



LA GIOVANE

***CORPORATE SOCIAL
RESPONSIBILITY REPORT***

2023 *2024* *issue*

CONTENTS

03

LETTER FROM THE CHAIRMAN

12

SOCIAL REPORTING

- 13 The Income Statement
- 13 Value Added
- 14 Value Added Distribution

04

INTRODUCTION

16

SOCIAL RELATIONSHIPS

- 16 Internal Stakeholders
- 24 The social base's voice
- 26 Focus Group reporting
- 28 External stakeholders
- 28 Customers
- 30 Suppliers/providers
- 30 Quality review
- 31 Relations with the local community

06

COMPANY PROFILE

- 06 Corporate Identity
- 07 Corporate Mission
- 07 The Enterprise's original values in its new development
- 07 The Organizational Model
- 08 The Governance System
- 09 The policies implemented
- 11 Environmental impact

32

SOCIAL OBJECTIVES

- 32 Conclusion

LETTER FROM THE *CHAIRMAN*



The year 2023 was and will always be the most important year for our Cooperative as we reached our 50-year milestone.

This is an achievement that, for our sector, few cooperative companies manage to reach, which therefore represents a unique event.

The credit for this goal goes to all the people who have worked in the Cooperative since the early days: from the 23 founding members, to the last member we hired.

A goal that was also achieved thanks to the commitment and decisions taken by the board members who have succeeded one another over the past 50 years, who had to deliberate on sometimes difficult choices but always focused on consolidating our Cooperative, safeguarding the members' incomes and offering a quality service to our customers.

Over these years we have always tried to understand and face the market to be able to offer our customers more competitive and cutting-edge services, investing in technology but also in professional training, always sharing the intrinsic values of the Cooperative and our way of being.

Today, after 50 years, we are still determined and strong, knowing that other challenges have to be faced: the world is evolving much faster than it did a few years ago.

That is why we are preparing to invest again in the construction of additional warehouses of 15,000 square metres and the automation of some activities.

These decisions will improve some operational processes and allow us to have more expert resources available, that could be redeployed in other processes to make our service even more efficient.

Thanks to these dynamics, and with the spirit of always wanting to be prepared and standing at our customers' side, we are about to face the next 50 years, confident that our values will continue to be transmitted with the same passion, dedication and professionalism with which the founding members projected La Giovane into the future.



INTRODUCTION





With this edition of our Social Report we have reached the 17th year of reporting, besides the 50th anniversary of the Cooperative. Five decades that allow us to look to the future with an awareness grounded on past experience.

The purpose of this document is to summarise and disclose figures, objectives, and reports with our stakeholders, including our social base. Summarising so much data and information on **La Giovane**'s identity in these pages is also a moment to reflect on the results of an entire year as well as to share them with the context that is interested in our activities.

We have enriched this edition with some environmental data to state our commitment towards a sustainable organisation.

As always, we hope that in these pages you will find a faithful representation of the identity of **La Giovane**.

The Editor



COMPANY PROFILE

CORPORATE IDENTITY

La Giovane, a Work Cooperative Company, was founded in Parma in 1973 by the union of 23 members. From its origins to the present day, **La Giovane** has grown in personnel and professionalism. 50 years of history and customer loyalty have enabled us to specialise in third-party logistics management at *in-house* and *outsourced warehouses*.

As a strategic choice, the Cooperative has opted for a diversification of its customers, in terms of both numbers and product types, by operating in different business segments:

- Textile & Leather
- Glass
- Manufacturing
- Pharmaceutical
- E-commerce

LA GIOVANE

GENERAL MEETING
OF SHAREHOLDERS

BOARD OF
DIRECTORS

VICE PRESIDENT
HR MANAGER

PRESIDENT
SALES MANAGER
Ginetto Donati

HUMAN RESOURCES
EXECUTIVE
Stefano Setti

STAFF ALLOCATION
DEPARTMENT
Valeria Fischetti
Fabio Franzoni
Daniela Tedesco

ADMINISTRATION MANAGER
Daniela Sacchi

SAFETY SYSTEM | ENVIRONMENT
GEN. SERVICES | RSPP MANAGER
SUPERVISORY (ODV)
Marco Formaggini

QUALITY SYSTEM - PRIVACY - ENVIRONMENT MANAGER
SUPERVISORY (ODV) | INTERNAL SUPERVISORY BOARD
Maria Pellinghelli

QUALITY | PRIVACY | ENVIRONMENT AGENT
Monica Pasquali

SITE COORDINATOR
Gianfranco Gobbi

The main areas of specialization are:

- Clothing and accessories logistics
- E-commerce logistics
- Packaging & labelling of glass products

La Giovane has always worked for its customers by integrating their business, with the objective of being seen as a structured partner, able to bring innovation through its services. This policy has contributed its features as an up-to-date player in the logistic sector while maintaining its identity of first-degree work Cooperative Company

CORPORATE MISSION

Our **Mission** has set the path ahead, starting from the present and planning the future. The identity of **La Giovane** can be summarized as follows:

- Offering integrated logistics management activities aimed at creating operational synergy with customers, through high quality customised and innovative services;
- Adopting work procedures to protect the environment and the workers' health;
- Valuing the human capital and fostering an inclusive workplace;
- Operating to ensure the strengthening of capital soundness and to translate cooperation mutualistic spirit into its practices.

THE ENTERPRISE'S ORIGINAL VALUES IN ITS NEW DEVELOPMENT

La Giovane, while still following its business development, has always remained true to the founding shareholders' inspiration and its original nature of Cooperative Company has its guiding principles, seeing in the work of its Mutual Shareholders the founding pillar of its operations.

The social base is given space in the final part of this document, in a series of testimonials.

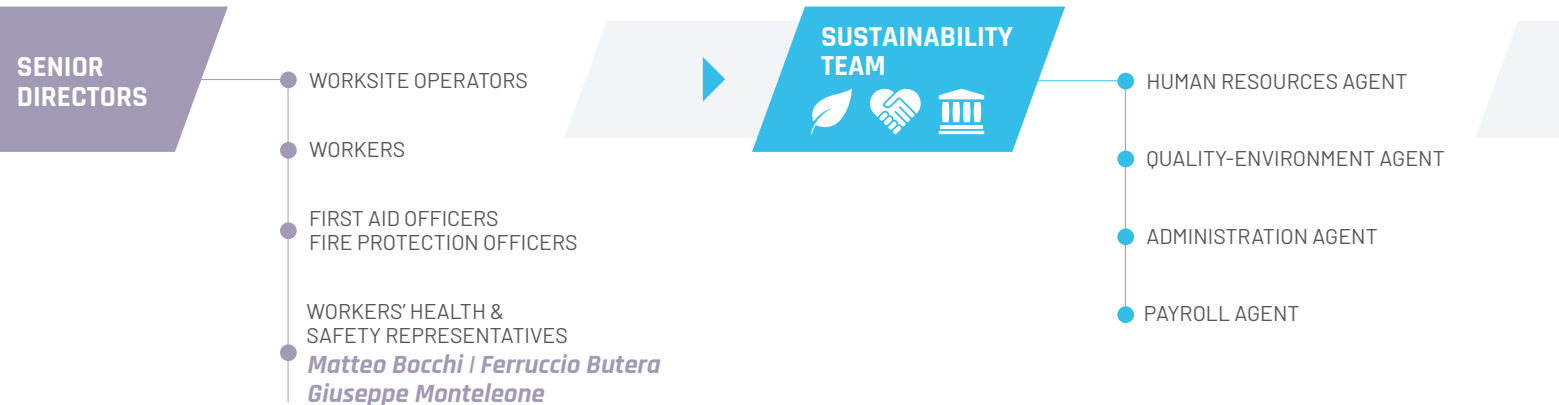
THE ORGANIZATIONAL MODEL

The Organizational Model and the structure of the **La Giovane** Cooperative are the result of its evolution in over fifty years since its establishment. The Organizational Chart below highlights the features of a highly structured organization where all different specializations can develop.



PAYROLL MANAGER
Aliona Condurachi

SECRETARIAT / RECEPTION
Cinzia Rossolini



THE GOVERNANCE SYSTEM

The *Governance system* is made by:

- **Board of Directors:** responsible for all planning and steering activities of the Cooperative. It consists of eleven members, elected every three years during a General Meeting of Shareholders. The Board appoints its Chairman and Deputy Chairman from among its members.
- **Board of Statutory Auditors:** supervising the compliance with all legal requirements and the articles of association, the adequacy of the organisational, administrative and accounting structure adopted by the company and its operation
- **The Management** supervises all management and operational coordination

Over the years, the Cooperative has also grown through its internal organisation. Administrative and financial management and the management of personnel matters are entrusted to the Administration and Payroll departments.

The increase in safety policies, quality and competitiveness standards and the focus on safeguarding the human factor have led to the conviction that the relationship between *Safety at Work* and *Quality at Work* cannot be ignored. That is why **La Giovane** makes sure that the resources responsible for these areas work in close coordination with each other:

La Giovane also adopted an **Organisational, Management and Control Model** in accordance with the provisions of Legislative Decree 231/01 and appointed a Supervisory Body having independent acting and control powers to ensure supervision on the Model's proper functioning and compliance. This set of procedures and organisational structures - aimed at preventing offences and protecting the entity and all stakeholders - ensures an 'environment' of legality, transparency, ethics and fairness.

THE BOARD OF DIRECTORS

- ▶ Chairman
Ginetto Donati
- ▶ Deputy Chairman
Danilo Adorni
- ▶ Directors
Ferruccio Butera
Massimiliano Carboni
Fabio Franzoni
Marco Fornari
Gianfranco Gobbi
Alessandra Malpeli
Angelo Rancati
Gianluca Senati
Mauro Zannoni

THE MANGEMENT

- ▶ Chairman | Sales Manager
Ginetto Donati
- ▶ Deputy Chairman | Operating Management Manager
Danilo Adorni
- ▶ Human Resources Executive
Stefano Setti
- ▶ Administration Manager
Danila Sacchi
- ▶ Payroll Manager
Aliona Condurachi

THE BOARD OF STATUTORY AUDITORS

- ▶ Chairman
David John Ferrari
- ▶ Standing Auditors
Elisa Venturini
Alessandro Fadda
- ▶ Prevention and Protection Service Manager (Italian acronym: RSP) - General Services
Marco Formaggini
- ▶ Quality Management System, Privacy, Environment Manager
Maria Pellinghelli

THE POLICIES IMPLEMENTED

The paragraphs below will detail four sectors in which **La Giovane** implemented innovative Policies over the years: Equity Investments, Technological Innovation, Quality Certification, Corporate Social Responsibility (CSR), Commitment towards Environmental Sustainability.

A) EQUITY INVESTMENTS

The acquisition of equity investments in special-purpose companies is one of the choices made for business growth.

The following tables show the equity investments acquired by **La Giovane**. They can be classified based on two main objectives:

- a) Equity investments intended for cooperation and support of the cooperative movement
- b) Equity investments in enterprises operating in the same sectors as the **La Giovane**

For the latter objective, the two controlling equity investments are held, namely Piazza S.r.l., which operates in the sale-hire and maintenance of fork lifts and L.G. Logistics S.r.l.* (of whose share capital **La Giovane** holds 100%). (*Merger through incorporation into **La Giovane** in 2023.

SUBSIDIARIES	Euro
PIAZZA S.R.L.	26.000,00
L.G. S.R.L.	10.000,00

SISTER COMPANIES	Euro
LA C.A. SERVIZI	17.690,00
PVS	90.000,00

OTHER ENTERPRISES	Euro
COOP. DI GARANZIA	103,29
BOREA EMILIA OVEST	58.517,53
C.C.F.S.	91.357,69
CE.P.I.M.	11.698,11
FINANZA COOPERATIVA	100.000,00
BANCA REGGIANA	14.407,56
CONAI	76,16

B) TECHNOLOGICAL INNOVATION

One of the Cooperative's strengths is technological innovation.

The organisation of warehouse space together with efficient operating methods have led to an evolution in the work towards integrated logistics. The transformations of handling methods have also led to the need for an adaptation of the tools used in **La Giovane**, with the aim of increasing service quality and improving the everyday work of its shareholders, without neglecting the safety. The use of technologies for internal storing and handling have changed the workers' job, by qualifying and enhancing the planning and control role rather than a purely manual role.

The transformation of computerised goods management systems, which have streamlined activities and optimised the performance, accuracy and speed of our operational flows, has contributed to this development.

In 2017, in addition to the Cooperative head office, which uses radio-frequency, a wire-guide system for forklift trucks, shelving for the clothing sector, a new operation facility was unveiled in Gainago-Torrile. The new facility is fitted with fixed shelves with 40,000 pallet spaces, a compactable warehouse with 12,000 pallet spaces, a 30m long automated order preparation line, packaging tables and a multi-storey warehouse for e-commerce, for a total of 10.500sqm, as well as a warehouse dedicated to the management of returns and preparation of orders for e-commerce for 5,200sqm.

These new, fully equipped facilities over around 35,000sqm and are dedicated to storing glass products and to e-commerce logistic management; they have allowed the development both of the new *core business* segment of the Cooperative and its traditional activities.

Also to support the development of customer activities, an additional warehouse of about 15,000sqm is being planned at the Gainago site which will be dedicated to customer logistics management and will be built in 2024.

C) QUALITY CERTIFICATION POLICY

The primary objective of the Cooperative's growth, supported by the Quality Management System according to UNI EN ISO 9001, has been customer satisfaction. The planning, execution, monitoring and improvement of processes (Italian acronym P.D.C.A.) represent the key steps for the execution of our activities.

The **Processes** taken into account concern:

- The identification of the Customers' expectations, their translation into requirements;
- The execution of the service itself;
- Control and monitoring of activities.

The **Objectives** that the Cooperative has set regarding the adoption of its Quality Assurance System are:

- Improving the services offered, generating positive results for customers and business partners;
- Valuing our staff through their involvement, participation and growth;
- Improving the Cooperative reputation as an efficient and reliable company;
- Ensuring full implementation of the Code of Ethics;
- Maintaining our focus on environmental sustainability, social and economic objectives.

In 2023, the Cooperative received a certification for its environmental management system according to the 14001:2015 standard, as an incentive to limit the impact of its activities on the ecosystem and to continuously improve its environmental performance.

La Giovane constantly strives to involve Worksite Managers in the peripheral management of the Quality-Environment System, both in terms of paperwork and operations.

D) OUR CORPORATE SOCIAL RESPONSIBILITY COMMITMENT

La Giovane's history and its cooperative nature show a particular focus on Corporate Social Responsibility (CSR).

Among the various activities put in place, the following can be reminded:

- Collaboration with the *Italian College of Osteopathy, Parma- "Osteopathy at Work" Project* - for free treatments for workers, during working hours, for improving their physical well-being and the prevention of osteoarticular diseases;
- The company's Injuries and Illness Policy, which provides for compensation in the event of occupational accidents and serious illnesses;

- Salary support for longer than the statutory period in case of serious illness;
- the choice of company clothing with a Oeko-Tex Standard 100 label, a textile certification and control standard, which allows the identification of products that do not present any health risks;
- The audits carried out, during regular inspections, both on quality and safety, with the aim of assessing **La Giovane's** compliance with all requirements in terms of workers' health and safety, as well as their integrity and equal opportunities.

E) COMMITMENT TO ENVIRONMENTAL SUSTAINABILITY

Over the years, **La Giovane** has implemented a number of measures in order not to cause negative impacts on the ecosystem. In handling activities electrical forklifts are used, which combine low consumption to low emissions. The lithium batteries found in many trucks used in operations provide increased productivity and efficiency as well as energy savings and reduced emissions.

La Giovane implemented a number of additional actions for promoting sustainability, among which:

- waste reduction and recycling;
- partnership for recovering and reconditioning wooden pallets;
- repair of damaged shelving with Dekra certified method, with a 70% reduction in CO2 emissions;
- reduction of paper usage in the organisation;
- implementation of the usage of renewable energy at the premises;
- car sharing with company cars available for members to drive to the workplace;
- construction of low maintenance impact structures.

The Cooperative also launched a bio-diversity project in cooperation with Oasi dei Ghirardi and WWF Parma. In the roundabout near our site, under maintenance management for years, a garden with aromatic plants has been created and a bee-hotel positioned that was made from wooden pallets discarded by the company. This project aims to promote supply and nesting areas for pollinating insects, which have been under considerable danger in recent times. It is intended to be the first step in the path of **La Giovane** to the benefit of other green areas of its own.

ENVIRONMENTAL IMPACT

The impact of the Cooperative's activities in terms of environment mainly concerns three areas: production of waste generated by logistics activities; energy consumption, mainly electricity and gas; fuel consumption for company vehicles.

Below is a summary of the main indicators, some of which show a decrease when comparing to the baseline years. The increased values are due to an increase of the assets during the year.

All of the above will be better accounted for and deepened with the ESG Report that **La Giovane** will publish based on the indicators for the year 2025.

DESCRIPTION	2022	2023
CER CODES - waste sent to recycling - tons		
PAPER AND CARTBOARD 200101	904	780
PLASTIC PACKAGING 150102	109	79
WOOD 150103	79	54
FUELS - litres		
PETROL	5.180	3.980
DIESEL	50.389	54.861
LPG	5.105	3.614
NATURAL GAS	2.509	3.946
ELECTRICITY - kwh		
	1.338.588	1.454.231
NATURAL GAS - smc		
	23.008	28.019



SOCIAL REPORTING

The core of the Corporate Social Responsibility Report is reporting the annual performances (with the relevant time series) in accordance with the guidelines and standards set forth in CSR models. **La Giovane** has adopted the standards recommended by the Gruppo di Studio per il Bilancio Sociale

(an Italian Study Group for establishing the Social Reporting Standards). Accounting statements are given below: the Income Statement, the Statement of calculation of Value Added and the Statement of Value Added distribution.

DESCRIPTION	2022	2023
Value of production in the textile segment	19.819	22.296
Value of production in the agri-food segment	16	
Value of production in the manufacturing segment	13.426	12.140
Value of production in the glass segment	8.980	8.842
Value of production in the logistics-transportation segment	205	150
Value of production in the e-commerce segment	2.696	1.788
Value of production in the pharmaceutical segment		503
Value of production in other segments	1.368	1.357
Other income	791	12.829
Value of total production	47.301	58.549
Costs of Production	- 45.955	- 54.452
Financial Income and Expenses	- 842	- 1.453
Taxes	- 336	- 2.939
PROFIT (LOSS) FOR THE YEAR	84	689

THE INCOME STATEMENT

The performance in 2022 featured: a) production increasing by 24%; b) costs increasing by approximately 18%; c) a profit for the period.

VALUE ADDED

The calculation and distribution of value added are based on the “Principles and Standards for So-

cial Reporting”, issued by the Gruppo di Studio per il Bilancio Sociale (GBS). Therefore, value added is reported in two separate statements:

1. The Statement of calculation of Value-added reports the enterprise’s ability to generate new net wealth;
2. The Statement of Value-Added distribution reports how the generated wealth is distributed to the Stakeholders.

FORMATION AND COMPOSITION

DESCRIPTION	2022	2023
A - VALUE OF PRODUCTION/OUTPUT		
1. Revenues from sales and services - adjustments to revenues	46.401	45.720
2. Changes in production inventories Products in the course of manufacture, semi-finished and finished products	109	120
3. Change in construction contracts		
4. Other revenues and income	791	1.880
REVENUES FROM OPERATIONS	47.301	47.720
5. Revenues from non-recurring operations		10.949
B - INTERMEDIATE COSTS OF PRODUCTION		
6. Costs for and consumption of raw, ancillary, consumable materials and goods	-1.497	-1.119
7. Costs for services	-12.720	-13.636
8. Costs for leases and rentals	-4.426	-5.352
9. Provision for risks		-2.014
10. Other provisions		-4.724
11. Other operating expenses	-863	-1.594
GROSS VALUE ADDED FROM OPERATIONS	27.795	30.230
C - INCIDENTAL AND EXTRAORDINARY COMPONENTS		
12. +/- Balance of incidental components		
13. +/- Balance of extraordinary components		10.949
GROSS GLOBAL VALUE ADDED	27.795	30.230
- Depreciation/amortization for the year by homogeneous groups of assets		
- Intangible Fixed Assets	-1.150	-804
- Tangible Fixed Assets	-15.116	-15.509
NET GLOBAL VALUE ADDED	11.529*	13.917

*Value adjusted for transcription error in previous edition

VALUE ADDED DISTRIBUTION

The table below reports the distribution of value added (calculated as a decrease in net Value Added):

DESCRIPTION	2022	2023
A) REMUNERATION OF STAFF		
Employees		
a) Direct pays	17.585	18.958
b) Indirect pays	7.107	7.868
B) REMUNERATION OF THE PUBLIC ADMINISTRATION		
Direct taxes		
Indirect taxes	336	2.939
Grants for operating expenses		
C) REMUNERATION OF BORROWED CAPITAL		
Interest expenses on short- and long-term loans	842	1.453
Remuneration of shareholders' loan		
Write-downs of equity investments		
D) REMUNERATION OF RISK CAPITAL		
Dividends (distributed profits)		
- Increase in shares free of charge		
- Dividends		
- Issue of shares free of charge		
E) REMUNERATION OF THE ENTERPRISE		
+/- Changes in reserves	32	87
Depreciation and amortization		
F) DONATIONS		
Donations	20	74







SOCIAL RELATIONSHIPS

La Giovane has multiple stakeholders who operate within (Members and Employees) and outside (Customers and Suppliers) the Cooperative. We have other relevant relationships of a different nature with the local community, institutions, associations and the territory. All these parties, on various grounds, bear some kind of stake in the company's activity and, therefore, they can all be defined "Stakeholders".

INTERNAL STAKEHOLDERS

THE HUMAN CAPITAL

Human Resources represent the success factor of our Cooperative as they bring in the know-how, knowledge and skills on which the competitive advantage of our organisation is based.

La Giovane has stood out for the value it has always attached to staff's specificities, also in a historical time when the workers of portage Cooperatives were considered labour force with

no specific identity, distinctiveness and only as mere figures. Therefore, the definition of *Human Capital*, because of the importance of the individual within the Cooperative, goes hand in hand with the term *Social Capital* (financial resources). The promotion of Human Capital has allowed the Cooperative to stand out in terms of credibility in its relations with Clients, strengthening historical collaborations and fostering loyalty and new partnerships.

In addition to this, the Cooperative showed great care in the selection and training of the Management, who, for the most part, have been chosen, for the most part, directly from the social base.

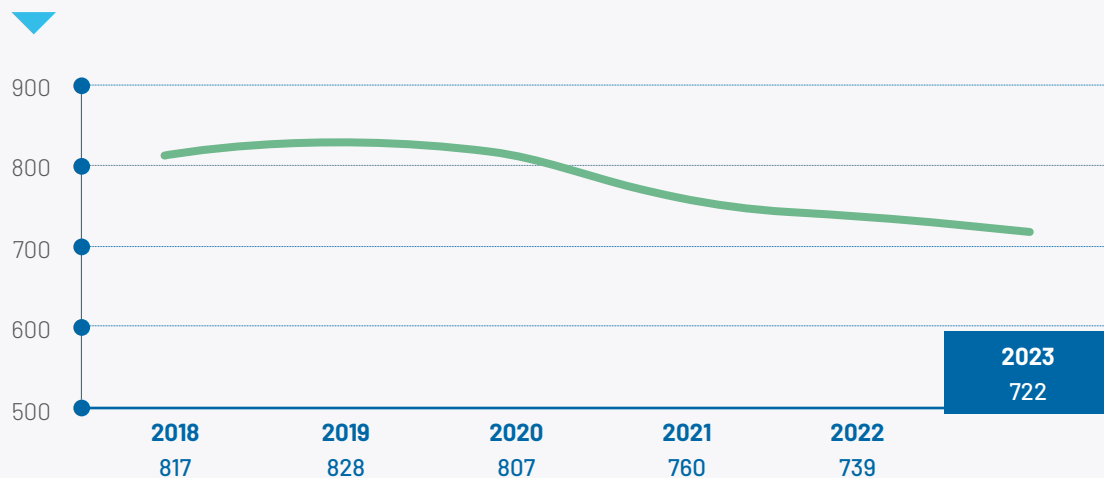
THE STAFF

In the five-year period 2019 - 2023, the Cooperative experienced different trends, but with a good holding of occupational rates (*)

Developing human resources means strengthening their engagement, participation and identification with the Cooperative.



THE STAFF (*)



(*) The survey does not include staff provided by temporary work agencies.

JOB CATEGORIES

The breakdown of staff by job category very clearly conveys the cooperative character of **La Giovane**, with a markedly higher number of blue-collar workers vs. other job categories.

STAFF	2017	2018	2019	2020	2021	2022	2023
Senior Directors	1	1	1	1	1	1	1
Junior Managers	3	3	3	3	3	3	3
White-collar workers	23	23	21	21	21	16	15
Blue-collar workers	711	790	803	782	735	719	703
TOTAL	738	817	828	807	760	739	722

TYPE	2022				2023			
	Senior Managers	Junior Managers	White-collar workers	Blue-collar workers	Senior Managers	Junior Managers	White-collar workers	Blue-collar workers
Men	1	3	3	377	1	3	2	365
Women	0	0	13	342	0	0	13	338
Total	1	3	16	719	1	3	15	703
GRAND TOTAL	739				722			

TYPES OF CONTRACTS

In terms of contracts, fixed-term contracts are used only in exceptional situations and often are the first step to permanent employment within the Cooperative.

TYPES OF CONTRACTS	2022	2023
Open-ended contracts	736	718
Apprenticeship contracts	0	0
Fixed-term contracts	3	4
Atypical staff	0	0
TOTAL	739	722

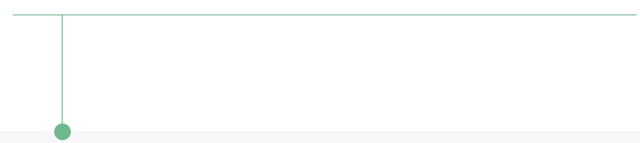
The table below reports the dynamics of recruitment hiring.

RECRUITMENT ANALYSIS

M	2019	2020	2021	2022	2023	Permanent % 2019	Permanent % 2020	Permanent % 2021	Permanent % 2022	Permanent % 2023
Hired men Mutual Shareholders	54	4	30	45	31	91%	100%	93%	91%	100%
Of whom still on staff	49	4	28	41	31					
F	2019	2020	2021	2022	2023	Permanent % 2019	Permanent % 2020	Permanent % 2021	Permanent % 2022	Permanent % 2023
Hired women Mutual Shareholders	46	6	24	58	30	91%	100%	96%	97%	100%
Of whom still on staff	42	6	23	56	30					

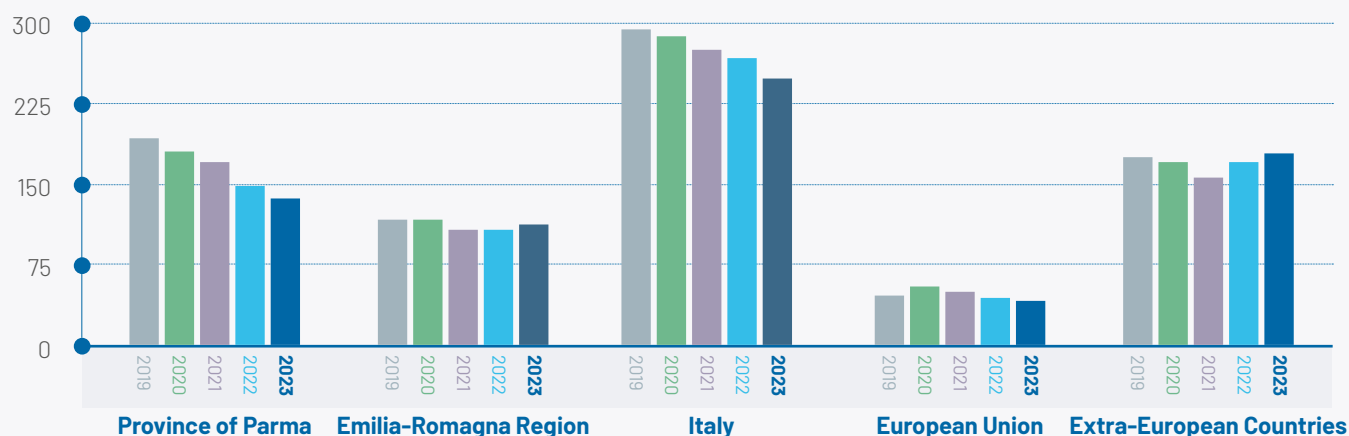
GEOGRAPHICAL ORIGIN: A DIVERSE AND MULTI-ETHNIC SOCIAL BASE

The geographical origin of our personnel shows two significant aspects: on the one hand, the close link with the Emilia region and in particular Parma, where the Cooperative was founded and has taken an important role in its industry; on the other hand, the development of a particularly strong internationalisation process, with the presence of a quota of personnel from foreign countries, especially non-European countries. (*)



GEOGRAPHICAL ORIGIN	2019	2020	2021	2022	2023
Province of Parma	192	180	170	148	137
Emilia-Romagna Region	118	117	108	108	114
Italy	293	286	275	266	248
European Union	49	54	50	46	44
Extra-European countries	176	170	157	171	179
TOTAL	828	807	760	739	722

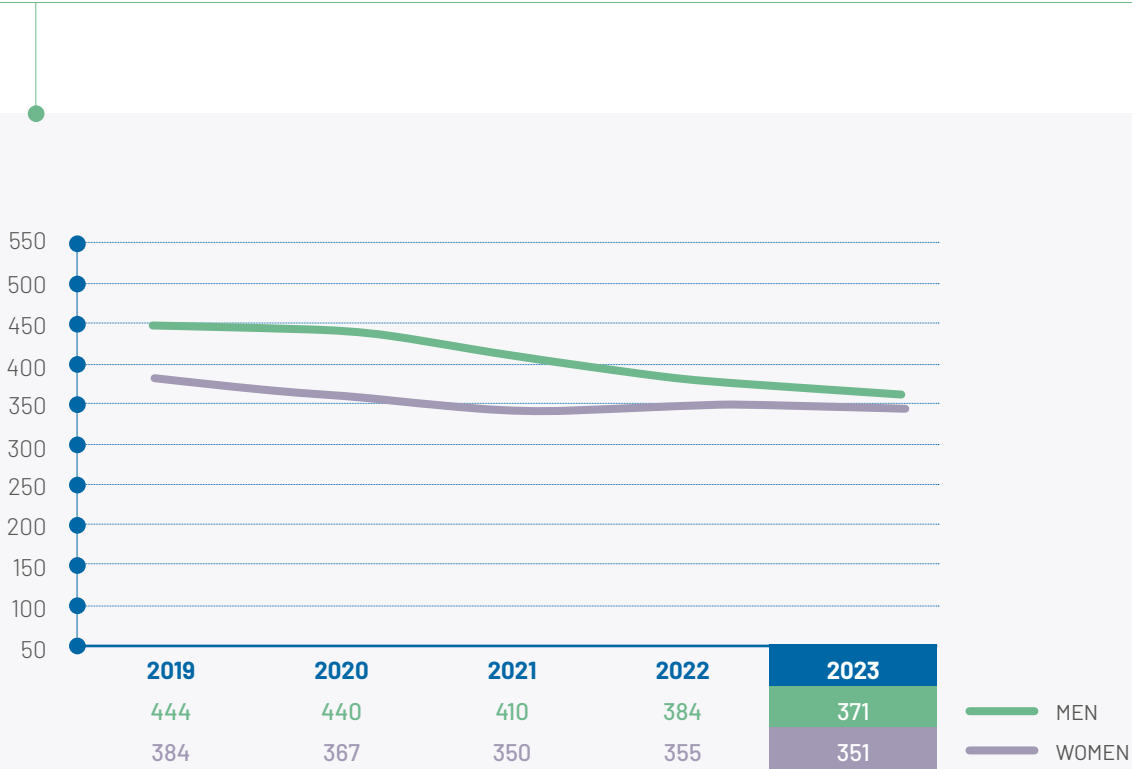
(*) The data on geographical origin are based on the staff's place of birth



**GENDER:
A DIVERSE SOCIAL BASE**

Today, the Cooperative’s personnel is characterised by a social base with an equal gender distribution. At the beginning, the type of work justified a clear majority of male staff, but with the evolution of working methods and the introduction of innovative handling systems, the female component has grown up to account for, in 2023, around

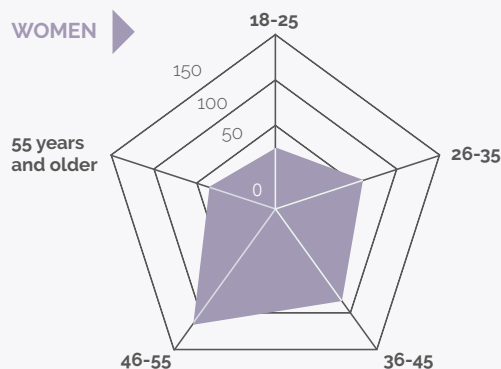
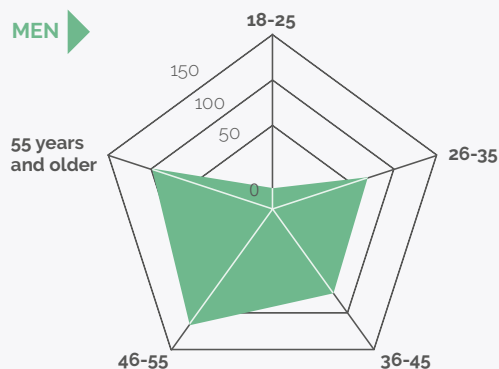
49% of the total workforce. This component is the foundation for the Cooperative’s commitment towards the development of female staff and equal opportunities at work, while respecting the specific sex differences. The different components are shown in the chart below.



AGE RANGES

The staff mainly falls within the 36 - 55 years range.

Proof of the stability of work relationships and of the sense of belonging to the Cooperative is given by the data on seniority.



2023

AGE	M	F	Total
18-25	18	30	48
26-35	62	72	134
36-45	70	87	157
46-55	119	120	239
55 years and older	102	42	144
TOTAL	371	351	722

JOB CATEGORIES

2023

YEARS	from 0 to 4	from 5 to 10	from 11 to 20	over 20	Total
Senior Directors	0	0	0	1	1
Junior Managers	0	0	1	2	3
White-collar workers	4	2	5	4	15
Blue-collar worker Mutual Shareholders/employees	244	221	142	96	703
TOTAL	248	223	148	103	722

TRAINING POLICIES

In **La Giovane**, employee training is seen as a tool for creating high standards, closely linked to the enhancement of our Human Capital.

During the year 2023, we organised training initiatives for Members and Employees that mainly focused safety, according to the requirements of Legislative Decree 81/08 as amended, without excluding topics aiming at developing and strengthening other individual workers' skills, both for white and blue collar workers.

Approximately 3,000 hours of mandatory training were provided for a total of 481 people trained (including leased staff).

The analysis of data on accidents and the outcomes of inspections at worksites has shown that safety training has contributed in creating awareness of work-related risks and improving the workers' behaviour.

SAFETY POLICIES

La Giovane has introduced a System for the management of health and safety, which integrates objectives and policies in the design and management of work and production systems, in order to progressively reduce the risks and relevant costs for accidents.

Among the safety policies implemented, it is worth to mention the introduction, within the sites of Parma and Gainago, of 4 defibrillators, with the primary objective of protecting people's health.

La Giovane also believes that recurring and constant training is a key awareness factor for preventing accidents, alongside effective analysis of risk levels, adequate work tools and Personal Protective Equipment (PPE), as well as Manuals and Instructions that are certain and can be understood by all.

The Prevention and Protection Service carried out thorough technical and statistical analyses on the types of accidents occurred and on their frequency, in order to have data available which are fit to constantly improve safety levels. This is a primary objective with a dedicated annual "Dossier" within our Quality System.

The good practices implemented allowed to achieve significant success in terms of prevention. An analysis of the root causes showed that also in 2023 the highest peak of temporary disabilities was related to driving accidents (on the move), lifting/moving, crushing. The critical body parts concerned are the limbs directly involved in the working activities (hand, shoulder).

The breakdown of costs for safety management by year of the 2020–2023 four-year period:

COST ITEMS	2020	2021	2022	2023
Clothes	73.599	100.731	74.000	98.482
Advisory Services	141.577	121.845	189.462	583.008
Occupational Physician	42.699	55.696	52.000	55.870
Training	26.076	38.490	37.500	59.277
Specialist Examinations	6.118	5.991	5.165	3.306



THE SOCIAL BASE

The Cooperative, in compliance with the provisions of its statute and mutualistic principles, places the work of its members at the centre of all company's policies. For this reason, the Mutual Shareholders themselves constitute the main element of wealth of the enterprise.

Mutual Shareholders account for around 90% of our human resources. Also for the Social Base, changes in terms of gender had the same trend as reported for the "Human Capital" above.

MUTUAL SHAREHOLDERS BROKEN DOWN BY GENDER	2020	2021	2022	2023
Men	430	400	366	341
Women	352	335	304	309
TOTAL	782	735	670	650

** this figure does not include administration employees.*

THE SHARE CAPITAL

Due to the very nature of a cooperative shareholding structure, especially for work cooperatives, the formation of this item of the Statement of Financial Position is particularly gradual and its amount is modest.

CATEGORY (€ X 1.000)	2020	2021	2022	2023
Capital subscribed by ordinary Mutual Shareholders	4.517	5.049	5.030	4.712
Capital paid-in by ordinary Mutual Shareholders	3.164	3.889	3.665	3.344

INTERNAL MUTUALITY POLICIES

The pursuit of the "social function" and the "mutualistic purpose" are supported by a series of initiatives, including the availability of a Company Car Fleet, with the aim of facilitating the members' transfer from the company headquarters to the place where the shareholders are to carry out their work. Long term hiring agreements and the addition of some owned vehicles have allowed to rationalize the use of the vehicles and related costs, and, at the same time, have cancelled the need, in some cases, to use private cars.

In 2023, the overall fleet consisted of:

- 4 cars for top managers
- 12 cars for transport of people
- 7 vans for transport of people
- 10 vans for transport of goods



THE SOCIAL BASE'S VOICE

The last part of the chapter on internal Stakeholders is dedicated to *Social Dialogue*. A series of **interviews** are carried out among the Members working as Site Managers, to talk about their ex-

perience within the Cooperative, as well as in focus groups involving the Members to discuss specific topics.

INTERVIEWS



EDUARD CIORNII

Position within the organization:
Manager c/o Smeg Warehouse
GUASTALLA (RE)

Seniority in the Cooperative:
11 anni

My work experience started with **La Giovane** in 2012 through an employment agency. The next year I entered into the Cooperative as a member. I was young, at my first work experience and I was very committed to work and grow. On the site, I started as a general labourer and then did other types of work, achieving, in my opinion, good results. After a few years in which I gained experience, I was appointed warehouse manager.

It was and still is an important journey for me and for the colleagues at the site. My priority has always been to create a 'healthy' team, a family, capable of dealing with everyday problems. I think that the true spirit of a cooperative is to work in an organised site, to be able to collaborate and help each other to achieve good results together. We all aim to grow and improve.

At my side I have operators with great skills and value because they do not only work with their 'arms' but also with their 'head'. They know how to plan and anticipate work, for example, when loading a truck, visually, they already know halfway through how many parts can fit and how best to combine them to optimise the journey. Without

them, work would be greatly slowed down or even blocked. I always stimulate all the operators working in my group to acquire these skills and prove that they are indispensable.

In the team, my main goal was to establish a lasting relationship with both the children and the client, based on fairness, transparency and trust. So far I am satisfied with the environment that has been created: full of positive stimuli and ready to endure sacrifices in hard times.

I consider the Social Report to be a fundamental tool for communicating the fairness of the cooperative's approach to all potential stakeholders. It is very important to act responsibly and carefully towards members and customers alike.

In the future, I am convinced that **La Giovane** will make a name for itself in all industries, and its reliability will grow more and more each year.

Since the beginning of my experience, **La Giovane** has always showed resolution, commitment and reliability. In these respects, there has been no change since I entered, and that to me is positive. It is also undeniable that in terms of turnover and numbers there have been significant develop-

ments. I have noticed that in recent years, more courses for personal skills development are being organised than in the past.

La Giovane has made me grow both professionally

and personally. The message I want to convey to new generations is that spirit of cooperation and ambitious goals must never be lacking. With hard work and perseverance, results are achieved.

FOCUS GROUP

The Focus Group interviews were conducted in a form that was free of any hierarchical-functional conditioning. Priority was given to topics considered to be the most meaningful.

The Report shows the importance of the value of cooperation and the strong attitude to reaching objectives.

In this issue, the Mutual Shareholders listed below accepted to take part in the Focus Group:

A. CARMELA NASTI

Warehouse Operator | Textile Diffusion 2

Seniority in the Cooperative: **18 months**

B. ZINAIDA DODON

Packaging Warehouse Contact Person

Gainago | Seniority in the Cooperative: **14 years**

C. ADRIANO SCAGLIONI

Shipment Operator | Coccinelle Warehouse

Seniority in the Cooperative: **14 years**



FOCUS GROUP REPORTING

1. DOES COOPERATING MEAN ONLY WORKING?

NASTI: “Although I am young, I have experienced working in non-cooperative businesses. Working in a cooperative is different because you feel more motivated. It means creating a group, a kind of family where we support each other in difficulties and help each other overcome them. I have had the opportunity to work on several sites and these experiences have been positive because they have allowed my personal growth.”

DODON: “I joined **La Giovane** a few years after my arrival in Italy. I had no previous experience of working in a cooperative and cannot make comparisons. I started working on the Bormioli Rocco Fidenza site and over the years I have adapted to the job, always trying to do my best and to have good relations with all my colleagues”.

SCAGLIONI: “I only had one previous work experience of about 21 years in a non-cooperative company. I found myself having to look for another job because the company’s business was discontinued. For me, working in a cooperative is like being in a family. When in need, you find someone on the other side who lends you a hand.”

2. CORPORATE SOCIAL RESPONSIBILITY REPORT: WHY IS IT USEFUL/KNOWN/WHAT IS IT FOR?

NASTI: “I think it is made to present the Cooperative. It also helps customers to learn more about certain aspects. In my opinion it is best known for the financial part. If people had the opportunity to browse through it more, it might also be interesting to delve into non-financial aspects. Placing a few hard copies of the Social Report in the break rooms of our sites would make it easier to read. Knowing what **La Giovane** does for sustainability issues makes us realise the difference compared to other organisations.”

DODON: “I know the economic-financial report but less about the non-economic aspects. In Parma, the name of **La Giovane** is quite well known. It is a cooperative that has a good reputation in the community. The Social Report with non-economic data is an opportunity to deepen our understanding of it from many points of view”.

SCAGLIONI: “I think that **La Giovane** creates this report to spread knowledge about the Cooperative’s activities and the various sites during the year. It is useful for both customers and members. The document contains not only the budget from an economic point of view, but also the projects. It would be good to encourage all members to read it more because people are often uninformed and base their judgements on a lack of knowledge.”

3. SOCIAL DIALOGUE: WHAT IS IT? USEFUL, DISCRETIONARY OR NECESSARY?

NASTI: “On the site we are many operators, divided into departments with different break times. To talk all together would be very difficult. But within our group we are able to express our opinions. If there are problems, we raise them directly with the manager, who is very willing to listen to us. That is why we feel free to express problems and almost always manage, through dialogue, to ease all difficulties.”

DODON: “We have opportunities and chances to talk to each other especially before and after the cooperative meetings. Otherwise, during the day, we have exchanges, but mainly on operational issues.”

SCAGLIONI: “Sometimes we happen to discuss the progress of the Cooperative. On a daily basis, on the construction site and during working hours, we have little time to talk among ourselves.”

4. ENGAGEMENT IN THE CORPORATE OBJECTIVES

NASTI: “Depending on the department, the manager tells us the daily or seasonal targets. Lately, with the turnover of personnel and site management, I see a lot of participation when it comes to achieving our goals. We are many young people and all very willing and involved in the work we do. We all have a great willingness to express ourselves and to work. In addition, we also receive a lot of support from older members.”

DODON: “The site’s objectives are communicated by our Manager and supervisor. Our weekly target is a working average. When goals are communicated to us, I see that we are all committed to achieving them. Every Monday we have a meeting to evaluate the progress of the week and to solve any problems.”



SCAGLIONI: “Over the years in the Cooperative, I have been able to ascertain a good participation and commitment to achieving the objectives for our site; this is fundamental for a successful outcome. Personally, besides the manager, I find all my daily tasks listed on my device when the orders to be fulfilled arrive.”

5. PROPOSALS AND SUGGESTIONS

NASTI: “I would like **La Giovane** to continue to grow and organise training courses to improve various skills (e.g. computer courses to specialise more): the more people are trained the better. All the skills we acquire turn out to be important for our work. As far as I am concerned, I am really satisfied to work in an environment like this.”

DODON: “I have no particular proposals to make. I hope that the cooperative’s activities can continue as they are today. It would be very important to bring in new staff, especially young people who are

willing to work and get involved. I see in younger colleagues a lot of willpower and commitment. For the rest, it might be interesting to include a supplementary health insurance policy for workers.”

SCAGLIONI: “Since I joined the cooperative, **La Giovane** as a whole has evolved. On the site where I work to date I have not noticed much change in terms of personnel and work organisation. For the future, I foresee a major push towards automation: technological evolution now dictates this and if we want to keep up with the times we have to adapt. I would like the company to sign more agreements towards discounts, including car discounts as well as foreign language courses to improve our knowledge.”

EXTERNAL STAKEHOLDERS

CUSTOMERS

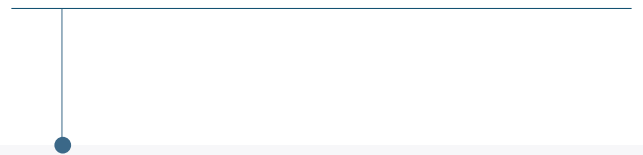
For a Cooperative like **La Giovane**, the relationship with the customer is essential: they are an active party and not merely a buyer.

Driven by the objective to establish a relationship based on long-lasting transparency and trust, **La Giovane** has constantly operated to qualify as a business partner for its clients. The analysis of data shows that there is a significant bond with

the territory, with most Customers based in Parma, Reggio Emilia and their provinces.

This care translates into an annual satisfaction survey by means of an annual *Customer Satisfaction Questionnaire* followed by further analysis based on the Questionnaire's results.

The Questions asked to Customers every year are given below:



STAFF ORGANIZATION “How satisfied are you with”

1. Flexibility and willingness of our Mutual Shareholders to accept changes in working hours and procedures
2. Adherence between the profile requested by you and the one provided
3. Easiness of communication with the persons in charge of staff distribution
4. The turnover of our staff
5. Propositional approach of our managers for new operating solutions and improvement actions

OUR MUTUAL SHAREHOLDERS “How satisfied are you with”

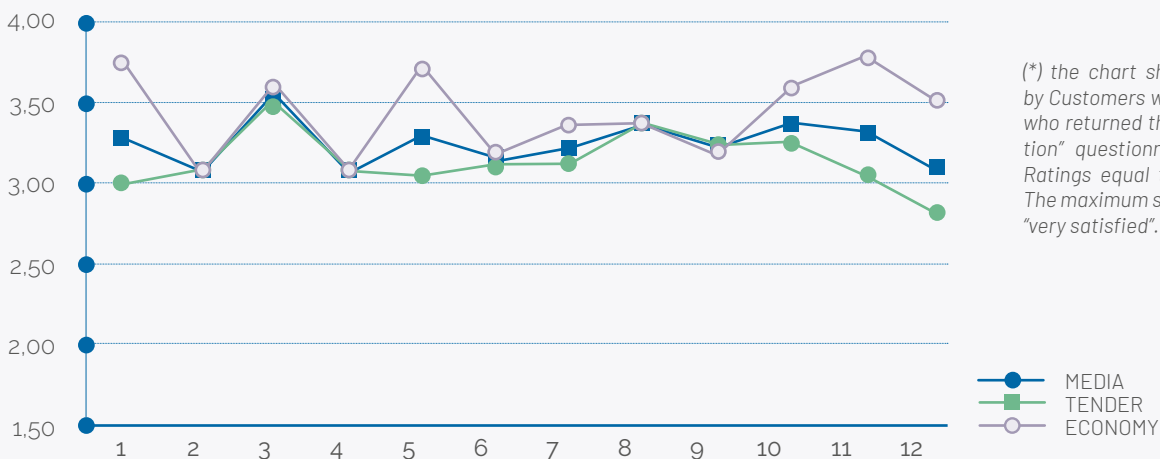
6. Competence and professionalism of our members
7. Conduct of our Mutual Shareholders on the job (reliability, engagement in doing their tasks)
8. Punctuality of our Mutual Shareholders on the job
9. In case the Cooperative's means and equipment are used, adequacy of said means and equipment for the execution of the activities

OUR ENTERPRISE “How satisfied are you with”

10. Adequacy and promptness of our responses
11. Communication with our offices (are the members of staff you want to speak to easy to contact?)
12. Ability to respond effectively to changes or unforeseen events

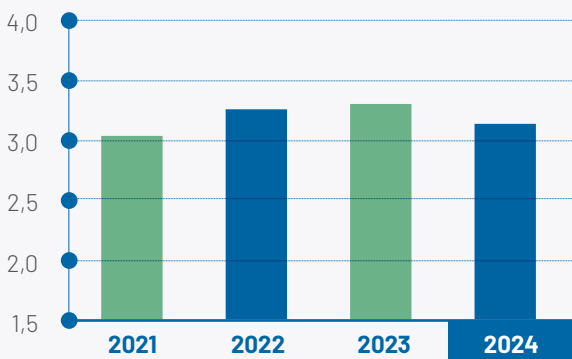
One of the analysed features is the type of contract, either Full Outsourcing (whereby the service is fully organized and managed by the Cooperative) or Execution only (the Cooperative is simply the executor): the chart below reports the performances for 2023 regarding the Questionnaire items given above (*).

EXTERNAL STAKEHOLDERS



(* the chart shown the rating given by Customers who were surveyed and who returned the "Customer satisfaction" questionnaire duly completed. Ratings equal to 3 mean "Satisfied". The maximum score is 4, equivalent to "very satisfied".

CUSTOMER SATISFACTION INDEX



The completed questionnaires received correspond to 62% of the people contacted and 54% of the 2023 turnover, data that we consider satisfactory for the significance of the survey. The survey carried out showed that the average rating given by Customers, as for the previous surveys, is around grade 3.25% equivalent to "Good". The entire system for Customer Satisfaction monitoring is an integral part of the Quality Assurance System.

SUPPLIERS/PROVIDERS

Suppliers are other important stakeholders, essential partners in the performance of the service, and a key element to effectively meet the Customers' requirements.

In their regard, the cooperative develops selection policies and qualification methods as defined by the company's Quality System: the growing complexity of the processes-information to manage has led to the monitoring and assessment of each phase of the procurement cycle.

The strategies for Suppliers/Providers procurement are a key element for competitiveness and provide for assessments and research to be carried out on a regular basis considering price, quality and territorial proximity.

For key strategic supplies, the Cooperative has

long-standing suppliers/providers. Also in 2023, the Cooperative supply chain consisted, for a large part, of local players, thus contributing to the local economy: 46% of overall supplies was commissioned to suppliers located in the province of Parma.

QUALITY REVIEW

In compliance with the UNI EN ISO 9001 and 14001 Standards, **La Giovane**, on a yearly basis, carries out a Management Review for quality and environment. This entails a review of the objectives achieved in the previous year and the definition of new goals; it also means to identify critical aspects and risks, in order to plan relevant improvements. The Review follows a standard structure, as described below.

PLACE OF HQ	2019	2020	2021	2022	2023
Province of Parma	143	124	139	147	153
Emilia Romagna	92	86	88	77	74
Italy	122	117	112	119	109
Abroad	5	4	3	4	0
TOTAL	362	331	342	347	336

TYPE (NUMBER)	2019	2020	2021	2022	2023
Private Suppliers/Providers	348	319	324	327	319
Cooperatives and consortia	14	12	18	20	17
TOTAL	362	331	342	347	336

TYPE (VALUE € X 1.000)	2019	2020	2021	2022	2023
Private Suppliers/Providers	11.709	12.869	9.732	10.244	10.510
Cooperatives and consortia	575	451	660	776	1.448
TOTAL	12.284	13.320	10.392	11.524	11.958

RELATIONS WITH THE LOCAL COMMUNITY

The Cooperative has established, developed and maintained over the years a number of positive relationships with the local community.

The established value of sports in terms of group creation and growth has brought us to support for several decades Oltretorrente Baseball, a sport association promoting baseball and the development of young baseball players. To this sponsorship we added other sponsorships, for large and

small organisations, including Parma Calcio.

Moreover, **La Giovane** focussed also on the needs of the territory, supporting reconstruction projects following natural disasters and transport projects for fragile people, as well as initiatives for the Oncology Centre of Parma Hospital. We also contributed to cultural events such as the opera season of the Teatro Regio, the musical programme of Toscanini Foundation, and publications linked to the promotion of Parma's artistic heritage.

PART 1 - 2023 Assessment

1. Review of the minutes of the previous Management Review

2. Analysis of the Context and the Parties involved

- 2.1 Review of context factors
- 2.2 Review of the parties involved, their needs and expectations and identification of relevant players
- 2.3 Change in the organization

3. General assessment of the organization's performance

- 3.1 General considerations on the status and progress of the Quality Assurance System (SGQA)
- 3.2 Analysis of the company's turnover and business for 2023
- 3.3 Analysis of the achievement of 2023 objectives
- 3.4 Monitoring of processes and indicators
- 3.5 Performance of NC and AC
- 3.6 Risk assessment (9001)
- 3.7 Assessment of Customers' satisfaction
- 3.8 Analysis of Suppliers' performance
- 3.9 Analysis of Human Resources
- 3.10 Analysis of Training for 2023
- 3.11 Analysis of Internal Audits for 2023
- 3.12 Factors affecting the Quality Assurance and Environment System
- 3.13 Analysis of staff health and safety
- 3.14 Definition of the Improvement Objectives

PART 2 - 2024 Planning

4. Review of the Quality Safety Environment Policy

5. Definition of the Improvement Plan and objectives

6. Education and Training 2024

7. Internal Audit Planning for 2024

8. Setting the date for the next review





SOCIAL OBJECTIVES

As regards the commitments that were stated in last year's Corporate Social Responsibility Report, the Cooperative can confirm that the following objectives have been achieved:

- **Implementation of management systems** by obtaining the 14001 certification for its environmental management system;
- Maintenance of an Organization, Management and Control Model in accordance with Legislative Decree 231/01;
- **Environmental sustainability** by planning the gradual inclusion of electric cars in the vehicle fleet;

Moreover, in terms of continuous improvement, the Cooperative confirms its long-standing and new aims, such as:

- **Implementing sustainability goals** (environmental, social and economic), leading to the first ESG Report;
- **Fostering** positive actions to ensure equal opportunities for Mutual Shareholders and Employees and to safeguard health and safety;
- **Ensuring** the continuity of the company's operations in disaster or emergency situations through innovation, including digital transformation and automation actions.

CONCLUSION

World events over the last years have raised awareness of the rapidly changing environment and the importance for the capacity of all organisations to cope with often unpredictable emergencies.

In addition to these events, regulatory scenarios require companies to organise and act based on shared sustainability goals as well as to report about these initiatives within specific documents. No company should be excluded because it is involved, even indirectly, in the value chain, upstream and downstream.

As it crosses the threshold of its first 50 years in business, **La Giovane** wants to interpret these requirements by turning them into opportunities to consolidate its role as a partner to its customers, for constant and solid growth and to remain a point of reference for its members.



LA GIOVANE

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