (18,75%)
- very much: 3 (18,75%)

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

- not at all: 1 (6,25%)
- a little: 2 (12,50%)
- fairly: 6 (37,50%)
- much: 4 (25%)
- very much: 3 (18,75%)

Trainee survey results

N° of questions: 5

N° of answers obtained: 14

1 - How would you rate your overall experience in Alberti e Santi?

- Completely unsatisfying: 0
- Unsatisfying: 3 (21,43%)
- Neutral: 3 (21,43%)
- Satisfying: 5 (35,71%)
- Completely satisfying: 3 (21,43%)

2 - Do you think you were adequately followed during the time spent in Alberti e Santi?

- Completely unsatisfying: 0
- Unsatisfying: 5 (35,71%)
- Neutral: 1 (7,14%)
- Satisfying: 5 (35,71%)
- Completely satisfying: 3 (21,43%)

3 - Did the tools put at your disposal fit the tasks assigned to you?

- Completely unsatisfying: 1 (7,14%)
- Unsatisfying: 0
- Neutral: 2 (14,29%)
- Satisfying: 8 (57,14%)
- Completely satisfying: 3 (21,43%)

4 - Are you satisfied with the knowledge and skills ac-

quired during the experience in Alberti e Santi?

- Completely unsatisfying: 0
- Unsatisfying: 4 (28,57%)
- Neutral: 2 (14,29%)
- Satisfying: 2 (14,29%)
- Completely satisfying: 6 (42,86%)

5 - Do you think your experience in Alberti e Santi has contributed to your professional growth?

- Completely unsatisfying: 0
- Unsatisfying: 4 (28,57%)
- Neutral: 2 (14,29%)
- Satisfying: 3 (21,43%)
- Completely satisfying: 5 (35,71%)



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

The Global Reporting Initiative is an independent international organization that promotes the use of sustainability reports since the last century, with the aim of promoting a type of decision that brings economic, environmental and social benefits to everyone.

One of the strategies that it has been using to reach its goal has been to provide updated guidelines to all those who intend to publish a sustainability report, so as to help them, on the one hand, and standardize the reporting methods, on the other.

The most recent GRI guidelines were published in 2016 under the name "GRI Standards", and will officially replace the older GRI - G4 on 30 June 2018.

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