



# **LA GIOVANE**

*CORPORATE SOCIAL  
RESPONSIBILITY REPORT*

# **2024** *2025 issue*



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# LETTER FROM THE ***CHAIRMAN***



*After proudly celebrating our 50th anniversary and reinforcing our belief in our strength and dedication, we enthusiastically returned to the day-to-day business of running our company, bringing with us renewed energy and determination.*

*We have started the planning of the new warehouse, the construction of which started in September 2024, and we are working on the construction of two new automated warehouses for two important customers.*

*Despite the challenges of a global context marked by wars and political crises, which often lead to a loss of ethical-moral values, we firmly believe that the strength of our customers, combined with our management professionalism, can continue to be an engine for growth and new opportunities.*

*The changes taking place will lead us to modify our operating habits and our management methodology, making us increasingly flexible and attentive to the evolutions of the reference market. We are a highly specialised service company; these qualities are essential to further strengthen our cooperative and consolidate the partnerships built over time with our customers.*

*In 2024, we started data collection for the publication of the Sustainability Report to prepare in advance for the new environmental regulations. We have already installed 10 charging stations for electric cars and replaced our car fleet with 9 fully electric vehicles.*

*Our social commitment to the city continues, as does the promotion of our principles and respect for our cooperative origins, based on professional growth, attachment and mutuality among members. This spirit sets us apart, makes us unique and allows us to be appreciated not only for our operational capabilities, but also for the ideals that guide us.*

*Dear members, let us remain united in our values, passing on to the next generation this passion and the fundamental principles that have guided us so far and will form the basis of our tomorrow.*



# *INTRODUCTION*





With the publication of this new edition of the Social Responsibility Report, we reach the milestone of the eighteenth year of reporting, a significant moment that allows us to reflect on what has been achieved and what still needs to be done. Years of commitment and growth allow us to face the future with a solid awareness, the fruit of past experience and achievements.

The purpose of this document is to present numbers, objectives and relations with all our stakeholders, including the voice of our social base, in a clear and transparent manner. Summarising the results of an entire year in these pages is not only an opportunity for us to take stock, but also a moment of sharing and discussion with all those involved in our journey.

We have enriched this edition with information on our initiatives in the social and environmental spheres, reflecting our commitment to be an increasingly responsible and sustainability-oriented cooperative.

As every year, we hope that these pages will provide an authentic and accurate representation of our identity and our work, bringing out not only the numbers, but also the values and the people behind everything we do.

*The Editor*



# COMPANY *PROFILE*

## IDENTITY

**La Giovane** is a Work Cooperative Company founded in Parma in 1973 by the union of 23 members. Since its origins to the present day, it has constantly grown in terms of personnel and professional skills. With over 50 years of history, **La Giovane** has established its expertise and is now a point of reference in third-party logistics management at in-house and outsourced warehouses.

One of the pillars of its evolution is the strategic choice of diversifying its clientèle, both in terms of number and sectors. We serve the following industries:

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

**LA GIOVANE**

GENERAL MEETING  
OF SHAREHOLDERS

BOARD OF  
DIRECTORS

PRESIDENT  
SALES MANAGER  
**Ginetta Donati**

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

HUMAN RESOURCES  
EXECUTIVE  
**Stefano Setti**

VICE PRESIDENT  
HR MANAGER  
**Daniela Adorni**

QUALITY SYSTEM | PRIVACY | ENVIRONMENT TEAM  
MANAGER | INTERNAL SUPERVISORY BOARD  
**Maria Pellinghelli**

QUALITY | PRIVACY | ENVIRONMENT AGENT  
**Monica Pasquali**

SITE COORDINATOR  
**Gianfranco Gobbi**

STAFF ALLOCATION  
DEPARTMENT

**Valeria Fischetti**  
**Fabio Franzoni**  
**Daniela Tedesco**

ADMINISTRATION MANAGER  
**Daniela Sacchi**

Main specialisations areas are:

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

**La Giovane** stands out for a client-oriented approach, aiming at fully integrating into the client's business and positioning itself as a strong, structured and innovative partner. This philosophy has allowed us to establish as a modern and dynamic player in the logistic sector while maintaining its values and structure of a first-degree work Cooperative Company.

## CORPORATE MISSION

Our Mission has set the path ahead, starting from an analysis of the present and projecting us into the future.

The identity of **La Giovane** can be summarised in the following principles:

- offering integrated logistic services while creating operational synergy with customers, through customised and innovative solutions at high quality standards;
- promoting working methods that respect and preserve the environment and workers' health;
- valuing the human resources and fostering the creation of an inclusive and stimulating workplace;
- operating to strengthen capital soundness and translating the principles of mutuality that characterise cooperation.

## THE ENTERPRISE'S ORIGINAL VALUES IN ITS NEW DEVELOPMENT

**La Giovane**, while following a path of entrepreneurial growth, has maintained both the inspiration of its founding members and its identity as a Cooperative Company. The value of members' work continues to be the fundamental pillar of its activities.

To give space and voice to the Members, a collection of first-hand testimonies has been included in the final part of this publication.

## THE ORGANIZATIONAL MODEL

The Organizational Model and the structure of **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*

SENIOR DIRECTORS

WORKSITE OPERATORS

WORKERS

FIRST AID OFFICERS  
FIRE PROTECTION OFFICERS

WORKERS' HEALTH &  
SAFETY REPRESENTATIVES

*Matteo Bocchi | Ferruccio Butera  
Giuseppe Monteleone*

SUSTAINABILITY TEAM



HUMAN RESOURCES AGENT

QUALITY-ENVIRONMENT AGENT

ADMINISTRATION AGENT

PAYROLL AGENT

## 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.

The Cooperative has also grown over the years with internal structuring. Administrative and financial management and the management of personnel matters are entrusted to the Administration and Payroll departments.

The adoption of increasingly advanced policies on safety, quality, competitiveness and the protection of people's well-being has reinforced the awareness that the relationship between safety at work and quality of work is indisputable.

**La Giovane** has delegated the management of these areas to dedicated resources, who work closely together to ensure an integrated and synergistic approach.

**La Giovane** adopted an **Organisational, Management and Control Model** in accordance with the Italian Legislative Decree 231/01 and appointed a **Supervisory Body** having independent acting and control powers to ensure constant supervision on the Model's proper functioning and compliance. This system of procedures and organisational structures, designed to prevent the commission of offences and protect the entity and all stakeholders, guarantees an environment characterised by legality, transparency, ethicality 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 BOARD OF STATUTORY AUDITORS

- ▶ Chairman  
**David John Ferrari**
- ▶ Standing Auditors  
**Alessandro Fadda**  
**Elisa Venturini**

### 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**
- ▶ Prevention and Protection Service Manager  
(Italian acronym: RSPP) - General Services  
**Marco Formaggini**
- ▶ Quality Management System, Privacy,  
Environment Manager  
**Maria Pellinghelli**

## POLICIES IMPLEMENTED

In the following paragraphs, we will analyse five strategic areas in which **La Giovane** has, over the years, embarked on a path of innovation: corporate shareholdings, the adoption of cutting-edge technologies, the pursuit of certified quality, the commitment to Corporate Social Responsibility (CSR) and the constant focus on environmental sustainability.

### A) EQUITY INVESTMENTS

The acquisition of equity investments in special purpose companies represents one of the strategic levers adopted by **La Giovane** to support its entrepreneurial growth.

The tables below show the shareholdings held by the cooperative, divided into two main categories:

- a)** shareholdings aimed at cooperation and support of the cooperative movement;
- b)** shareholdings in activities closely related to the cooperative's fields of operation.

Within the latter category are two controlling participations: Piazza S.r.l., active in the sale, rental and maintenance of forklift trucks, and L.G. S.r.l., both 100% owned by **La Giovane**.

SUBSIDIARIES	Euro
PIAZZA S.R.L.	26.000,00
L.G. S.R.L.	12.127,27

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
CASSA PADANA	655,50

### B) TECHNOLOGICAL INNOVATION

Technological innovation is one of **La Giovane's** main strengths.

The rational organisation of warehouse space, combined with the adoption of advanced operating methods, has favoured the evolution towards an integrated logistics model capable of efficiently responding to new market challenges.

The change in the way goods are handled has made it necessary to update the tools used, with the aim of improving the quality of service, enhancing the work of members and guaranteeing their safety.

The introduction of advanced technologies for storage and internal handling has profoundly transformed the role of operators, shifting the focus from manual activities to increasingly skilled planning and control functions.

At the same time, the adaptation of IT systems for goods management streamlined operational processes, improving their speed, accuracy and overall efficiency.

In terms of infrastructure, the historic headquarters - already equipped with radio frequencies, wire guidance for forklifts and racking dedicated to the clothing sector - was joined in 2017 by the new operations centre in Gainago - Torrile.

This location covers over 35,000 square metres and includes:

- fixed shelving for 40,000 pallet spaces
- a compact warehouse with a capacity of 12,000 pallets
- an automated order-preparation line 30 metres long
- packaging tables
- a storey warehouse dedicated to e-commerce (10,500 sqm)
- a 5,200 m2 area for returns management and e-commerce order preparation
- a line for handling the hanging garment

These state-of-the-art facilities, dedicated to warehousing for the glass sector and to clothing and e-commerce logistics, have given a significant incentive to the development of the Cooperative's new core business, while enhancing its traditional activities.

As evidence of the continuous investment in growth, a new warehouse of approximately 15,000 square metres is currently being planned at the Gainago site, intended for logistics management for customers, with completion scheduled between 2024-2025.

### C) QUALITY CERTIFICATION POLICY

The growth of **La Giovane** has been guided by the adoption of a Quality Management System compliant with UNI EN ISO 9001, with the primary objective of ensuring full customer satisfaction. The Cooperative's activities are based on a structured approach, founded on the phases of planning, implementation, review and continuous improvement (P.D.C.A. cycle), which is considered essential for the smooth functioning of the processes.

The main processes managed concern:

- the analysis of customer needs and their translation into concrete requirements;
- the provision of services according to high quality standards;
- constant control and monitoring of the activities carried out.

Through its Quality System, the Cooperative pursues the following objectives:

- enhancing the services offered, generating tangible benefits for customers and partners;
- promoting staff growth by encouraging active involvement and participation;
- consolidating the reputation as a reliable, responsible and efficient organisation;
- ensuring the effective application of the Code of Ethics;
- maintaining a strong commitment to environmental, social and economic sustainability.

In 2023, **La Giovane** obtained a certification of its Environmental Management System according to ISO 14001:2015, an achievement that is an incentive to reduce the environmental impact of its activities and to continuously improve its performance in this area.

Finally, the Cooperative works on an ongoing basis to actively involve Site Managers in the operational and documentary management of the Safety-Quality-Environment System, ensuring a widespread and effective presence in the territory.

### D) OUR CORPORATE SOCIAL RESPONSIBILITY COMMITMENT

The cooperative nature and history of **La Giovane** reflect a deep and ongoing commitment to Corporate Social Responsibility (CSR), with a focus on health protection, worker welfare and the promotion of a fair and inclusive working environment.

Notable initiatives implemented during the year include:

- Osteopathy in the Company' project, carried out in collaboration with the Italian College of Osteopathy of Parma, which provides free treatments during working hours for staff, with the aim of preventing and improving physical well-being, particularly with respect to osteoarticular pathologies;
- Company Accident and Illness Policy, which guarantees compensation in the event of accidents at work and diagnosis of serious illness, reinforcing the protection offered to staff;
- Extended economic support in the event of serious illness by extending the period of wage subsidies beyond the limits provided for by current legislation;
- Adoption of Oeko-Tex Standard 100 certified clothing, which certifies the absence of harmful substances in the textile materials used, guaranteeing the safety and health of workers;
- Regular audits on quality, safety and working conditions, conducted as part of internal inspections, with the aim of monitoring compliance with current regulations on health, safety at work and equal opportunities.

These actions testify to **La Giovane's** commitment to building an organisational model centred on the value of the individual, respect for rights and the promotion of sustainable and responsible working conditions.

## E) COMMITMENT TO ENVIRONMENTAL SUSTAINABILITY

Over the years, **La Giovane** has taken numerous measures to reduce the environmental impact of its activities, paying particular attention to the protection of the ecosystem. In goods handling operations, electric forklifts are used, which combine low energy consumption with a low carbon footprint. Many of these vehicles are powered by lithium batteries, which provide greater efficiency, productivity, energy savings and a significant reduction in emissions.

To complement these technological choices, the Cooperative has implemented further sustainability initiatives. The main actions taken include:

- waste reduction and promotion of materials' recycling;
- partnerships for recovering and reconditioning wooden pallets;
- repair of damaged shelving with Dekra certified method, allowing up to a 70% reduction in CO2 emissions;
- reduction of paper usage in organisational processes;
- adoption of renewable energy sources at the company premises;
- car sharing with company cars available for members to drive to the workplace;
- construction of low maintenance impact structures.

Besides, **La Giovane** also launched a bio-diversity promotion project in cooperation with Oasi dei Ghirardi and WWF Parma. Withing the roundabout near our site, under our maintenance management, a garden with aromatic plants has been created and a bee-hotel positioned that was made from recycled wooden pallets. The initiative aims to create spaces of refuge and nourishment for pollinating insects, which are increasingly threatened today, and represents the first step in a path that **La Giovane** intends to extend to other green areas under its jurisdiction.

## ENVIRONMENTAL IMPACT

The Cooperative's activities generate an environmental impact mainly in three areas: the production of waste connected to logistics processes, energy consumption (especially electricity and gas) and the use of fuel for company vehicles.

Below is a summary of the main environmental indicators, some of which show a decrease compared to previous years. Any increases seen are attributable to the increase in operational activities during the year.

All these aspects will be further analysed and reported in the ESG Report that **La Giovane** is going to issue over the year 2025.

DESCRIPTION	2022	2023	2024
<b>CER WASTES RECEIVED FOR RECOVERY - tons</b>			
PAPER & CARDBOARD 200101	904	780	738
PLASTIC PACKAGING 150102	109	79	96
WOOD 150103	79	54	56
<b>FUELS - litres</b>			
GASOLINE	5.180	3.980	3.856
DIESEL	50.389	54.861	53.204
LPG	5.105	3.614	3.720
METHANE GAS	2.509	3.946	253
<b>ELECTRICITY - kwh</b>			
	1.338.588	1.454.231	1.222.741
<b>NATURAL GAS - smc</b>			
	50.342	50.702	61.747



# SOCIAL REPORTING

The core of a Corporate Social Responsibility Report resides in reporting annual performances with their relevant time series, in accordance with the guidelines and standards set forth in Corporate Social Responsibility models. **La Giovane** has opted for following the principles set forth by GBS (Gruppo di Studio per il Bilancio Sociale) in Italy. Accounting statements are given below: the Income Statement, the Statement of Calculation of Value Added and the Statement of Value Added Distribution.

## THE INCOME STATEMENT

The performance in 2024 featured: a) production increasing by 2%; b) costs decreasing by approximately 15%; c) a profit for the period.

DESCRIPTION	2023	2024
Value of production in the textile segment	22.296	22.570
Value of production in the agri-food segment		
Value of production in the manufacturing segment	12.140	12.176
Value of production in the glass segment	8.842	7.997
Value of production in the logistics-transportation segment	150	
Value of production in the e-commerce segment	1.788	2.956
Value of production in the pharmaceutical segment	503	524
Value of production in other segments	1.357	1.702
Other income	12.829	339
<b>Value of total production</b>	<b>58.549</b>	<b>48.263</b>
<b>Costs of Production</b>	<b>- 54.452</b>	<b>-46.019</b>
Financial Income and Expenses	- 1.453	-1.116
Taxes	- 2.939	374
<b>PROFIT (LOSS) FOR THE YEAR</b>	<b>689</b>	<b>1.395</b>

## VALUE ADDED

The calculation and breakdown of value added is based on the "Principles and Standards for Social 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

## STRUCTURE AND COMPOSITION

DESCRIPTION	2023	2024
<b>A - VALUE OF PRODUCTION/OUTPUT</b>		
1. Revenues from sales and services - adjustments to revenues	45.720	46.882
2. Changes in production inventories Products in the course of manufacture, semi-finished and finished products	120	91
3. Change in construction contracts		
4. Other revenues and income	1.880	1.381
<b>REVENUES FROM OPERATIONS</b>	<b>47.720</b>	<b>48.263</b>
5. Revenues from non-recurring operations	10.949	
<b>B - INTERMEDIATE COSTS OF PRODUCTION</b>		
6. Costs for and consumption of raw, ancillary, consumable materials and goods	-1.119	-993
7. Costs for services	-13.636	-5.769
8. Costs for leases and rentals	-5.352	-3.749
9. Provision for risks	-2.014	
10. Other provisions	-4.724	
11. Other operating expenses	-1.594	-882
<b>GROSS VALUE ADDED FROM OPERATIONS</b>	<b>30.230</b>	<b>36.870</b>
<b>C - INCIDENTAL AND EXTRAORDINARY COMPONENTS</b>		
12. +/- Balance of incidental components		
13. +/- Balance of extraordinary components	10.949	
<b>GROSS GLOBAL VALUE ADDED</b>	<b>41.179</b>	
- Depreciation/amortization for the year by homogeneous groups of assets		
- Intangible Fixed Assets	-804	-436
- Tangible Fixed Assets	-15.509	-20.599
<b>NET GLOBAL VALUE ADDED</b>	<b>24.866</b>	<b>15.835</b>

## VALUE ADDED DISTRIBUTION

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

DESCRIPTION	2023	2024
<b>A) REMUNERATION OF STAFF - Employees</b>		
a) Direct pays	18.958	18.720
b) Indirect pays	7.868	6.524
<b>B) REMUNERATION OF THE PUBLIC ADMINISTRATION</b>		
Direct taxes		
Indirect taxes	2.939	-37
Grants for operating expenses		
<b>C) REMUNERATION OF BORROWED CAPITAL</b>		
Interest expenses on short - and long - term loans	1.453	1.116
Remuneration of shareholders' loan		
Write-downs of equity investments		
<b>D) REMUNERATION OF RISK CAPITAL</b>		
Dividends (distributed profits)		
- Increase in shares free of charge		
- Dividends		
- Issue of shares free of charge		
<b>E) REMUNERATION OF THE ENTERPRISE</b>		
+/- Changes in reserves	87	647
Depreciation and amortization		
<b>F) DONATIONS</b>		
Donations	74	56





# ***SOCIAL*** RELATIONSHIPS

**La Giovane** has multiple players who operate within (Members and Employees) and outside (Customers and Suppliers) the Cooperative. Other significant relations are those involving the local community, Institutions, Authorities, associations and the local region. All these parties, on various grounds, bear some kind of stake in the company's activity and are therefore defined as our "Stakeholders".

## ***INTERNAL STAKEHOLDERS***

### **THE HUMAN CAPITAL**

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

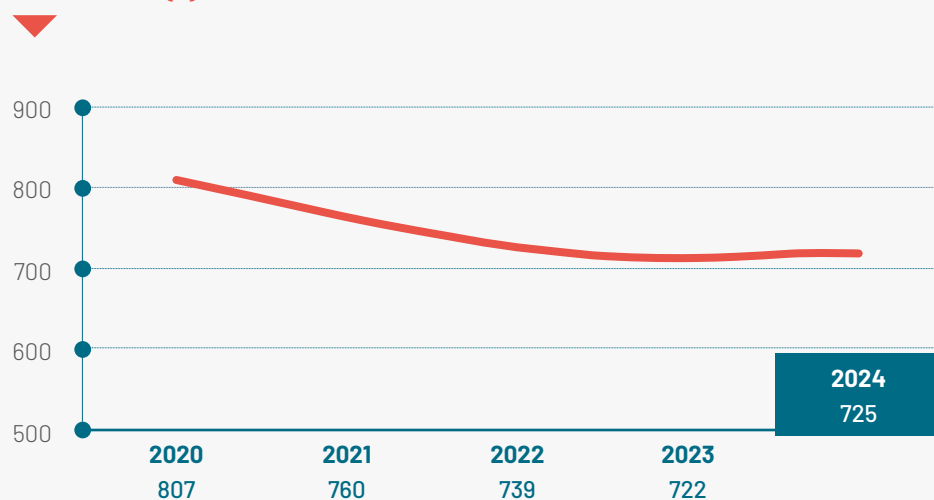
**La Giovane** has stood out for the value it has always attached to staff's specificities, also in a historical time when the workers of portage Cooperatives were considered labour force with no specific identity, distinctiveness and measured mainly in terms of quantity. That's why the idea of Human Capital, seen the importance of the individual within the Cooperative, goes hand in hand with the term Social Capital (meaning "financial resources").

The promotion of Human Capital has allowed the Cooperative to acquire credibility in its relations with clients, strengthening established collaborations and fostering the acquisition of new partnerships. What's more, **La Giovane** especially focussed on the selection and training of its Management, who, for the most part, have been chosen directly from the social base.

### **THE STAFF**

In the five-year period 2020 - 2024, the Cooperative experienced diverse trends, but with a good holding of occupational rates. (\*)

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

STAFF	2018	2019	2020	2021	2022	2023	2024
Senior Directors	1	1	1	1	1	1	1
Junior Managers	3	3	3	3	3	3	3
White-collar workers	23	21	21	21	16	15	15
Blue-collar workers	790	803	782	735	719	703	706
<b>TOTAL</b>	<b>817</b>	<b>828</b>	<b>807</b>	<b>760</b>	<b>739</b>	<b>722</b>	<b>725</b>

TYPE	2023				2024			
	Senior Managers	Junior Managers	White-collar workers	Blue-collar workers	Senior Managers	Junior Managers	White-collar workers	Blue-collar workers
Men	1	3	2	365	1	3	2	359
Women	0	0	13	338	0	0	13	347
<b>Total</b>	<b>1</b>	<b>3</b>	<b>15</b>	<b>703</b>	<b>1</b>	<b>3</b>	<b>15</b>	<b>706</b>
<b>GRAND TOTAL</b>	<b>722</b>				<b>725</b>			

## 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	2023	2024
Open-ended contracts	718	724
Apprenticeship contracts	0	0
Fixed-term contracts	4	2
Atypical staff	0	0
TOTAL	722	725

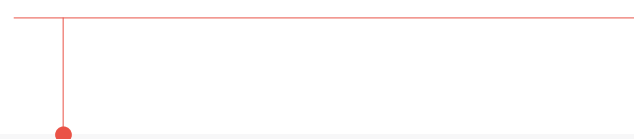
The table below reports the dynamics of recruitment hiring.

## RECRUITMENT ANALYSIS

M	2020	2021	2022	2023	2024	Permanent % 2020	Permanent % 2021	Permanent % 2022	Permanent % 2023	Permanent % 2024
Hired men Mutual Shareholders	4	30	45	31	36	100%	93%	91%	100%	94%
Of whom still on staff	4	28	41	31	34					
F	2020	2021	2022	2023	2024	Permanent % 2020	Permanent % 2021	Permanent % 2022	Permanent % 2023	Permanent % 2024
Hired women Mutual Share- holders	6	24	58	30	36	100%	96%	97%	100%	94%
Of whom still on staff	6	23	56	30	34					

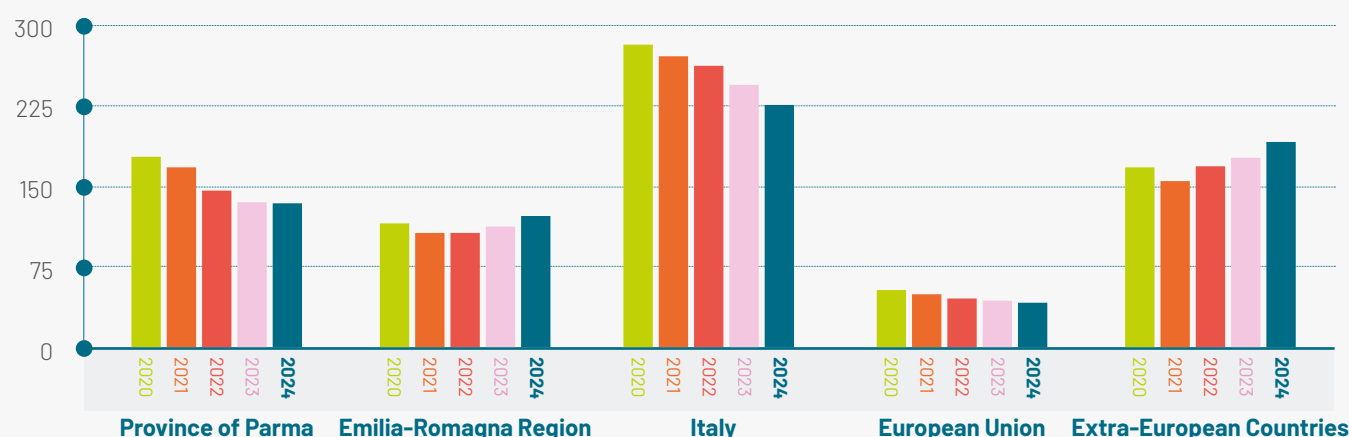
## GEOGRAPHICAL ORIGIN: A DIVERSE AND MULTI-ETHNIC SOCIAL BASE

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 still operates; 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	2020	2021	2022	2023	2024
Province of Parma	180	170	148	137	136
Emilia-Romagna Region	117	108	108	114	124
Italy	286	275	266	248	229
European Union	54	50	46	44	42
Extra-European Countries	170	157	171	179	194
<b>TOTAL</b>	<b>807</b>	<b>760</b>	<b>739</b>	<b>722</b>	<b>725</b>

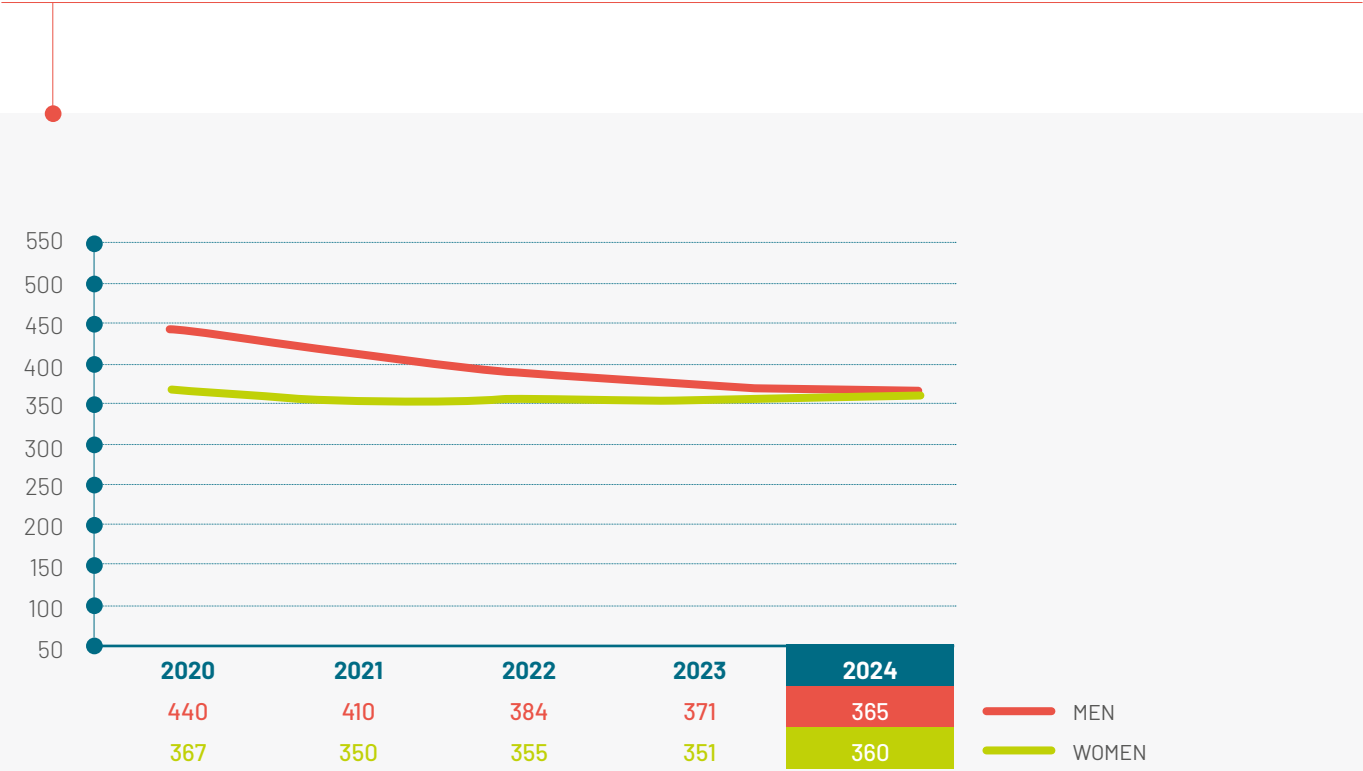
(\*) The data on geographical origin are based on the staff's place of birth



**GENDER:**  
**A DIVERSE SOCIAL BASE**

Today, the Cooperative’s personnel are characterised by a social base with an equal gender distribution. At the beginning, the type of work justified a clear prevalence of male staff, but with the evolution of operational techniques and the introduction of innovative handling systems, the female component has grown, touching around 50% of

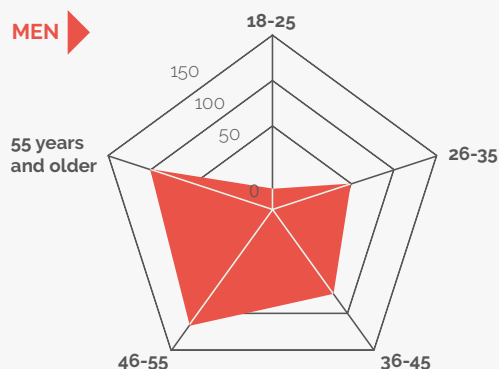
the total workforce in 2024. This balance is a significant result stemming from the commitment to empower the female personnel and promote equal opportunities, while respecting the characteristics of each gender. The different components are shown in the chart below.



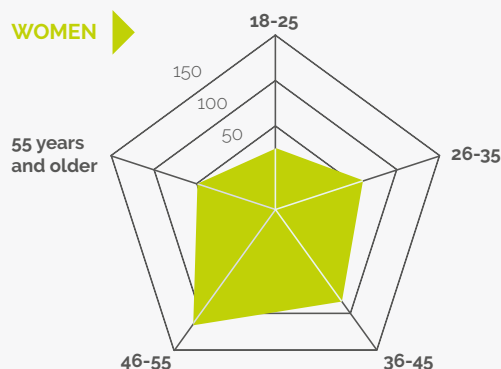
## AGE RANGES

The staff mainly falls within the 36–55 years range. Proof of the stability of work relationships and the sense of belonging to the Cooperative is given by the data on seniority.

MEN



WOMEN



## 2024

AGE	M	F	Totale
18-25	18	37	55
26-35	57	70	127
36-45	73	86	159
46-55	112	120	232
55 years and older	105	47	152
<b>TOTAL</b>	<b>365</b>	<b>360</b>	<b>725</b>

## JOB CATEGORIES

## 2024

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	3	3	5	4	15
Blue-collar worker Mutual Shareholders/employees	236	190	163	117	706
<b>TOTAL</b>	<b>239</b>	<b>193</b>	<b>169</b>	<b>124</b>	<b>725</b>

### TRAINING POLICIES

At **La Giovane**, worker training is a fundamental tool for enhancing Human Capital, closely linked to the process of professional qualification. During 2024, training activities were organised for Mutual Shareholders and Employees, mainly focused on safety, in accordance with the provisions of Italian Legislative Decree 81/08 as amended, including courses aimed at developing and strengthening other skills, both for administrative staff and workers.

Approximately 2,500 hours of compulsory training were carried out, involving a total of 434 people (including part of the contract staff). The analysis of accidents and the results of site inspections showed that safety training initiatives had a positive impact, increasing awareness of work-related risks and improving operators' behaviour.

### SAFETY POLICIES

**La Giovane** has adopted a System for the management of health and safety in the workplace, which integrates objectives and policies in the design and management of processes, in order to reduce the risks and relevant costs for accidents.

Among the most significant initiatives, a network of 4 defibrillators has been installed at the Parma and Gainago sites to protect people's safety. The company considers continuous training, risk analysis, the use of appropriate PPE and the availability of clear manuals to be essential elements for prevention. The Prevention and Protection Service carries out technical and statistical analyses of accidents, producing an annual report to improve safety levels, which is a priority objective of the Quality System.

The results confirm the effectiveness of the good practices adopted. In 2024, the most frequent accidents involved accidents while travelling and falls on level ground.

The breakdown of costs for safety management by year of the 2021-2024 four-year period:

COST ITEMS	2021	2022	2023	2024
Clothes	100.731	74.000	98.482	95.197
Advisory Services	121.845	189.462	583.008	185.086
Occupational Physician	55.696	52.000	55.870	60.856
Training	38.490	37.500	59.277	34.215
Specialist Examinations	5.991	5.165	3.306	2.964

### 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. In this way, members are the main resource and source of value for the cooperative.



Around 90% of the human resources in the company are working members. Also in terms of Social Base, the progress of the gender dynamic shows a substantial equality between sexes, as reported for the "Human Capital" above.

MUTUAL SHAREHOLDERS BROKEN DOWN BY GENDER	2021	2022	2023	2024
Men	400	366	341	347
Women	335	304	309	322
<b>TOTAL</b>	<b>735</b>	<b>670</b>	<b>650</b>	<b>669</b>

\*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)	2021	2022	2023	2024
Capital subscribed by ordinary Mutual Shareholders	5.049	5.030	4.712	4.480
Capital paid-in by ordinary Mutual Shareholders	3.889	3.665	3.344	3.096

## INTERNAL MUTUALITY POLICIES

The pursuit of the social function and the mutualistic purpose find their concrete application through a series of initiatives, including the availability of a Company Car Fleet, with the aim of facilitating the transfer of staff from the company headquarters to the place of work.

Thanks to long-term rental contracts and the availability of some company-owned vehicles, it has been possible to optimise vehicle use and keep costs down. In some situations, this has also eliminated the need to use private vehicles.

In 2024, 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 section of the chapter on internal Stakeholders is dedicated to Social Dialogue. A series of interviews are carried out among the Site Managers, to talk about their experience within the

Cooperative, and to individual Mutual Shareholders in order to discuss specific topics, using the focus group methodology.

### INTERVIEWS



## MARCO DAVOLI

*Position within the organization:*

**Raw Materials Warehouse manager**  
MAX MARA (Reggio Emilia)

*Seniority in the Cooperative:*

**11 years**

I started working at **La Giovane** in 2013 with a temporary contract and became a partner the following year, in 2014. Before that I worked as an unarmed guard in a shopping centre. My path in **La Giovane** started at the Max Mara Raw Materials site, where I still work today.

In the beginning it was all new to me: a completely different environment and a type of work I did not know. Until then I had only done seasonal work during my studies, so it was really a time of discovery. I was trained in all the micro-areas of the warehouse - unloading, loading, fabrics, hangers, a path that all new resources follow - and then I moved on to the office. Over time, and thanks to the trust I received, I had the opportunity to grow professionally to the point where, for the past couple of years, I have had a role of responsibility. Working in a cooperative has its pros and cons. Certainly one of the main advantages is the continuity of work, even in times of crisis. During the Covid period, for example, we suffered no interruptions. It is true that salaries are not among the highest, but the stability that the cooperative provides is an important value.

From the beginning I got on well with my colleagues. Integration was natural: if you show you're willing to learn and work, you are appreciated and supported by the group. This positive climate is something

that, today as a manager, I try to preserve and encourage every day. A serene and collaborative environment is also crucial for achieving site goals. One of the main goals I set myself is to help create a working atmosphere that is as serene as possible: this, in the end, is what helps the group grow and help people feel they are part of something bigger. I see participation and a sense of responsibility on the part of the members. It is essential to make them feel part of the results achieved each month, to involve them in decisions and to create opportunities for discussion. This helps to keep team spirit high and values the experience of those who have been working for many years. The low attendance of members at general meetings, in my opinion, may stem precisely from a perceived lack of involvement.

Overall, I believe that members are satisfied with the cooperative and the security it offers. Then, of course, each person has different needs and expectations. Ours is a solid organisation where we always try to find solutions to problems, both on site and within the cooperative.

Ten years ago, I could only see my site. Today, after the path that led me to become a manager, I can have a broader vision. I have seen many improvements, and the investments made give us hope for the future.

## **FOCUS GROUP**

The individual focus group interviews were conducted independently, without any constraints linked to hierarchical or functional dynamics. The discussion focused on topics considered particularly relevant and well-established within the organisation.

The Report clearly shows the value attributed to cooperation and the strong shared orientation towards the achievement of objectives.

In this issue, the Mutual Shareholders listed below accepted to take part in the focus group:

- A. CRISTINA GUERRA** | **Contact person and Warehouse Operator** | Warehouse no. 2 | Parma  
Seniority in the Cooperative: **19 years**
- B. MANLIO MARTORANA** | **Department coordinator**  
Wittur | Seniority in the Cooperative: **7 years**
- C. SILVIA PILIA** | **Disponibile Department**  
Marella | Seniority in the Cooperative: **7 years**



## FOCUS GROUP REPORTING

### 1. DOES COOPERATING MEAN ONLY WORKING?

**GUERRA C.:** “Cooperating means working together towards a common goal, joining forces to grow and progress together. It means putting individuality aside and thinking about the good of the group, the people in it and their families. At the beginning of my journey in the cooperative, this was not always the case: I tended to focus more on myself. Over time, however, I’ve grown and learned to look beyond, to consider the needs and value of the group as well. I believe that developing this kind of awareness takes time, experience and a willingness to get involved.”

**MARTORANA:** “Working in the Cooperative, compared to other companies, in my opinion should above all mean cooperation and helping each other out. Not only within the site, but also between different sites. This, in the end, is the cooperative spirit: knowing that you are part of something bigger and that, if you need help, you will find it. In our experience, when there is a need, we are ready to step in and give support at other sites as well.”

**PILIA:** “When I first joined the cooperative, I was confronted with a very different working environment from the one I was used to. There were a lot of female colleagues and, initially, this amazed me somehow. Then, however, everything came naturally. For me, cooperation means above all collaborating with colleagues: the department works well when we can work together. There is a lot of harmony and cooperation in our group and this has led to a really positive change.”

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

**GUERRA C.:** “The Cooperative’s Social Report is published for transparency and to give everyone the opportunity to know and understand the activities and results achieved. With some colleagues, I discuss the contents of the Social Report not only on economic aspects. I recognise that not everyone shows the same interest in getting involved in these issues in detail.”

**MARTORANA:** “I am familiar with the Cooperative’s Social Responsibility Report, especially the economic aspects. As for the rest, I honestly have not yet had a chance to delve into its contents. I imagine it is also drawn up to highlight the cooperative’s focus on social and other important issues. Among some colleagues there is little interest in these aspects and perhaps something should be done to involve them more.”

**PILIA:** “I haven’t had a chance to read it yet but I know it is published to make us feel part of something bigger. Being a member also means this: the cooperative involves us and makes us part of the news, changes and innovations that affect us closely.”

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

**GUERRA C.:** “In our warehouse, dialogue is a daily practice. We organise frequent meetings because we believe that communication is the basis of collaboration. Being open to discussion and sharing ideas, working methods and points of view allows us to work better and in a more peaceful environment. This contributes to making people feel more motivated and happier to come to work.”

**MARTORANA:** “Every week, usually on Fridays, we meet to take stock of the situation, especially we Mutual Shareholders who have tasks of greater responsibility. At these meetings, we review the progress of the work, discuss any training needs and discuss how to operate. It is a very useful moment, which allows us to share, find solutions together and improve the overall organisation.”

**PILIA:** “In our working environment, dialogue is a concrete practice. There is constant dialogue between departments, we are all connected and collaborate effectively, especially with the returns and sorter departments. There is a good synergy: we always look for solutions that suit everyone, both in personnel management and space organisation. We try to find the most suitable people for each task and communication, both on the part of the manager and on my part with my colleagues, is continuous and functional for the success of the work.”

#### 4. ENGAGEMENT IN THE CORPORATE OBJECTIVES

**GUERRA C.:** "Every day we have a certain number of orders to fulfil, and at certain times of the year the volume of work increases significantly. In these more intense phases, colleagues show great commitment to achieving goals and collaboration becomes even stronger. With the other warehouse contact person, we are working on conveying the attachment to the values of the cooperative and the sense of belonging. The feedback we receive is positive: many colleagues tell us that they come to work with pleasure, feeling part of something."

**MARTORANA:** "In general, there is a good will among colleagues not only to do their work to the best of their ability, but also to contribute to the good reputation of the Cooperative. One can clearly perceive the desire to grow, to acquire new skills and to contribute to conveying a positive image of our reality."

**PILIA:** "The activities are communicated to us by the manager, together with the programme for implementation: priorities are assessed, and the most suitable resources are identified for each task. When everything is organised clearly and orderly, we can work without confusion. I see a lot of enthusiasm in the female colleagues, and they all work hard to achieve the goals, even though the work can sometimes be very tiring. No one ever backed down, not even when faced with the need to work overtime. We are a team working with common goals, but at the same time we always try to respect and balance personal needs with work needs."

#### 5. PROPOSALS AND SUGGESTIONS

**GUERRA C.:** "I have no particular proposals to make, because I am satisfied with what the Cooperative offers us. For the future, I hope that **La Giovane** will continue to grow and operate at its best, always with the aim of protecting workers and their families."

**MARTORANA:** "I think there is still room for improvement in the ability to convey awareness and participation to members. A deeper work on awareness and involvement is needed. This is even more important today, as we operate in increasingly multicultural contexts, where it is crucial to build a shared and inclusive sense of belonging."

**PILIA:** "I do not have any particular proposals, but I can say that the implementation of welfare could help to further improve the quality of life. Otherwise, **La Giovane** has grown a lot since I joined. In all this time I have never been out of work and today I work in an activity that I really enjoy. For me, the cooperative has become a second home. I wish it would continue to grow, also to give opportunities to those who want to work. I learnt a lot, both professionally and personally, working with all departments. I thank you for everything I have and look forward to the future."



## EXTERNAL STAKEHOLDERS

### CUSTOMERS

For a cooperative like **La Giovane**, the relationship with customers is crucial, as they are not only buyers of a service, but also active players in the process. Driven by the goal of building lasting relationships based on transparency and trust, **La Giovane** has always aimed to be a business partner. Data analysis shows a strong territorial rooting, with customers mainly located in the Parma/Reggio Emilia area and surrounding provinces.

The focus on the customer takes the form of an annual customer satisfaction survey, accompanied by an in-depth analysis of the answers, with the aim of continuously improving our service.

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

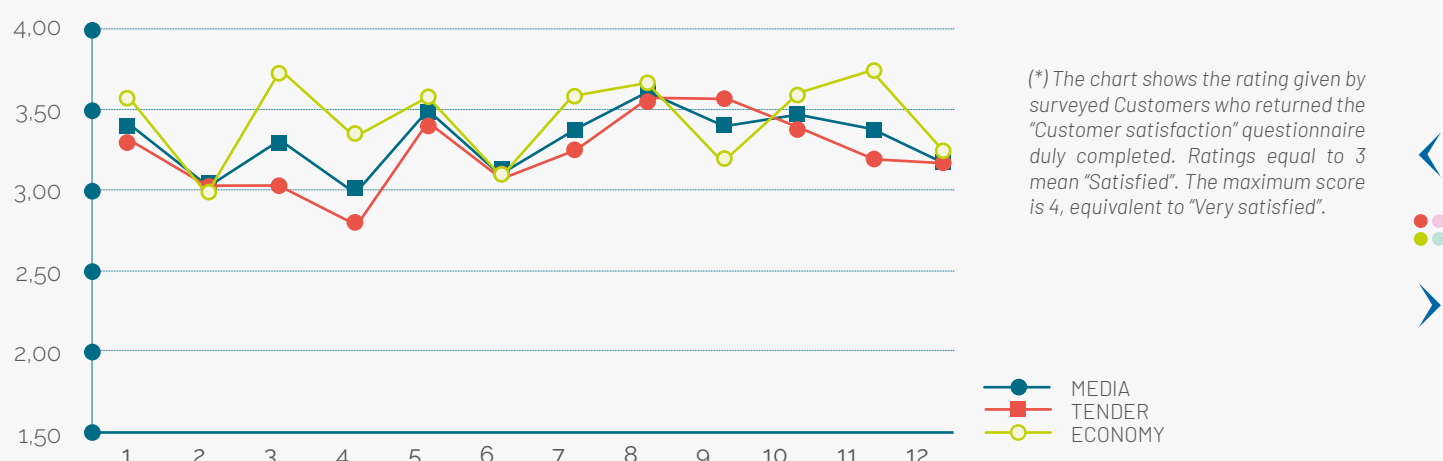
#### OUR MUTUAL SHAREHOLDERS “How satisfied are you with”

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

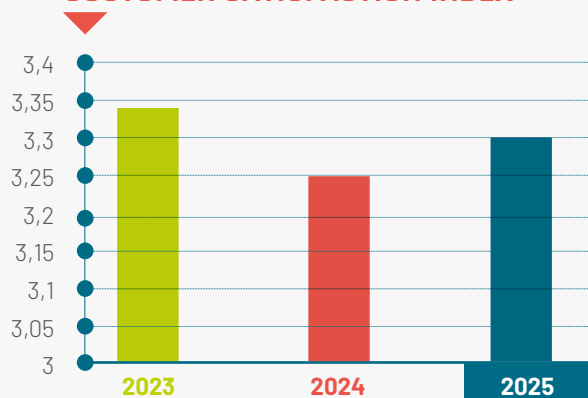
#### OUR ENTERPRISE “How satisfied are you with”

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 characteristics analysed concerns the type of contract, which is divided into two categories: Contract (where the service is completely organised and managed by the Cooperative) and Economy (where the Cooperative acts as a simple executor). The chart below illustrates the services for 2024, with reference to the points in the questionnaire mentioned above (\*).



## CUSTOMER SATISFACTION INDEX



The completed questionnaires received correspond to 80% of the people contacted and 75% of the 2024 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 3.3% 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 and are essential partners for providing our service, and a key element to meet our Customers' requirements. 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 need of monitoring and measuring each phase of the procurement cycle. The procurement strategies are therefore a crucial element for competitiveness and include regular reviews and assessments based on specific aspects, such as price, quality and territorial proximity. For the more strategic supplies, the Cooperative has long-standing relations. Also in 2024,

**La Giovane** destined a significant part of its supply chain to local players, thus contributing to the local economy: 45% 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 the Management Review for quality and environment. This occasion represents a fundamental step in assessing the results achieved in the previous year, defining new objectives, identifying any risks and critical issues, and planning actions aimed at continuous improvement. The Review follows an organised and consistent structure, divided into the following phases.

PLACE OF HQ	2020	2021	2022	2023	2024
Province of Parma	124	139	147	153	150
Emilia Romagna	86	88	77	74	72
Italy	117	112	119	109	109
Abroad	4	3	4	0	0
TOTAL	331	342	347	336	331

TYPE (NUMBER)	2020	2021	2022	2023	2024
Private Suppliers/Providers	319	324	327	319	315
Cooperatives and consortia	12	18	20	17	16
TOTAL	331	342	347	336	331

TYPE (VALUE € X 1.000)	2020	2021	2022	2023	2024
Private Suppliers/Providers	12.869	9.732	10.244	10.510	15.864
Cooperatives and consortia	451	660	776	1.448	368
TOTAL	13.320	10.392	11.524	11.958	16.232

## RELATIONS WITH THE LOCAL COMMUNITY

The Cooperative has always cultivated strong ties with the local community, nurturing and strengthening a network of varied relationships over time. The value attributed to sport as a means of aggregation and personal growth has inspired, for many years now, support for Oltretorrente Baseball, an amateur association committed to promoting baseball and training the younger generation. This historic collaboration has been joined over time by other sponsorships, aimed at both small sports and important local clubs, such as Parma Calcio. At the same time, **La Giovane** has always shown

sensitivity towards the needs of the territory, actively participating in reconstruction initiatives following natural disasters, promoting transport services dedicated to fragile people and supporting projects in favour of the Oncology Centre of Parma Hospital.

There has also been no lack of commitment in the cultural field: the Cooperative has in fact contributed to the financing of events such as the Opera Season of the Regio Theatre, the Toscanini Foundation's musical programme, and various publications aimed at enhancing the artistic heritage of the Parma area.

## PART 1 - 2024 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 2024
- 3.3 Analysis of the achievement of 2024 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 2024
- 3.11 Analysis of Internal Audits for 2024
- 3.12 Factors impacting the Environment & Quality Assurance System
- 3.13 Analysis of staff health and safety
- 3.14 Definition of the Improvement Objectives

## PART 2 - 2025 Planning

### 4. Review of the Quality Safety Environment Policy

### 5. Definition of the Improvement Plan and objectives

### 6. Education and Training 2025

### 7. Internal Audit Planning for 2025

### 8. Setting the date for the next review



# ***SOCIAL*** OBJECTIVES

In line with the commitments made in the previous edition of the Social Report, the Cooperative confirms that it has achieved important milestones, including:

- the strengthening of actions on environmental, social and economic sustainability, with the creation of a Sustainability Team and the aim of drawing up the first ESG Report, to be published during 2025;
- the promotion of concrete initiatives in favour of equal opportunities and inclusion, while protecting the health and safety of Members and Employees
- the introduction of the electric company fleet for the mobility of staff from headquarters to the workplace.

Within the framework of a continuous improvement path, the Cooperative complements its already established objectives with new strategic lines oriented towards innovation and organisational well-being. These include:

- enhancing business continuity, through the adoption of advanced technological solutions, with a focus on digitisation and mechanisation of production processes;
- the enhancement and extension of corporate welfare policies, with the aim of promoting people's well-being and increasing the level of employee satisfaction;
- the strengthening of environmental sustainability initiatives through the construction of a photovoltaic system integrated in a canopy for the covered parking of employees' cars.

## ***CONCLUSION***

Over the past few years, global events have made it increasingly evident that organisations need to develop a robust capacity to adapt in the face of rapid and often unpredictable change.

This complexity is accompanied by regulatory developments that require companies to adopt a conscious approach to sustainability, integrating it into their operational strategies and reporting transparently on the actions taken. No organisation is exempt from this path: every organisation, directly or indirectly, is an integral part of the value chain, and is therefore called upon to actively contribute to the achievement of common goals.

Having passed the 50-year mark, **La Giovane** intends to respond to these challenges with responsibility, turning obligations into opportunities for growth and consolidation of its role. In this context, the Cooperative renews its commitment to be a reliable partner for customers, a point of reference for members and a conscious player within the economic and social fabric in which it operates.

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