

# Impact report 2023



TeaPak s.r.l. SB • Imola

TeaPak,  
where *yōgi*  
becomes real.

Drawn up pursuant to Art. 1 para 382 Law 208/2015  
Fiscal Year from 01/01/2023 to 12/31/2023



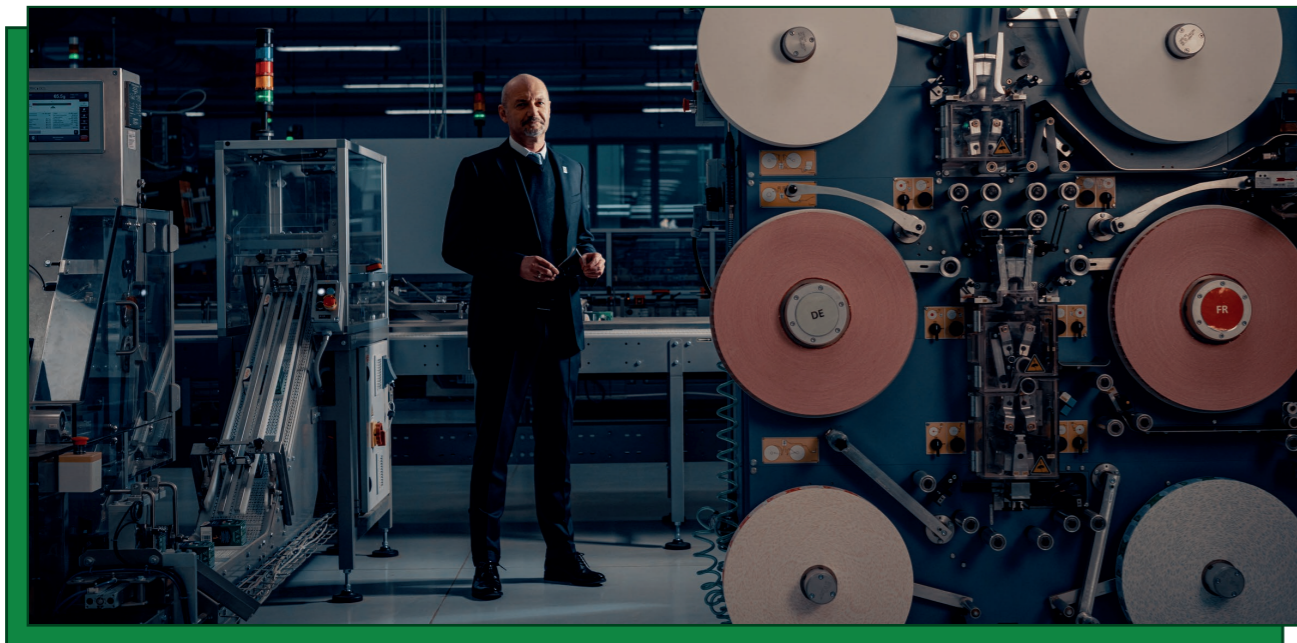
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# Letter from the Founder and CEO



**Andrea Costa**  
Founder and CEO of TeaPak s.r.l. SB

Coming out of a complex 2022 on multiple fronts, I would like to start this new impact report with a look at the wonderful achievements we have accomplished together in a **2023 full of activities, satisfaction, and recognition**, which enabled us to confidently face the difficulties that this year has brought with it.

What better way to start talking about “wonderful things” than the word... **CULTURE**... this was the common thread that accompanied us in 2023 and around which we organized our team building and solidarity activities. We chose Culture for two main reasons: the first is rooted in the desire **to provide our employees, as well as the community in our area, with opportunities and chances to cast their gaze upwards, towards beauty**, departing from a daily norm that has forced us, in recent years, to only look “downward” to navigate difficult economic circumstances, pandemics and wars. The second reason is intrinsic to TeaPak itself: after a year dedicated to the health and well-being of the body, we wanted to continue paying tribute to our vision by shifting the focus to the *mind* “*Uplift Humanity by Serving Body, Mind and Spirit while Healing our Planet*”.

It was therefore the year of **art workshops for adults and children**, the latter truly being greatly appreciated, the year of **scholarships for academic achievements for employees’ children and**

**the employees themselves**, the year of **cultural afternoons in our relaxation room**, the year of **the historical tour of our beautiful Imola** to learn about “facts of love and blood” and at the same time appreciate architecture and views on which, caught up in our daily lives, our gaze hardly falls.

The key event, which we are really very proud of, is undoubtedly the **“Concerto Baratto”**, or Barter Concert, a solidarity event that involved the whole community. The Barter Concert took place on October 6, 2023, in one of Imola’s main theaters; this charity event, conceived a few years ago by Maestro Maurizio Mastrini, and already held in several Italian cities, is **characterized by its skillful way of combining Culture and Solidarity: in fact, there is no need to buy a ticket, but you can get into the concert by bringing basic necessities to donate to solidarity associations**. Our Imola partner was the No Sprechi association, the main community support organization in Imola, which assists about 400 families in need on a daily basis. **The event was sponsored by the City of Imola and had a great impact on the Community: there was a full house and over 1.6 tons of donated products!** As TeaPak we were eager to contribute significantly to the realization of this event, manifesting our commitment to creating value for the Community, spreading the concept of

**Culture in different dimensions:**

- » **culture as a means of solidarity, as the purpose was collecting basic necessities to donate**
- » **culture as a value accessible to all: in fact, by not requiring tickets to be purchased, the cultural activity was opened to a wider audience, conferring a sense of fairness and accessibility**
- » **culture as a bridge between the Company and the Community.**

From the Barter Concert, we felt a strong need to place **the individual at the forefront**, supporting and valuing them. And this year, our people have been affected by a very critical situation that has caused not only profound material, but also psychological damage: the **flooding in Emilia-Romagna**. The whole area of Romagna, up to a few kilometers from Imola, and therefore from TeaPak, has been affected by this catastrophic event, and several of our employees, as well as family and friends, have experienced this situation firsthand. And faced with difficulties... what do “TeaPakies” do... they roll up their sleeves and come together as a team: **nearly all our employees dedicated the day of solidarity granted by the company to helping the people** worst hit, as well as their Saturdays, Sundays and evenings, to joining those “angels” from all over Italy who generated an incredible wave of solidarity, giving strength and energy to those who, in those dramatic days, had lost all confidence in the future.

Indeed, “future” is the key word driving the daily actions of the volunteers of the **Bimbo Tu association** in Bologna, who **support young**

**patients suffering from neurodevelopmental diseases** on a daily basis. We are moved and deeply happy to have started a **project** called “**LOGOS - Thought and Word**” with Bimbo Tu, approved and activated thanks to the **contribution of the Yogi Global Foundation**. The main objective of the project is **to build an integrated and multidisciplinary path that allows patients with autism and other neurodevelopmental disorders to have continuity of care in their daily lives as well, outside the hospital environment, with the additional aid of technologies that are useful for augmentative communication**.

The activities carried out in 2023 were indeed numerous, as were the awards received and certifications achieved: we began by receiving the **BRCGS Certified Site of the Year** award during the “Food Safety Europe 2023” event held in London, in the presence of many other major international companies. Our company was awarded the **best European site of the year because it demonstrated excellent development and application of the BRCG program in the field of food safety**, using it for the continuous improvement of its processes. For the second consecutive year, we were then awarded the prestigious **REDI Index - Religious Freedom** award, which recognizes **virtuous companies in valuing religious differences within organizational contexts**. We then ended the year in **December 2023 by achieving the Uni/PDR 125:2022 Certification for Gender Equality**. It was a very thorough audit that we brilliantly passed thanks to the supportive company culture, great internal





collaboration and an already well-structured system of processes and procedures in the People & Culture area. Undergoing an audit means putting yourself to the test to understand where your commitment stands in the journey of continuous improvement towards social sustainability and real inclusion and equality, and we have decided to embrace the challenge of certification on these topics as well. **This certification was the culmination of years of commitment, built day by day, to create a fair and motivating business environment, where everyone can find spaces for growth, development and fulfillment, and we are therefore proud to help promote these values within the professional landscape.**

This Certification consolidates our journey of formalizing **Corporate Social Responsibility**, which began in 2021 when we became a **Benefit Company** and later also a **B Corp** company. In 2023 we added another milestone: **the TeaPak with Yogi roundabout**. The work, located in the road surrounding the company, **is part of the Active Citizenship project promoted by the City of Imola**. It aims to spread the value of cooperation and solidarity between Companies, public institutions and the local area. As TeaPak, we are always attentive to the possibility of generating value and positive impact in the Community, so we deeply desired to contribute to the realization of this public work and its maintenance, taking charge of managing the mowing of the areas surrounding the company as well as caring for the roundabout itself. This highlights our role as an active and supportive partner to the public institution, thus consolidating an already positive collaboration with the municipal authority. The figurative design on the roundabout recalls the lines of mandalas, a longstanding symbol of TeaPak's image, symbolizing movement and continuous evolution, qualities reflected in TeaPak itself.

**Our attention is not only focused on social impact, but also very much on environmental impact**, aware that we are guests on a wonderful planet that deserves respect and protection. **We recognize that living on this Earth is a privilege that brings with it the richness of being able to dream while creating well-being.** Our Sustainability Team is engaged in various projects, both local and global, continuing the journey to **reduce our carbon footprint**, implementing forms of circular economy (personal protective equipment and company uniforms recovered through a project in collaboration with ESO RECYCLING for the production of sound-absorbing panels & athletic tracks), and, thanks to **the logistics optimization**

**project for material transport**, carried out in collaboration with the supplier Cartotecnica Jesina, **we won the 2023 CONAI ecodesign award.**

And for those wondering... how do you manage to carry out all these sustainability activities? The answer naturally lies within our business, in the products we create, and in the international brand Yogi. 2023 was a year of changes in this regard too; the mantra was "we are Global" and in fact we have increasingly pushed towards **ONE Global Brand, initiating harmonizations in all major organizational functions.** This globalization will be a great **opportunity to spread our local identity with the global scope of the Yogi brand, while continuing to maintain the most important value for us and for the group, which is the well-being of People**, sharing those best practices and operational excellence standards that we have always been characterized by.

It is precisely your **operational excellence**, achieved through process optimization, waste reduction, maintaining a solid yet flexible organizational structure, and meticulous selection, training and development processes, that enable us to place the right people in the right positions and to keep the company knowledge up-to-date to tackle the challenges posed by the global market every day. This operational excellence allows us to **achieve business objectives that can then be reinvested in the well-being of people and the community.** And it is this operational excellence that, with great satisfaction, makes us a showcase for other companies in the area. This is evidenced by **the exciting number of visitors who requested to come and learn about our company, our processes and our quality standards in 2023.** And 2024 promises to be just as full of visitors, both Italian and international!

2023 was also a year full of **technological innovations**: in fact, we installed a **packaging machine entirely conceived of and designed by TeaPak in collaboration with our strategic suppliers**, which completely replaces the manual packaging work for variety packs. In addition to this, we are hosting a **prototype** of a packaging machine **capable of higher performance than those currently on the market**, also developed in partnership with regional industry leaders who are at the forefront of the global market in our sector. **Here, the most advanced technologies harmonize with the ancient wisdom of natural medicine, promoting health as a balance between body, mind and spirit, considering the environment as a fundamental element.**

**There is no operational excellence, there is no innovation and there is no prosperity without our People, and our first imperative is to protect them and keep them safe: we are truly comforted to have reached, by the end of 2023, the milestone of 3 years without any accidents in the company.** I thank the Safety department for tirelessly promoting a culture of safety in the company, but above all, **I thank all our employees who, every day, act in full compliance with health and safety rules and procedures, taking care of themselves first, but also of their colleagues and making themselves promoters of the highest safety standards.**

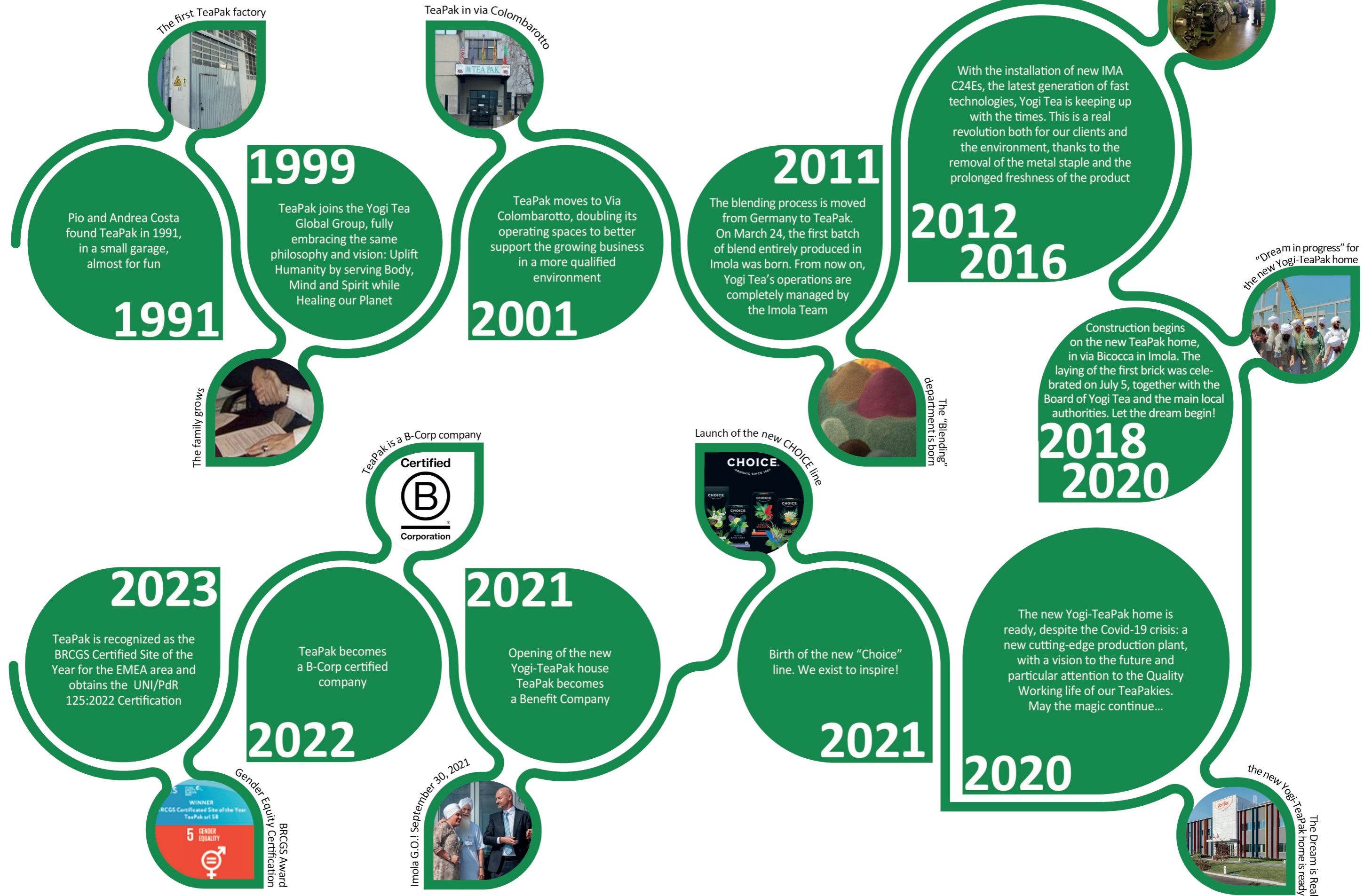
I conclude this introduction with a deep sense of satisfaction in my heart and mind for all that we have accomplished in this intense year: **People with extraordinary talents turn dreams into reality, building a future that respects both the ancient and the modern, wisdom and**

**innovation, all aimed at the well-being that we have chosen as the main ingredient in our daily lives.** We look ahead with an increasingly clear awareness that our product, our herbal teas, **TeaPak and the Yogi group, are not just a simple "job", but a commitment and an opportunity that can really make a difference for a better world.**



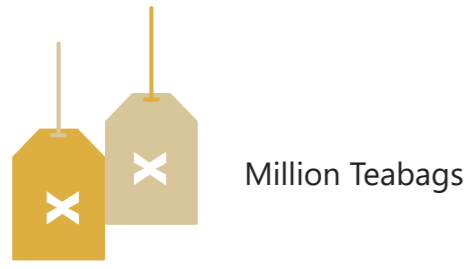


# The TeaPak Story



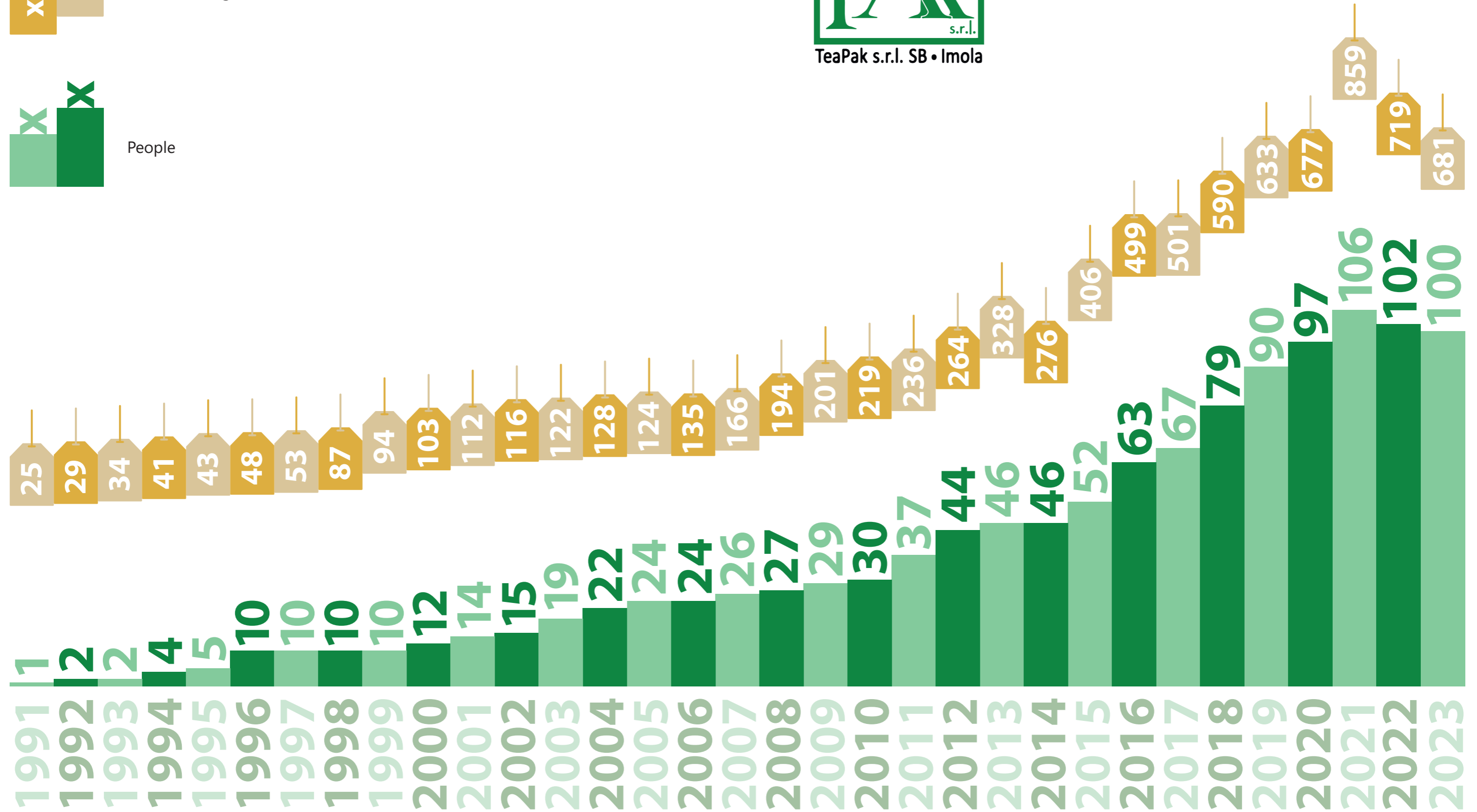


# Growth



TeaPak s.r.l. SB • Imola

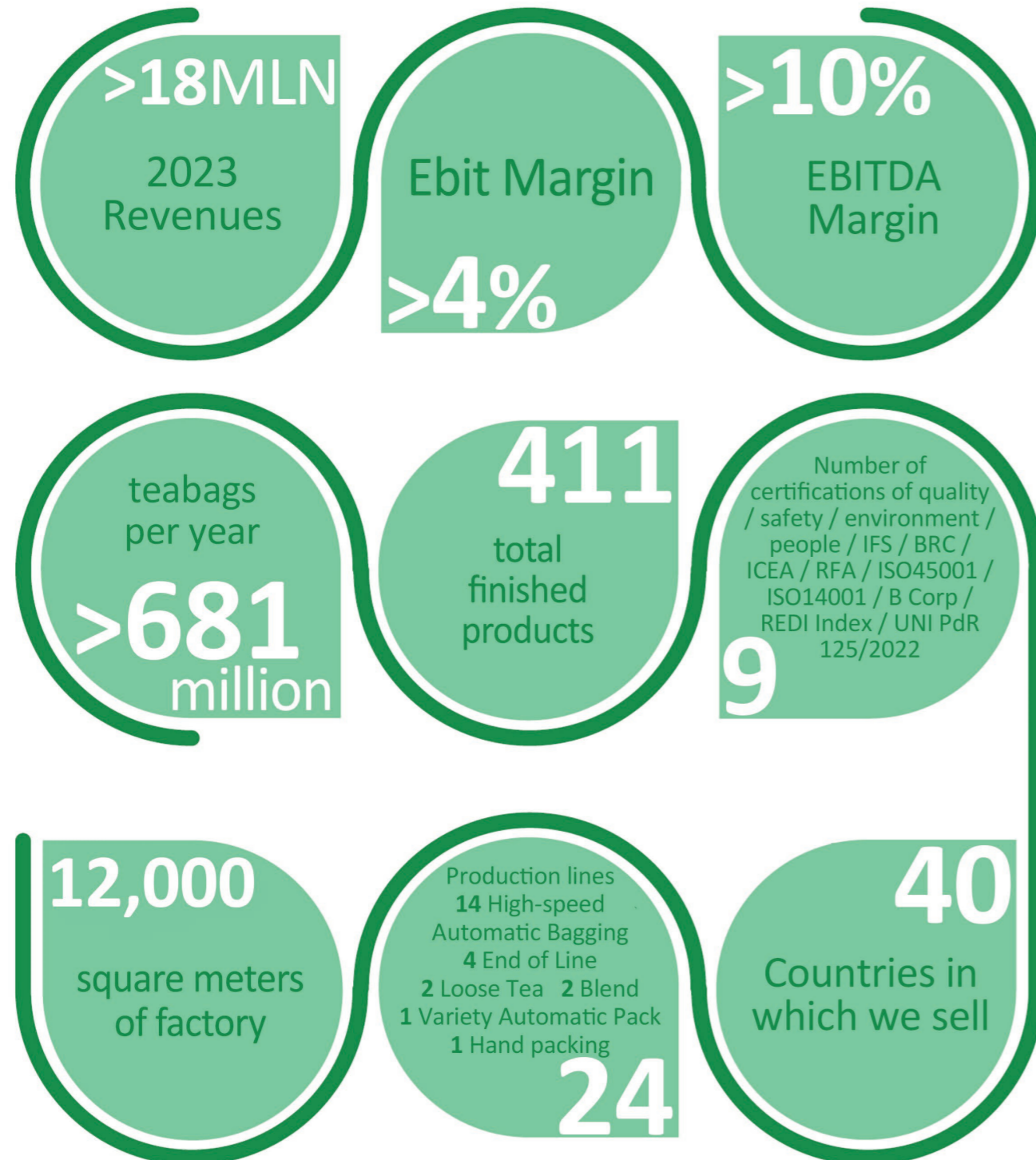
TeaPak, where *Yogi* becomes real.





# Highlights

TeaPak was founded in 1991 in Imola and has always been involved in the packaging of herbal teas and infusions. Since 1999 it has formed a solid and profitable partnership with the Yogi Tea group, mixing and packaging the Group's organic herbal teas for the entire European market. TeaPak applies the highest quality standards to all business processes and uses the best and most advanced technologies in automatic mixing and packaging in the food sector. The company continues to follow a rewarding and challenging growth path, always guided by the belief that our most precious asset is our People.



[data as of December 31, 2023]



**4,622**  
hours of annual training  
100% of employees in training



**28**  
cups of Yogi Tea drunk in Europe every second



[data as of December 31, 2023]



# Quality and Excellence

TeaPak applies the highest quality standards to all business processes. For more than 30 years the company has distinguished itself by its use of the best, most advanced technologies in the food sector for mixing and above all for automatic packaging. Because of its opportune position in the heart of the Packaging Valley, TeaPak's desire to innovate and always be at the forefront is enabled by its collaboration with carefully chosen suppliers with whom TeaPak boasts relationships that can be defined as true partnerships of continuous improvement.

Alongside technological development, there is ample room to spread a culture aimed at optimizing and perfecting existing processes, with the goal of guaranteeing high efficiency in all business areas.

TeaPak handles 150 different ingredients used to create more than 500 finished products, distributed throughout Europe, North Africa and the Middle East. By choice, TeaPak only works with organic raw materials and to ensure that a high-quality finished product can be placed on the market that maintains the beneficial properties that characterize it from the outset, TeaPak is committed to complying with the latest regulations on organic

production (ICEA) and continues to collaborate with the University of Bologna, with which TeaPak has designed and implemented a system to minimize raw material infestations.

TeaPak confirms its commitment to the strictest voluntary food safety standards (IFS/BRCGS) on a daily basis, not only by packaging something good but also by striving to offer a product that is good for the end consumer as well as the environment. This commitment was internationally recognized with the "BRCGS Certified Site of the Year" award for the EMEA area in 2023.

Ceaseless management work takes place during the entire production cycle, in which highly professional staff attest to compliance with these standards.

A highly digitized warehouse welcomes raw materials and ingredients from all over the world, with a preference for the use of packaging materials and local resources where possible, to limit the environmental impact as much as possible. Alongside a detailed plan for verifying incoming ingredients, based on sensory analysis and chemical and physical checks, there are precise process and product controls, supported by the best practices in manufacturing, permitting production

volumes to reach around 700 million teabags per year (2022 figure).

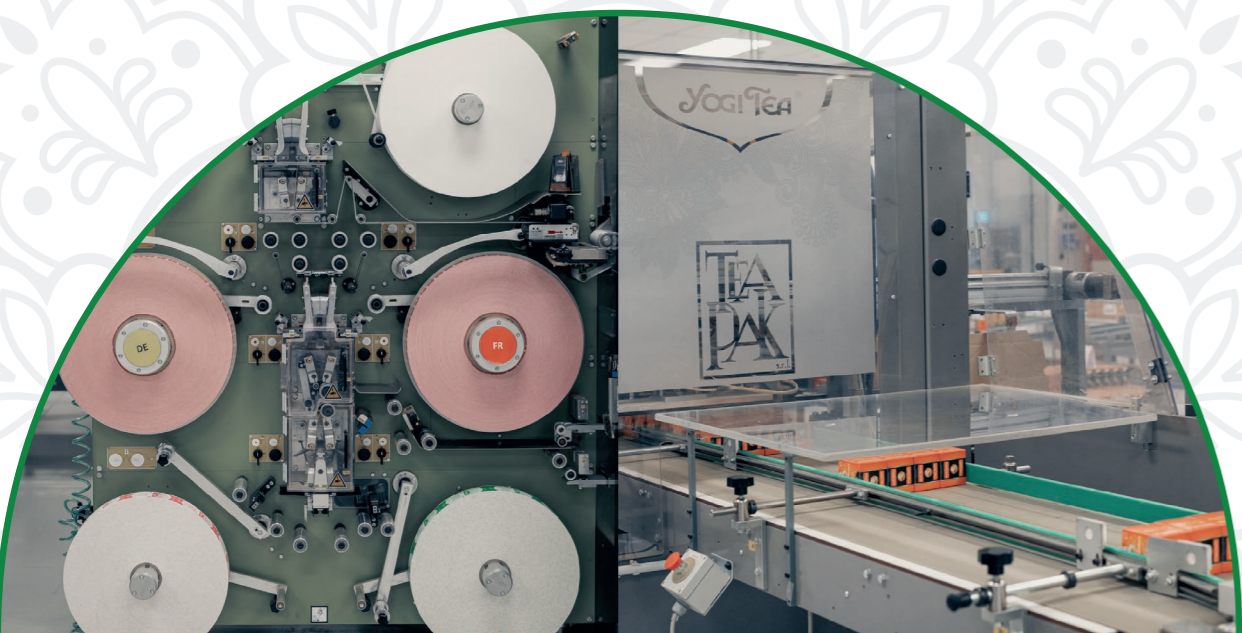
This constant commitment translates into excellent performance, as measured with the metrics of the sector, revealing both meticulous attention to detail and a broad vision that are the distinctive features of TeaPak.

the years facilitated significant moments of growth and mutual exchange, resulting in the sharing of awareness, experiences, and know-how aimed at validating and refining new and increasingly innovative technologies.

Over time TeaPak has invested more than 12 million euros on these machines, which represent another Italian excellence located in the same geographical area where TeaPak has its headquarters. The advanced technology, accompanied by highly specialized work carried out by the operators who manage the machines, allows the machinery to work almost continuously, achieving excellent efficiency and performance. In 2023, TeaPak deeply reflected on keeping up with the times and ensuring its employees a continually improved quality of work life. As a result, the most significant innovation in terms of reducing manual labor found its place in the company's portfolio: a packaging machine entirely conceived and designed by TeaPak and its strategic suppliers, which completely replaces the manual packaging work for variety packs.

## Technology

Since its inception, TeaPak has used IMA S.p.A. machines for packaging herbal teas and with whom, over time, a long and fruitful collaboration has been established in the field of Research and Development. The C24-E model packaging machines are a concentrate of technology and innovation that can assemble all the components of a package in mere seconds: in fact, the machines produce up to 350 teabags per minute. The synergy between TeaPak and the leading companies in our region, which are global leaders in our industry, has over







## Vision

***Uplift Humanity By Serving Body,  
Mind and Spirit while Healing Our Planet.***

## Values



## Mission



We live with passion. We believe that motivation is our greatest power, relying on our dedication to make a difference to the world.

We facilitate intellectual curiosity, knowing how important it is to be mentally open and to never stop learning to maintain a global approach.

We hold deep trust in people to grow together, day after day, and to be more authentic, collaborative and respectful of diversity.

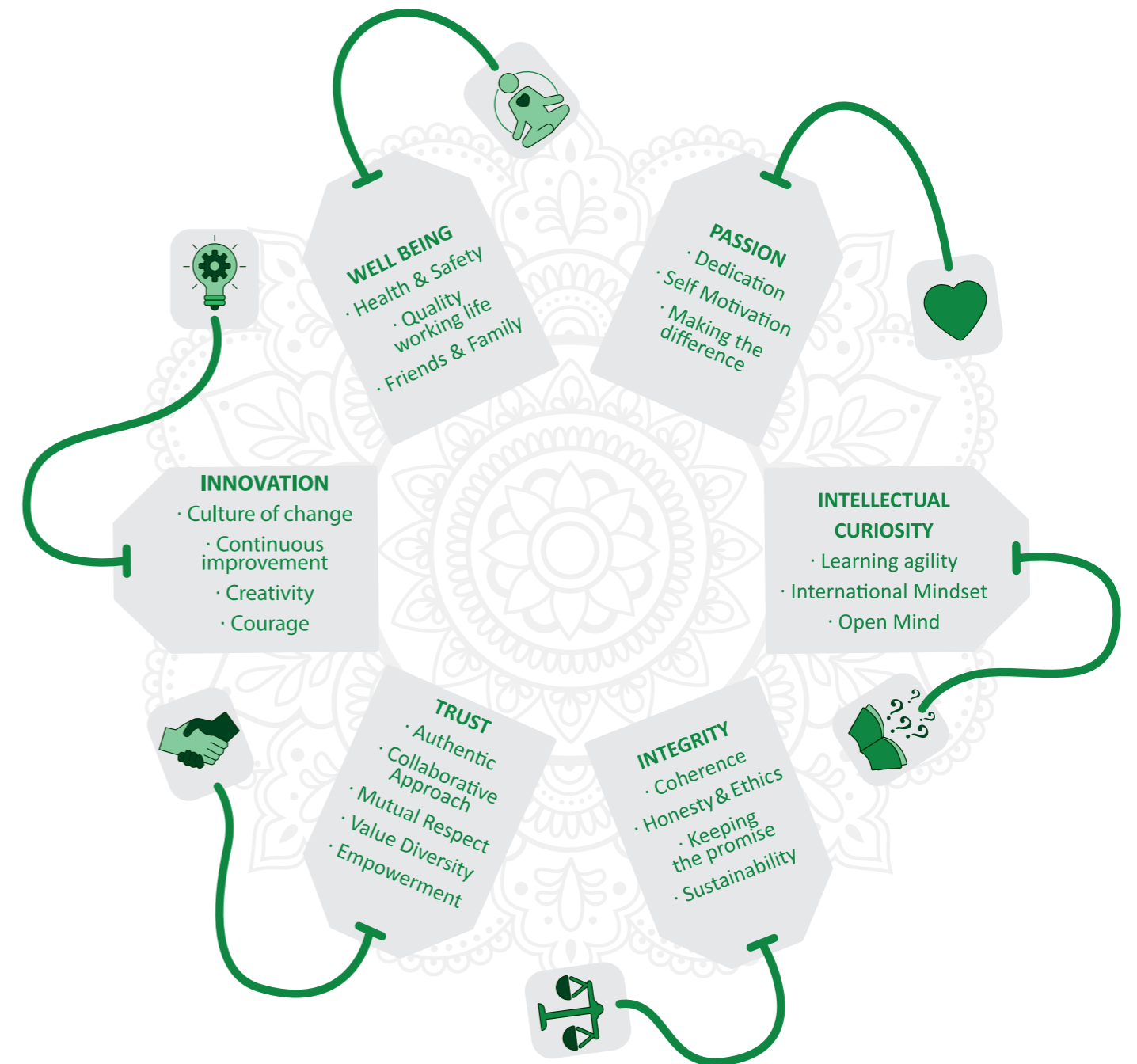
We keep our promises, seeking consistency, honesty and good ethics. We place ourselves at the disposal of others because we know that together we can go further.

We believe in the importance of continuous improvement and promoting a culture of change, creativity and courage because the world cannot help but change and evolve.

We seek harmony between mind, body and spirit, pursuing well-being in all its forms.

We actively participate in solidarity actions and promote the principles of equality and social justice that form the basis of our philosophy **"Doing good is good and makes us feel good"**.

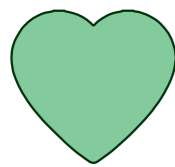
We take care of our Planet, making conscious choices and working day after day to make the world a better place.





### Promotion of well-being

The company promotes well-being in all its forms and meanings: well-being of the body, well-being of the mind, well-being understood as “being well together with others” and also “doing good for others”. In fact, TeaPak considers the psychophysical health of its workers to be central. However, relationships and social interactions are equally important, as well as contributing to increasing the well-being of the local community. Looking to the future, we are aware that there will be no well-being if we do not take action to safeguard our planet together and to guarantee everyone equal opportunities to live a dignified life and to be self-fulfilled.



### Passion and involvement

The company believes it is essential to create a working environment that directly involves employees in company life and promotes a bottom-up approach, allowing employees to have an active role in the continuous improvement processes. This takes place through esteeming the individual and their talents, and ensures that employees cultivate and nourish passion for their job each day, spreading the practice of “taking care” of each activity, from the simplest to the most complex. The only way to make a real difference is to work with passion!



### Innovation and continuous improvement

The company aims to always work following the highest quality standards in all company departments. We encourage employees to participate proactively and creatively in order to create the optimal conditions for change and innovation, with the common goal of improving company performance each day. In fact, one of TeaPak’s main objectives is to provide the final consumer with a product that meets the highest quality standards while at the same time protecting the planet’s resources. TeaPak produces and packages only organic products in compliance with mandatory EU legislation. All Yogi Tea products have been awarded the European Organic Logo, testament to our strict compliance with the rules on organic production established at the European level.



### Trust and respect

TeaPak has always cared about respecting and protecting the dignity of workers in compliance with international conventions and national and EU laws to protect workers. In fact, TeaPak bases its business on respect for the individual in all forms, promoting inclusion and considering diversity as a value. Everyone must be guaranteed freedom to express their ideas and beliefs in compliance with current legislation, respecting the rights and dignity of others and harmoniously coexisting in their respective roles. We undertake not to discriminate against workers based on their race, color, faith, origins, sex, age, citizenship, religion, regional origins, disability, marital status, or any another characteristic protected by law. We recruit staff and establish conditions of employment objectively and in compliance with applicable national and international legislation.

TeaPak remains neutral towards various political and religious views or other ideologies. We do not impose adherence to any movement or orientation, and also guarantee and protect the freedom of workers to join trade union organizations. Workers likewise pledge to not impose their ideological or political views on the company. The criteria for correctness, collaboration and loyalty must guide not only the relationship between the recipients themselves, but also relationships with third parties. Basing relationships on respect is the only way to create a climate of mutual trust that will lead to a serene and collaborative working environment, avoiding conflict, discrimination, violence or any other form of inappropriate behavior capable of negatively influencing the working environment.



### Intellectual curiosity, open-mindedness and predisposition to change

We strongly believe in expertise and know-how. We promote and offer professional development pathways with a view to Lifelong Learning, both in technical-professional skills and in transversal and managerial skills. We promote dialogue between our employees, proactivity, intellectual curiosity and culture. We see differences as a great resource and consider open-mindedness and the comparison between different points of view as indispensable prerequisites for welcoming the processes of change and setting up development and evolution processes that are essential to remaining competitive within increasingly complex market dynamics.



### Integrity, honesty and transparency

TeaPak bases its business on the principles of ethics, honesty and transparency. We require our employees to comply with both legal and moral contracts. In carrying out our business activities we undertake to meticulously respect current legal and economic legislation. We strongly reject any form of illegality and make the utmost effort (within our competence) to implement initiatives aimed at combating crime. No conduct contrary to law should be undertaken by any recipients; even if abstractly motivated in the interest of TeaPak, it cannot be considered justified. Consequently, if such behavior is found, it will result in the adoption of disciplinary measures by our company. All workers are required to carry out their duties according to all principles listed in this document and to follow the ethical and professional codes related to their position. We undertake to comply with the regulatory provisions regarding the confidentiality of information and the protection of personal data by ensuring that the related processing complies with the provisions of the applicable legislation (currently Reg. EU 679/2016 and Legislative Decree 101/2018). The recipients undertake to behave in such a way as not to damage, discredit or otherwise compromise the image of the company.



# Diversity, Equity & Inclusion



**Diversity** ► the range of human differences and varieties, whether inherited or acquired, that put people at risk of exclusion, differential treatment or discrimination (age, gender, sex, sexual orientation, socio-economic status, ethnicity, religious belief, physical and mental abilities, etc.)

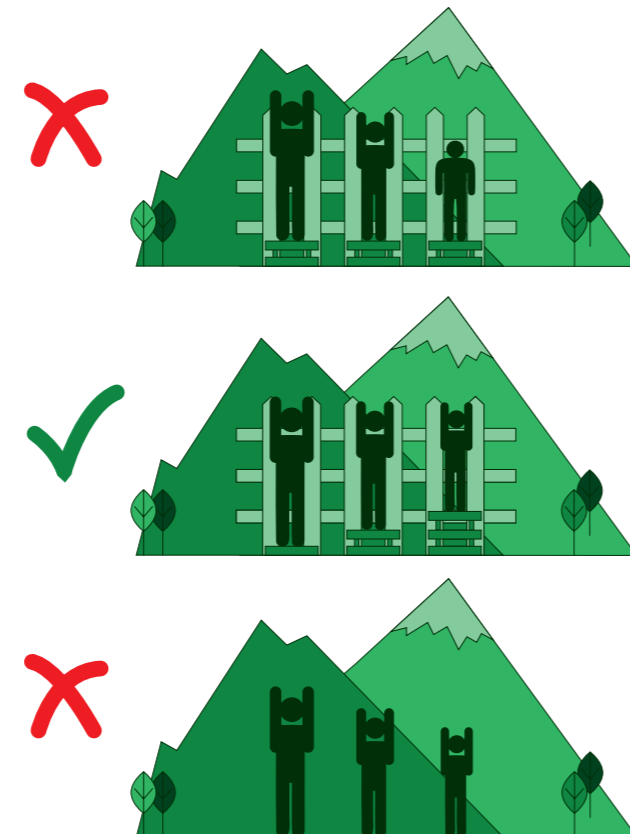


Inclusion and diversity are certainly key topics at the center of public and private discussions at the national and international level; and because they are very “in vogue” concepts, the risk of trivialization is always around the corner. We want to dedicate a section of the impact report to these issues because we believe that, beyond mere appearance, these words and concepts must find a real application in the company context, as well as in the Community, since the time is ripe to build and fully realize a future of real rights and opportunities for all.

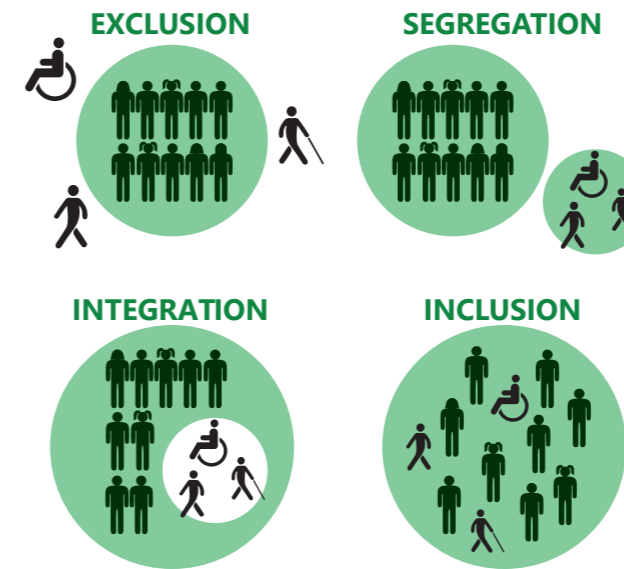
As a company committed to sustainability and as a Benefit Company, we believe we have a moral duty to ensure that – even through our business activities – we create the conditions to guarantee equal opportunities and rights for all.

In this regard, we want to start by clarifying these words and concepts, which are so often used today, perhaps without pausing to consider their intrinsic and extrinsic meanings. This will allow us to have a full awareness of how they impact our company dynamics.

**Equity** ► to focus on individual needs to ensure everyone has equal opportunities for access, growth, and development



**Inclusion** ► to develop policies and practices that make everyone feel welcome, valued and respected, thereby creating working conditions that ensure a sense of belonging and psychological safety

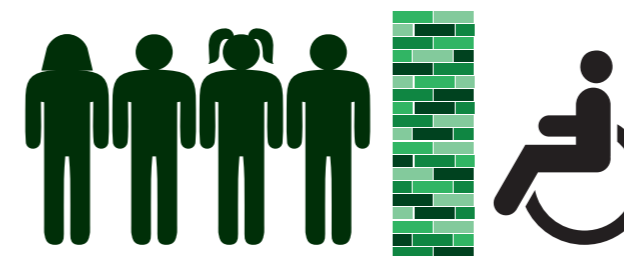


In the company context, when we talk about Diversity, Equity & Inclusion (DE&I) we are therefore referring to a set of programs, techniques and strategies aimed at recognizing and valuing individual differences, to maximize all employees’ potential, and exclude none.

TeaPak has been working proactively for several years to fully integrate DE&I practices and projects into personnel management policies, as well as within production processes.

For TeaPak, as proudly stated in our Mission and our Code of Ethics, diversity is a value, a great opportunity for growth and innovation. However, this appreciation of differences can only find real application in a truly inclusive work environment, where individuals are recognized for their individual characteristics and their potential to express themselves fully. Implementing equity tools is the key to unlocking this potential.

**Discrimination** ► to distinguish and treat people differently based on group or category membership, thereby preventing access to the same opportunities and equal rights



We are aware that making all this effective in the work context is certainly not easy, because the dynamics between People are very complex, the factors and variables involved are numerous, and organizational and structural factors of the production process can limit certain actions; however, the company’s will is strong, ethical awareness is always present, and our most important value is and will always be People.

Our commitment has already come to fruition in many activities (the Flags Project, the book All TeaPakies as One, the beginning of the journey for a Gender Equality certification, the daily activities of active participation and internal working groups, etc.) and will continue to spread a culture of inclusion and equity more and more, where everyone is given the opportunity to self-realize.

# Gender Equality Certification



As per objectives declared, in 2023 we have undertaken the path to obtain the Certification for gender Equality according to the standard UNI/PDR 125:2022.

- 3 Reporting system for gender equality and the complaint mechanism.
- 4 Gender Equality Committee.
- 5 Annual strategic plan to fill the existing gaps and produce sustainable and lasting change over time.
- 6 KPIs (qualitative and quantitative): measurement, analysis and evaluation of data analyzed by gender, relating to the following processes:
  - ✓ Culture and Strategy
  - ✓ Governance
  - ✓ HR Processes
  - ✓ Opportunities for the development and inclusion of women
  - ✓ Pay equity
  - ✓ Protection of parenthood and work-life balance.

In a historic moment where the empowerment of women, their self-determination, and the realization of true equal opportunities are more than ever at the center of political and social debate, fortified by our values and ongoing actions for a workplace free from gender discrimination, we have decided to embark on this journey by once again submitting ourselves to an assessment by an external entity.

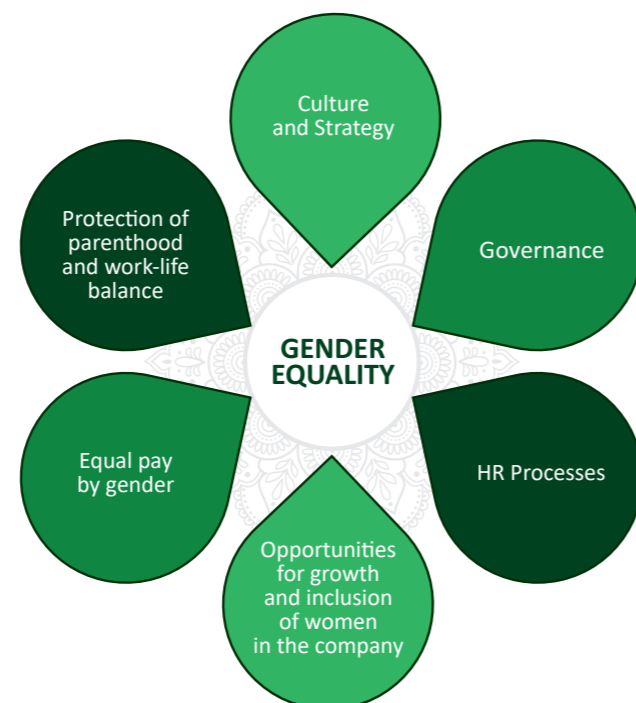
Undergoing an audit, in fact, means putting ourselves to the test to understand where our commitment stands in the journey of continuous improvement towards social sustainability and real inclusion; for this very reason, we decided to take on the challenge of certification.

After undergoing two comprehensive audit stages, on December 22, 2023, the certifying body notified us that we had obtained the certificate, thus formalizing the company's commitment to continue building and promoting an increasingly inclusive and equitable culture, both within and outside the workplace.

TeaPak was thoroughly examined in all key areas of personnel management with a focus on gender equality and the level of structure of the management system itself. The 6 areas of analysis and evaluation were:

- 1 Equality management system of gender and inclusion.
- 2 Gender equality policy and the inclusion and procedures of HR processes.

A very thorough audit where we were able to highlight our strengths such as: the supportive company culture, strong internal collaboration and an already well-structured system of processes and procedures, including in HR. The open and timely exchange with the auditors provided valuable insights that we will surely integrate into our Management System for continuous improvement.



This certification primarily represents the culmination of years of commitment to creating a fair and motivating company environment, where everyone can find opportunities for growth, development, and fulfillment. As always, for us, obtaining a certification is not an endpoint but a new starting point,

and we will therefore not stop working on the various support and development actions for gender equality: work-life balance services, parenting support, training, protection of the person, economic support, development of talents and potential, self-affirmation and empowerment.





# TeaPak is a BENEFIT COMPANY

On July 9, 2021, TeaPak formalized its commitment in terms of Corporate Social Responsibility, becoming a Benefit Company. Benefit Companies are a new legal form of company, introduced in Italy with Law no. 208 of December 28, 2015 (paragraphs 376-383 and annexes 4-5) and entered into force on January 1, 2016, which guarantees a solid basis to align the mission and create shared value in the long term.

The decision to become a Benefit Company is completely voluntary, and formalizes the company's commitment to overcome "business only" reasoning for all stakeholders, and to instead welcome a business management style aimed at creating shared value in terms of social and environmental sustainability, as well as in terms of economic prosperity for all.

TeaPak decided to become a Benefit Company, thus highlighting a social and environmental commitment that has always been active in the company, placing corporate social responsibility at the core of the business, declaring to pursue objectives with a positive impact, committing to operate in a manner **that is ETHICAL, RESPONSIBLE and SUSTAINABLE, RESPECTING its emplo-**

**yees, the environment, its customers and suppliers and supporting the local community.**

As of **July 9, 2021**, TeaPak has **become a Benefit Company**, and has inserted the positive impact objectives the Company intends to carry out through its economic activity into Art. 5 of its Bylaws:

*"In the exercise of its economic activity, the company pursues objectives with a positive impact, committing itself to operate in an ethical, responsible and sustainable way, respecting its employees, the environment, its customers and suppliers, and supporting the local community and other stakeholders."*

In pursuing the identified objectives, TeaPak has appointed an **Impact Manager** who will be committed to reporting, in a transparent and complete manner, the activities carried out by the company in order to balance the interests of the shareholders with those of the community. On July 9, 2021 Andrea Costa was appointed to this role.

This document constitutes the way in which TeaPak makes transparent its commitment to implementing development that is increasingly sustainable, evaluating and reporting not only its economic impact, but also its social and environmental impact.



# Impact Assessment: B-Corp certification and B Impact Assessment standard

To comply with legal obligations and report the impact generated by the company, TeaPak decided to use the third-party standard B Impact Assessment for the year 2021.

This standard, developed by the nonprofit B-Lab, consists of a complex questionnaire with over 100 questions, which investigates the company's business model with respect to its ability to intervene positively in reference to the main environmental and social challenges, as well as measuring the impact of the products and services offered by the company. At the same time, this standard suggests ways to improve the company's business model, so that it is consistent with the desire to create a positive impact for the community.

The B Impact Assessment standard is part of the international B-Corp certification: **the B-Corp** certification classifies companies that, in addition to having profit objectives, meet the highest standards of social and environmental performance, transparency and accountability. It is currently utilized in 162 sectors and 96 countries. Out of more than 240,000 companies that have started the certification process, only about 3.3% have actually earned the certification.

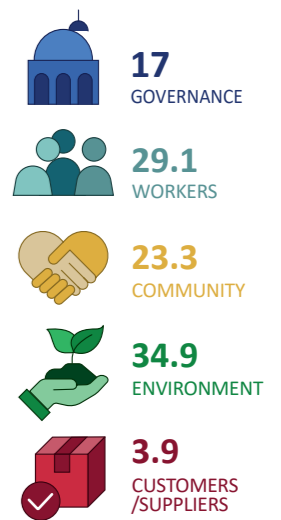
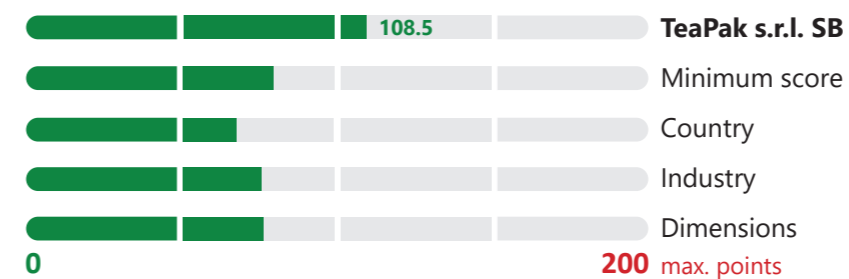
The company can only begin the certification process if it scores a minimum of 80 points out of a possible 200. Once this minimum score has been achieved, the third-party B-Lab auditors begin the review process.

**On October 26, 2022 TeaPak successfully completed the certification audit, officially becoming a B-Corp certified company, with a final score of 108.5 points.** Below are the scores obtained for each evaluation area: Governance, Workers, Community, Environment and Customers/Suppliers.

This result makes TeaPak very proud but we are aware that far from representing a destination, this recognition represents a new starting point on the path of continuous improvement towards sustainability.

## Overall Score: TeaPak s.r.l. SB B Impact Score

End of fiscal year data  
December 31st, 2021





# Specific sustainability objectives



**Governance:** The company is committed to acting ethically and transparently towards all stakeholders, promoting a conscious and sustainable way of conducting business, involving all levels and business areas in a virtuous process of continuous improvement, aimed at creating shared value.

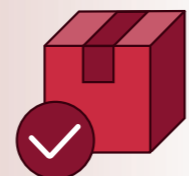
**Community:** The company is committed to supporting the local community in its evolution towards sustainability practices that guarantee respect for fundamental rights for all citizens, initiating projects and participating in volunteering and cultural activities, promoting inclusion and equal opportunities, and actively supporting the protection of the environment and the development of sustainable and safe cities through partnerships, networks and discussion tables with public and private bodies, associations, universities and other companies in the territory.



**Workers:** TeaPak has always believed that the true heart of the company is People and is committed to protecting workers by guaranteeing their fundamental rights, creating a collaborative and inclusive working environment, promoting people's value and self-realization through training and development, recognizing their talents, building an increasingly healthy and safe working environment every day, educating a broad and extended concept of well-being, supporting both workers and their families through the implementation of expanded welfare practices that include both tangible and intangible aspects, and continuously applying models of active participation for the workers themselves.



**Suppliers:** The company is committed to involving suppliers in development paths towards sustainability, through sharing projects and best practices, as well as evaluating suppliers based on variables directly connected to the fundamental axes of sustainability (respect for workers' rights, green practices, respect and involvement of minorities, possession of ethical, environmental certifications, etc.), arriving at the choice, when possible, of the most virtuous ones in this regard.



**Environment:** The company is committed to applying policies and procedures that minimize environmental impact to all processes – not only production – and that promote good recycling practices and energy saving, mainly selecting materials from sustainable supply chains and simultaneously spreading the green culture through workshops and projects both internally and in collaboration with the local community.

# Specific objectives declared for 2023: results summary

**KEY:**

	Objective achieved
	Objective partially achieved
	Objective not achieved

To learn more about each objective, see the detailed sections that follow



## Governance

	Stakeholder engagement and materiality matrix
	Culture Project
	Company communications analysis project
	Sustainability targets for Team Leaders, Managers and Professionals
	Acquisition of Gender Equality certification UNI/PDR 125:2022
	Project fostering health in companies promoted by the Region of Emilia-Romagna

## Suppliers



The supplier adopting at least 1 best practice chosen from those currently in place in TeaPak	
Creating a network of key sustainability consultants (waste consultancy, carbon footprint measurement)	
Support from TeaPak's internal resources to improve waste and energy management (HSE Team)	
Supplier support to develop more sustainable packaging	



## Workers and Community

	Diversity&Inclusion
	Raising awareness about gender-based violence and promoting gender equality
	Activities for workers and their families within the "Culture - Food for Thought" Project
	Activities and events involving the Community
	Activities involving workers and the Community

## Environment



Carbon Footprint	
Sustainable purchasing	
Resources and waste management	
Digitalization of company documentation	
Company certifications in the environmental area	
Green reporting	
Environmental Impact Monitoring	
Mobility Manager	

# Detailed 2023 activity report and objectives



## Governance



The company is committed to acting ethically and transparently towards all stakeholders, promoting a conscious and sustainable way of conducting business, involving all levels and business areas in a virtuous process of continuous improvement, aimed at creating shared value.

Activity	2023 Activity Status	Indicators
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### Benefit Company

In 2021, the company decided to formalize its commitment to all stakeholders by becoming a Benefit Company. This process has led to the consequent modification of its bylaws to ensure that the company's work is always conducted in a responsible, sustainable and transparent manner towards people, the community, the territory and the environment in order to achieve a positive impact for all.

The company will publish the third impact report by April 2024, which, in line with the principles of transparency, will be published on the company's website.

### Adoption of D. Lgs. 231 Model

In line with the principles of ethics and transparency that TeaPak promotes, every two months the company carries out a full or partial review of Legislative Decree 231, following the requirements of the law each year.

As of December 31, 2023, no reports have been received by the Supervisory Body through whistleblowing mechanisms.

### Vision, Mission and Values

In order to spread the values of sustainability and CSR to all levels of the company, beyond sharing the Vision, Mission and Values of the company, within which sustainability and CSR play a central role, TeaPak has implemented a communication plan throughout the year to share and raise awareness about the issues of sustainability, inclusion and equal opportunities among employees.

- ✓ The Vision, Mission and Values of the company are presented to each new hire during the onboarding phase.
- ✓ During the Company Meeting held in December 2023, as part of the topic of Gender Equality, the discrimination and complaint reporting form, along with its relevant committee and purpose, was shared and presented in depth.
- ✓ During an internal meeting of the Project Cross Meeting type, the following were shared: updates on the Gender Equality



## Vision, Mission and Values

certification (UNI Pdr 125:2022), along with the zero-tolerance policy for certain types of behavior, formal mechanisms for reporting abuse and harassment, the creation of internal and external company committees and if necessary, the intervention of external bodies to protect the person involved. ★

- ✓ Specific training on Gender Equality was carried out for all employees. ★

## Sustainability Team and Green Team

An international working group called the Global Sustainability Team and a TeaPak-specific Green Team are active within the company, with the aim of discussing sustainability and environmental impact issues in depth. In addition to evaluating green reports and recommendations, the internal Green Team is engaged in the presentation, organization and promotion of green/sustainability themed company events. The Directors play an active role in these working groups.

In 2023, meetings were held with the Global Sustainability Team on a bimonthly basis. The main activities included:

- ✓ Creating and sharing the "Global Sustainability Report" for the year 2022.
- ✓ Definition of KPIs, projects and activities of the "Carbon Footprint Working Group", composed of employees from various locations, whose purpose is to identify and implement activities aimed at reducing the company's footprint (2 groups entirely composed of TeaPak employees).
- ✓ Organization of the "Sustainability Days" in September, where the team met in Imola with the aim of defining the company's vision, strategies and future actions in terms of sustainability. The visit to the TeaPak headquarters also allowed for a deeper understanding of the current procedures and processes in place, for future optimizations and projects.
- ✓ Organization of training sessions on sustainability (3 carried out in 2023) on the following topics:
  - Sustainability Education Session: Carbon Footprint/Accounting
  - Sustainability Education Session: Guatemala Cardamom Project
  - Sustainability Education: New Sustainability Report Presentation.

## Sustainability Team and Green Team

In 2023, meetings were held with the Imola Green Team on a quarterly basis. The main activities included:

- ✓ Celebration of Earth Day, with activities promoted by both employees and the company (planting olive trees, adopting olive trees, planting red maples at TeaPak, donating 1 tree to the box supplier (Cartotecnica Jesina), promoting carpooling, and raising awareness on important sustainability issues).
- ✓ Sharing of knowledge related to environmental sustainability through the project "Did you know?" comprised of 3 practical pieces of information shared among employees via email and on company screens.
- ✓ Participation in the Ecomondo fair, during which several new ideas emerged; in addition to networking opportunities with other professionals in the sector, a fundamental activity for achieving sustainability goals, both locally and globally.
- ✓ Organization of training with Confindustria Emilia on different sustainability issues, attended by the main key figures involved in company sustainability. The box supplier Cartotecnica Jesina also participated in the training, thanks to the Stakeholder Engagement project organized in 2023 (see "Suppliers" section).
- ✓ Training on the correct management of waste in the company and at home in November 2023.



## Employee Collaboration Team

An internal working group called the Employee Collaboration Team, comprised of non-managerial employees, is active in the company, with the goal of creating a space for their ideas, suggestions and points of view on transversal business issues including: well-being, inclusion, improving work processes, internal procedures, and also, of course, sustainability.

In the year 2023, 4 meetings were held with the Employee Collaboration Team. They mainly concerned promoting activities aimed at improving the general well-being of employees in the company:

- ✓ Organization of themed evenings focusing on inclusion and empowerment (religious traditions, self-awareness, cultural enrichment through personal interests).
- ✓ Collection of ideas and suggestions for potential activities to better manage waste within the company, which resulted in suggestions to be implemented in 2024 (reporting of environmental non-conformities, waste disposal monitoring activities by the environmental emergency team).

## Doing Good Ambassadors

The company has always been very sensitive to the topics of solidarity and mutual help. To this end, "Doing Good Ambassadors" were established in 2021, internal figures who voluntarily offer to promote solidarity events and collect and propose ideas for projects or associations with which to collaborate.

In the year 2023, 2 meetings were held with the Doing Good Ambassadors on a biannual basis. As a result, 5 projects were initiated:

- Support organizing the March 8 events including:
  - ✓ all employees wore something yellow, a symbol of happiness, hope, energy and optimism, to pay tribute to the strength and tenacity of women.★
  - ✓ Slides with photos of TeaPak women and motivational phrases related to women were projected on the monitor at the entrance.
- Promoting solidarity activities in the company (solidarity purchases for Easter and Mother's Day, fundraising, etc.).
- Organizing a celebration of the International Day for the Elimination of Violence against Women on November 25, specifically:
  - ✓ the company hosted the traveling exhibition "Women's Hands".★
  - ✓ The data on femicides with the words "Enough" was projected on the monitor at the entrance.★

## Doing Good Ambassadors

- Promoting participation in the "Barter Concert" held on October 6.★
- Proposals for 2023 Christmas projects and proposals for Doing Good projects for the following year.

## Culture Project★

As per the 2023 objective, following the Vision "Uplift Humanity by Serving Body, Mind and Spirit while Healing our Planet", the Management has identified the Mind as the focus, coining the term "Culture Project - Food for Thought".

Aware of the extremely challenging global socio-political situation, through this project, the company aims to help individuals and the community find relief through activities such as art, theater, education, and knowledge exchange. Carefully selected activities have been chosen to transport us into a new dimension of aesthetic appreciation and self-discovery, laying the foundations for personal and collective growth, offering a sort of reprieve from daily concerns.★

Cultural afternoons in TeaPak where everyone could share their passions, hobbies and interests.★  
More specifically:

1 workshop dedicated to promoting inclusion through the sharing of knowledge about the experiences with the religions currently present in the company.★

1 workshop of the theme "Travel in Turkey" where a colleague showed the photo album from her trip and shared her experience and knowledge, talking about the culture, food and traditions of the Turkish people.★

1 workshop on "Astrology" that guided the participants in the knowledge of the planet Venus and how it affects everyone's life.★

1 workshop dedicated to "Nerds" and sharing passion for movies, TV series, comics and video games.★

1 "Education and Empowerment" meeting on continuous learning and self-learning.★

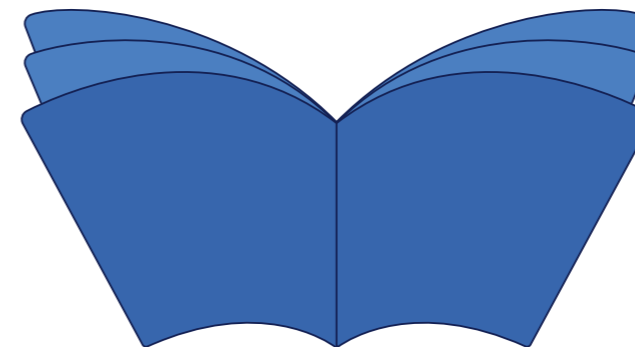
- Awarded 5 scholarships to TeaPak employees to undertake a training course not necessarily related to their job (total amount € 5,500).★

- Awarded 3 scholarships to TeaPak employees' children who have excelled in their studies (total amount € 1,500).★

- 4 days of art sessions for children, grandchildren and siblings of employees. A total of 46 children participated!★

- 4 art workshop sessions were held for adults (TeaPak employees and their families).★

- In 2023, the in-company counseling service, led by a psychotherapist and fully funded by the company, was also activated, ensuring anonymity.★





## Culture Project

- Solidarity raffle with prizes including:
  - ✓ two tickets to attend the F1 race★
  - ✓ a cinema subscription★
  - ✓ a theater subscription★
- On each employee's birthday, they were given two tickets to visit well-known historical locations in Imola.★
- Support for the realization of the traveling exhibition "Women's Hands", also hosted at the company, considered a valuable opportunity to share the immense value of women within the community and to challenge stereotypes that portray the female gender as weak and submissive.★
- Evening excursion to the Frattona Forest for employees, family and friends, with a dedicated guide, to learn about the characteristics of the flora and fauna of the areas surrounding Imola.★
- Evening tour of Imola for TeaPak employees, with a dedicated guide, to discover historical buildings and landmarks of Imola along with the main historical events that characterized them.★

## Stakeholder Engagement Project★

The objective specified for 2023 materialized in sending a questionnaire to all key stakeholders, across various impact areas, to discern and identify the main action areas in terms of sustainability.★

- Questionnaire sent:★
- ✓ To all employees in a reserved area.★
  - ✓ By email to the stakeholders defined as key.★

## Materiality Matrix★

The objective specified for 2023 materialized in sending a questionnaire to all key stakeholders, across various impact areas, to discern and identify the main action areas in terms of sustainability. With the data received, a new materiality matrix was constructed and the strategic priorities of the coming years were identified.★

- ✓ New materiality matrix created.★

## Sustainability Target for Team Leaders, Managers and Professionals★

As per the 2023 objective, a sustainability goal has been integrated into the target sheets of Team Leaders, Managers, and Professionals, tied to an economic bonus. This goal involves creating company knowledge related to successful case studies in sustainability and circular economy. Identifying and sharing these experiences of excellence fosters a culture of sustainability, while also inspiring innovative ideas for TeaPak's business reality and providing opportunities to create synergies with other companies.★

- During an "Education and Empowerment" meeting, the various case studies analyzed were shared by the Team Leaders, Managers and Professionals.★

**100%** of the employees involved completed the activity★  
**108%** average % achievement of target★

## Doing Good Day offered by the company

In order to promote solidarity activities, in 2023 the company again gave each employee a full day of paid work to dedicate to volunteer activities. With this initiative, the company management wanted to show its commitment to social sustainability and, at the same time, bring employees closer to local associations, paving the way for collaborations that then extended beyond working hours. Given the economic and operational impact of such a decision, in addition to having a very significant effect on the community, this undertaking was fully a Governance decision.

**643** hours of volunteer work paid by the company  
**86%** of employees who participated  
**5** associations involved

- Most hours were dedicated to supporting and helping employees and their families affected by the flood in Emilia Romagna in May 2023.

## Acquisition of Gender Equality certification★

Among the objectives specified for 2023 was the acquisition of the Gender Equality certification. The certification process unfolded in two audit stages (1st stage conducted on July 21, 2023 - 2nd stage conducted on November 20, 2023). During the audit stages, a variety of company areas were analyzed and investigated to verify and certify the best practices adopted by TeaPak, setting up an improvement plan for areas that are less performing in terms of gender gaps in the workplace.★

- Certification acquired on December 22, 2023.★

## Acquisition of Gender Equality certification\*

Specifically, the company was evaluated on the following topics:

- ✓ Parenting support\*
- ✓ Development, dissemination and implementation of Gender Equality culture and policies\*
- ✓ Turnover with a focus on gender\*
- ✓ Allocation of financial resources on specific DE&I issues\*
- ✓ Recruitment\*
- ✓ Onboarding\*
- ✓ Training\*
- ✓ Remuneration policies\*
- ✓ Performance evaluation\*
- ✓ Career development\*
- ✓ Activities to prevent abuse and/or harassment\*
- ✓ Creation, dissemination and implementation and effectiveness of reporting mechanisms\*
- ✓ Monitoring of implemented actions to support individuals\*

As required by the regulation, a Gender Equality and Grievance Mechanism Committee has been created to manage reports of Discrimination or Complaints received both internally (Employees and/or Contracted Workers) and externally (suppliers, etc.).\*

## Company communications analysis project\*

Given the increasing significance of communication as the company's complexity and context grow, in 2023, an analysis of company communications was conducted in terms of: content, channels, target audience, impact, effectiveness, and consistency.\*

- A report was developed that identified the areas to focus on.\* The outputs of the project, following the training carried out, are as follows:
  - Definition of communication flows in terms of coherence and effectiveness between content, channel used, and target audience.\*
  - Definition of the approval process and process responsibilities.\*
  - Creation of company guidelines related to formats, company colors, etc.\*
- During a "Project Cross Meeting", the analysis conducted on company communication areas and the next steps to be taken were shared, in order to define more effective communication flows.\*

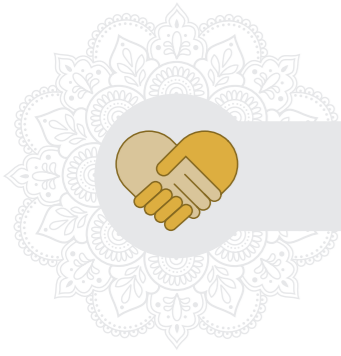
## Project fostering health in companies promoted by the Region of Emilia-Romagna:\*

Participation in the project organized by the Region of Emilia-Romagna, sponsored by the AUSL (Local Health Authority) of Imola (BO), with annual reporting through statements and photographic documentation/leaflets of the actions implemented, to promote a healthy lifestyle based on the well-being of each individual worker as per the Prevention Plan (*Costruiamo Salute - We Build Health*).\*

- In the year 2023 our appointed physician made 54 additional visits to our employees in order to promote their personal health.\*







# Community

The company is committed to supporting the local community in its evolution towards sustainability practices that guarantee respect for fundamental rights for all citizens, initiating projects and participating in volunteering and cultural activities, promoting inclusion and equal opportunities, and actively supporting the protection of the environment and the development of sustainable and safe cities through partnerships, networks and discussion panels with public and private bodies, associations, universities and other companies in the territory.

Activity	2023 Activity Status	Indicators
<h2>Solidarity activities</h2>  	<p>The company has always been active in the area by promoting and participating in solidarity activities and projects of various kinds, collaborating with and supporting charitable associations and organizations. TeaPak employees are particularly sensitive to solidarity issues and donate a significant portion of their time outside work to charitable and volunteer activities. Starting from 2021, solidarity activities have been collected and documented in an annex to the company's Sustainability Best Practices, a document that can be consulted on the company's website, which emphasizes how the various solidarity activities fit into the global macro-objectives of the UN 2030 agenda. The solidarity activities carried out by the company in 2023 can be grouped into 8 main categories:</p> <ul style="list-style-type: none"> <li>✓ Financial donations for projects.</li> <li>✓ Solidarity Purchases.</li> <li>✓ Various material donations: production waste, herbal teas, household materials no longer in use but in good condition, extra and/or new food.</li> <li>✓ Volunteering: donating time</li> <li>✓ Promotion in the company of Solidarity Events in the territory.</li> <li>✓ Adoption of fruit and non-fruit trees, in our area and around the world, within a sustainable supply chain that directly supports the producer and their community.</li> </ul>	<p><b>54</b> No. of solidarity activities carried out in 2023</p> <hr/> <p><b>86%</b> Employees involved in solidarity activities</p> <hr/> <p>€ donated in the last year to Associations, Institutes, Onlus etc.:</p> <p><b>€20,640</b> TeaPak</p> <p><b>€2,853</b> Employees</p> <p><b>€35,000</b> EWTC Foundation</p> <hr/> <p><b>€28,998</b> Value of donated herbal teas</p> <hr/> <p><b>27</b> No. of associations involved in the initiatives</p> <hr/> <p><b>3,839kg</b> Approx. amount of materials donated from the solidarity collections to local associations</p> <hr/> <p><b>287,904</b> approx. of total donated Yogi Tea / TeaPak products</p>

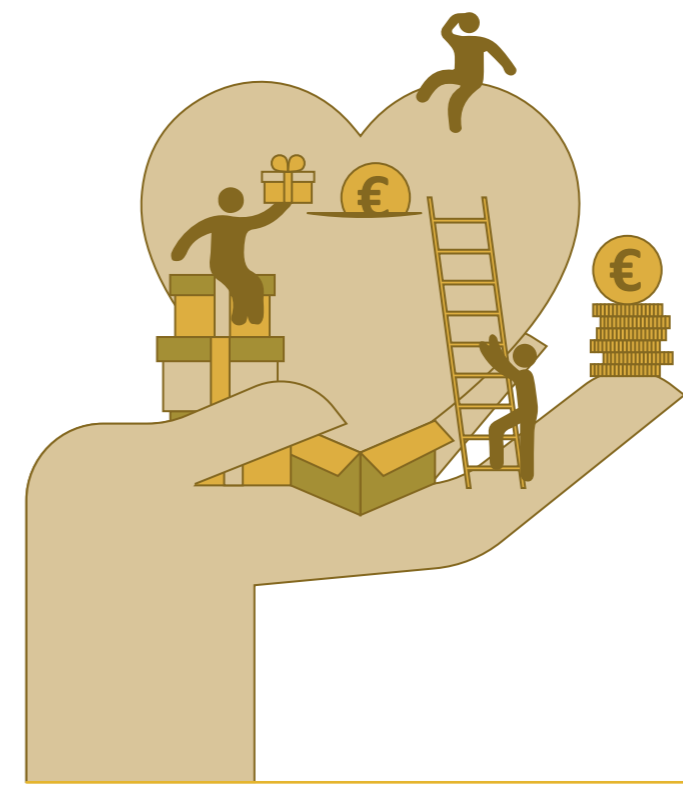
Activity	2023 Activity Status	Indicators
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## Solidarity activities

- ✓ Collaboration with local companies that involve children with physical and/or mental disabilities.
- ✓ Donation of herbal teas.

**Main solidarity projects:**  
 ✓ **Organization of the "Barter Concert" - Music in exchange for solidarity**★

On October 6, 2023, the "Barter Concert" took place: the first musical concert that did not require ticket purchases, only donations of basic necessities. TeaPak realized and supported the event, conceived by Maestro Mastrini, an internationally renowned pianist and composer, along with the City of Imola, which sponsored the event. The initiative was open to the entire community, which responded with great enthusiasm, participation, and, above all, with great generosity. In fact, about 1.9 tons of basic necessities were collected, which were then distributed to the 400 families supported daily by the *No Sprechi* Volunteer Association, an organization with which TeaPak has been collaborating for several years.★



✓ **Project, in collaboration with EWTC Foundation, Logos Project - Thoughts and Words.**

TeaPak, supported by the EWTC Foundation, sponsored the *Bimbo Tu* Association in implementing the "Logos - Thoughts and Words" Project. The initiative is structured in several specific phases, with the main objective of building an integrated and multidisciplinary path that allows patients with autism and other neurodevelopmental disorders to have continuity of care even in their daily lives outside the hospital environment.

## Workshops and events

The company actively participates in round tables, workshops and events. These initiatives are usually organized by public and private bodies and/or other companies in the area to discuss best practices, improvement projects, actions to support workers and citizens as a whole, in terms of improving health and safety, roads and mobility, and sustainable construction. The topics generally addressed are the culture of sustainability, the ecological transition and sustainable cities, as well as social sustainability issues, such as gender equality, cultural integration and solidarity.

TeaPak took part in the following initiatives:

- Various technical meetings with Table 81, one of which was hosted at the company on July 11th
- Participation as a speaker in the 2023 Safety Week event "Safety Inclusion Wellbeing" on November 28, 2023.
- Sharing aspects related to Health, Safety and Environment with our supplier Cartotecnica Jesina on the following dates: March 1, 2023, May 30, 2023, July 10, 2023 and their participation in our Table 81 event held on November 28, 2023.
- Participation as speakers in the "Imola Green" event organized by the



★ : Declared objective for 2023

## Workshops and events



City of Imola on September 23, 2023 for the seminar "ACTIVE MOBILITY FOR THE CHANGING CLIMATE".

- Continuation of the "Bike To Work" project to encourage the use of bicycles as a sustainable way to commute to work.

- ✓ In the first quarter of 2023, the City of Imola launched a series of training sessions on gender equality, diversity and inclusion, presented on December 22, 2022, for which TeaPak was invited to contribute its expertise on these important topics. Several sessions were conducted in which the company participated, including:

- Gender Equality and PdR 125:2022 certification.
- Diversity Inclusion: from emergency to planning.
- Discrimination and bias.
- Preventing harassment and gender-based violence in the workplace.
- Development of leadership and women's empowerment.

- ✓ On February 22, the stakeholders who supported TeaPak's candidacy for the "BRCGS Award" were invited to a workshop on the culture of food safety and how it can be implemented in the workplace. During the workshop, the company presented the actions and activities currently in place to promote this important culture among employees.

- ✓ To celebrate the annual World Day for Safety and Health at Work, on April 28, the Safety Association "Table 81 - Imola" (of which TeaPak is a partner) organized a theatrical performance entitled "No Doubt". The theme of the show was the reflection on workplace safety, with actors analyzing, from different points of view, the causes of accidents at work. TeaPak participated in this event.

- ✓ In May, the company participated in the final training session on gender equality, diversity and inclusion promoted within the framework of the Sustainable Development Festival organized by ASviS (Italian Alliance for Sustainable Development). The focus of the workshop was on

## Workshops and events



preventing gender-based violence in the workplace. The meeting was attended by representatives from the institutions of the Emilia-Romagna Region, Imola, the Equal Opportunities Commission, trade unions, Anti-Violence Centers, and local businesses, who worked together in a transversal manner to build a comprehensive vision of the issue and develop targeted actions.

- ✓ On November 9, the Senior HR Manager participated in a conference dedicated to the theme of Sustainability, with a focus on the impact that the EU Directive on Corporate Sustainability Reporting (CSRD) will have on small and medium-sized enterprises. The conference was attended by lawyers, accountants and entrepreneurs from Imola and Bologna. TeaPak was invited as a virtuous company in terms of sustainability, to share its best practices.

## Partnerships with public and private institutions and bodies

The company considers it essential to become active agents of change and generate shared value, both locally and nationally. TeaPak is aware that to truly drive profound change towards sustainability, it is necessary to collaborate with public and private institutions and bodies, universities, research organizations, and other virtuous companies. Therefore, TeaPak gladly and with interest participates in research and exploration activities on these issues.

TeaPak took part in the following initiatives:

- ✓ on June 9, the HR Director attended the inauguration of the new "Mothers' Room" at the Civil Hospital of the City of Imola, which was also made possible thanks to the company's contribution.

- ✓ Contributed to the realization of the traveling photographic exhibition "Women's Hands", promoted by the Municipality of Fontanelice in collaboration with the Non-Profit Association "For Women."★

- ✓ Joined the initiative promoted by Confindustria, together with some of the most representative trade unions, to support the population of Emilia Romagna severely affected by the flood. Through the activation of this intervention fund, employees were able to donate one hour of their salary, and the company in turn donated the same amount for each person participating in the initiative.



## Local suppliers

In order to promote the social and economic development of the territory, the company commits to purchasing local materials and products for freebies and corporate gifts.

**90%** Local suppliers

## Internships and collaborations with Secondary Schools and Universities

The company has started collaborations with the Secondary Schools present in the territory, as well as with the University of Bologna, to welcome young people in curricular or extracurricular internships, thus promoting synergy between educational institutions and companies, and giving concrete tools to young people to promote their inclusion in the world of work.

✓ For several years now, TeaPak has been welcoming students from certain departments interested in getting to know the aspects of work organization, health and safety in the workplace, and quality management.

✓ On March 15, the HR Specialist and the WHS Manager remotely attended a meeting organized by the staffing agency Randstad in collaboration with Education and the Metropolitan City of Bologna. The meeting was held with the classes of the Logistics Operator course at the Paolini Cassiano Institute in Imola. TeaPak participated as an industry representative, presenting the company to the participants, and providing an overview of the warehouse and shipping processes, both operational and IT-related.

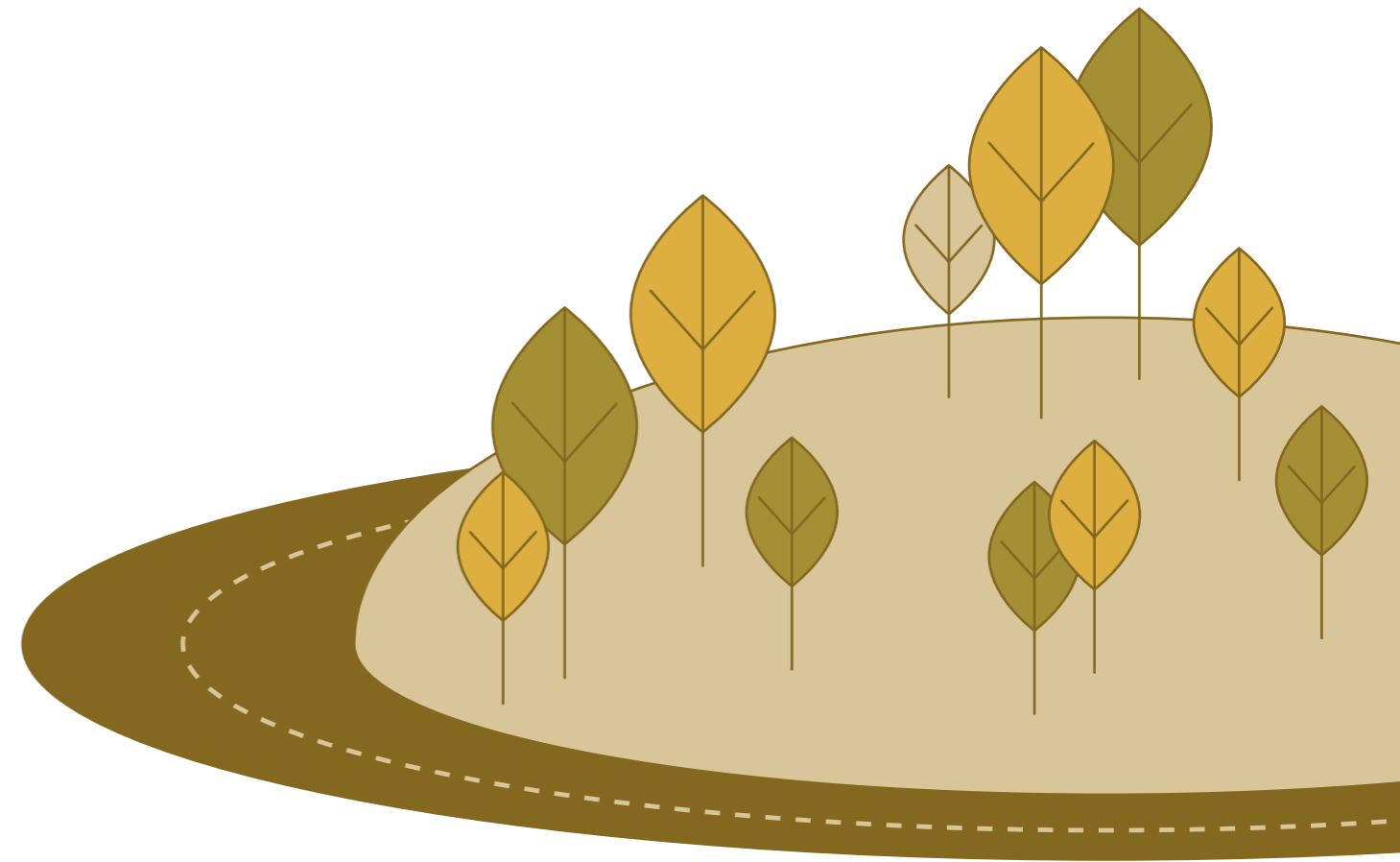
✓ On September 22, the Senior HR Manager participated in an initiative as part of the "Almafuturo" project aimed at students in the second classes of the metropolitan economic and technical institutes (ITENETWORK), through a recorded interview that was shown to the classes. The title of the interview was "Insights" from the world of work and focused on several topics (introduction of the interviewee, company presentation, cultivating and strengthening soft skills, the company's social responsibility, and how the world of work is progressing and evolving).



## Active citizenship

The company has decided to actively participate in the life of its community, not only by providing solutions but also by offering a critical perspective on the primary goals of community living.

✓ The TeaPak with Yogi roundabout is born. The company has in fact joined the Active Citizenship project, promoted by the City of Imola, summarized with the name "Adopt a roundabout." It was an opportunity that the company turned into another significant step in its sustainability journey. The depiction on the public work is a symbol of movement and continuous evolution, characteristics that have always accompanied TeaPak's image. In addition to contributing to the realization and maintenance, the company will also be responsible for upkeep of the areas surrounding the facility and the roundabout itself, thus positioning itself as an active supporter of the public institution, thereby consolidating an already positive collaboration with the municipal authority.





## Workers

TeaPak has always believed that the true heart of the company is People and is committed to protecting workers by guaranteeing their fundamental rights, creating a collaborative and inclusive working environment, promoting people's value and self-realization through training and development, recognizing their talents, building an increasingly healthy and safe working environment every day, educating a broad and extended concept of well-being, supporting both workers and their families through the implementation of expanded welfare practices that include both tangible and intangible aspects, and continuously applying models of active participation of the workers themselves.

Activity	2023 Activity Status	Indicators
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### Active participation Bottom-up approach

The company applies management dynamics with a bottom-up approach, considering the active participation of workers in company life to be fundamental. In fact, it is the workers themselves who experience the spaces, processes, and relationships every day and are therefore the best suited to make a fundamental contribution to continuously improve procedures, the safety policy, the work environment, etc. The company has been using a digital internal reporting system for several years relating to:

- ✓ Safety issues.
- ✓ Suggested improvements.
- ✓ Generic complaints.

The company is so committed to raising awareness among employees on environmental issues and sustainability in general that it created an open communication flow with a bottom-up approach. This flow is managed and standardized through the use of green reporting, a digitized tool that employees can use to submit suggestions, activities and in general any thoughts aimed at improving sustainable practices in the company.

- ✓ Total number of reports as of December 31, 2023: 340, of which:
  - Food safety: 2 reports, 100% implemented
  - General complaints: 0 reports received
  - Improvement: 184 recommendations, 84% implemented
  - Safety - Property Damage Incidents: 8 reports, 100% implemented
  - Safety - Injury, No First Aid & First Aid & Recordable: 7 reports, 100% implemented
  - Safety - Near Misses: 3 reports, 100% implemented
  - Safety - Potentially dangerous situations: 26 reports, 9.3% implemented.

In 2023, 50 recommendations were received about green improvements that the company could implement. Among these, 30 were immediately accepted and the corresponding action was promptly taken; 14 did not receive an immediate response because they were not feasible for process-related reasons; while 6 were already being implemented. The proper management of these reports and the effort invested ensured the achievement of the goal identified in the "Environment" area (green reports rejected = maximum 30% of total reports received), in line with the principles of continuous improvement and company sustainability.

Activity	2023 Activity Status	Indicators
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### Active participation Bottom-up approach

To increase employees' active participation in solidarity activities, the option to make "Doing Good" reports has been activated, in addition to those already available for the Safety and Green areas.

All reports are analyzed and evaluated by the respective teams or by management, and feedback is promptly given to the individuals who submitted them.

- ✓ 21 reports (reported in total by 6 people)  
Of these:
  - 24% have already been implemented
  - as declared in 2022, the folklore festival was implemented in 2023 (July), through the sponsorship of Danzerini and Canterini Romagnoli.★

### Training

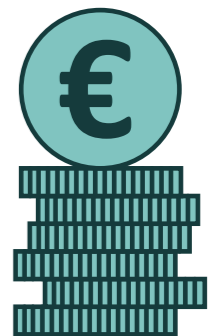
The company places great emphasis on the development and advancement of its personnel and recognizes that this largely involves providing training opportunities, technical or transversal courses, and on-the-job training. Therefore, TeaPak offers the opportunity to attend these types of courses to workers from all areas and at all levels according to an annual training plan, which is continuously updated and monitored through data and KPIs. At the same time, course satisfaction is closely monitored for continuous improvement purposes.

- ✓ 4,622 hours (on-the-job, classroom, on-boarding, welcome kits, etc.)
- ✓ Workers in training: 100%
- ✓ Average course rating: 4.4 (min 1 - max 5)

### Compensation policies: Severance pay

Workers have the opportunity to request severance pay advances outside of regulatory and contractual obligations: in order to support employees who face significant expenses, which weigh on the family budget, the company is willing to analyze and potentially accept requests for severance pay advances that go beyond the company obligations. The ceilings are as follows: up to €10,000.00 per month for all employees, up to €50,000.00 per year for all employees.

100% of the requests received were approved.



★ : Declared objective for 2023



## Compensation policies: Salary integration

For 2023 as well, the company has decided to provide a 5% hourly wage supplement to all part-time employees at the request of the company itself for technical and organizational reasons. This supplement is granted to those working part-time on shifts and only for hours worked during the daytime shift.

This decision stems from two factors, one objective and the other related to employee well-being:

- ✓ The objective factor is the company's voluntary effort to compensate for the half-hour that is paid but not worked for those who work part-time, as stipulated by the National Collective Labor Agreement (CCNL) for full-time employees.
- ✓ The factor related to employees' well-being instead arises from the management's awareness that working part-time has a certain impact on an individual's finances. Therefore, the company, which still needs to have part-time workers for technical and organizational reasons, wants to try to provide additional economic support for those who have reduced working hours.

Total hours paid with integration in 2023: 7,627.50 hours

## Compensation policies: Overtime

Since time flexibility is required for technical and organizational reasons, the company implements further policies in terms of wages to compensate for this flexibility.

Additional hours are paid at the same rate as overtime hours, i.e. 45% and not 15% as the CCNL would require.

## Compensation policies: annual bonus

Over the years, the company has structured a system for awarding an annual bonus based on the achievement of both individual and departmental objectives.

100% of employees access the bonus award system.

## Health and Safety

The company considers the safeguarding of its workers' health and safety to be of fundamental importance. This commitment is constantly pursued through the continuous improvement of working conditions and spreading a corporate culture emphasizing the safety and well-being of employees.

- ✓ REQUIRED training hours pursuant to Consolidated Law Leg. Dec. 81/08: 1,005
- ✓ NON-REQUIRED safety training hours: 315
- ✓ Approximately 23% more hours of training were carried out than those required by law.
- ✓ Extra activities with respect to those required by law:
  - Course on POSTURE and MANUAL HANDLING OF LOADS for all TeaPak workers;
  - Training course for workers on applying the correct LOTO procedures;
  - Training course for ATEX operators;
  - Training course on the HEALTH, SAFETY AND ENVIRONMENT MANAGEMENT SYSTEM (HSEMS);
  - Updating of the company's EMERGENCY TEAM (multiple sessions throughout the year);
  - Using BASIC LIFE SUPPORT and DEFIBRILLATION (BLS-D) for first responders.



## Company welfare



TeaPak is aware that the true heart of the company is its People. They are the ones who can truly make a difference, and with their dedication and commitment, they contribute to achieving the company's goals, determining the organizational climate. With this in mind, TeaPak aims to promote the health and well-being of its People, as well as a harmonious and serene work environment. To achieve these objectives, the company has developed and implemented over time an extended welfare system for employees, taking into account both concrete aspects such as economic and financial support, as well as intangible aspects such as attention, personal development, promotion of a dynamic atmosphere, and the creation of a pleasant and safe working environment. Since 2021, all welfare actions have been documented in a separate section of the Sustainability Best Practices, which is publicly accessible on the company's website. It emphasizes how various welfare activities align with the overarching global goals of the UN 2030 agenda.

- ✓ All the actions declared in 2022 have remained active, along with these new actions activated in 2023:
  - Osteopath available on company premises.
  - Local fruit and vegetable stand present outside the company.
- ✓ Confirmation of 100% of employees that they have had access to welfare credit. Given the high appreciation expressed by employees for this type of service, the listening desk has become a structured service offered to employees every year.

## Organizational climate

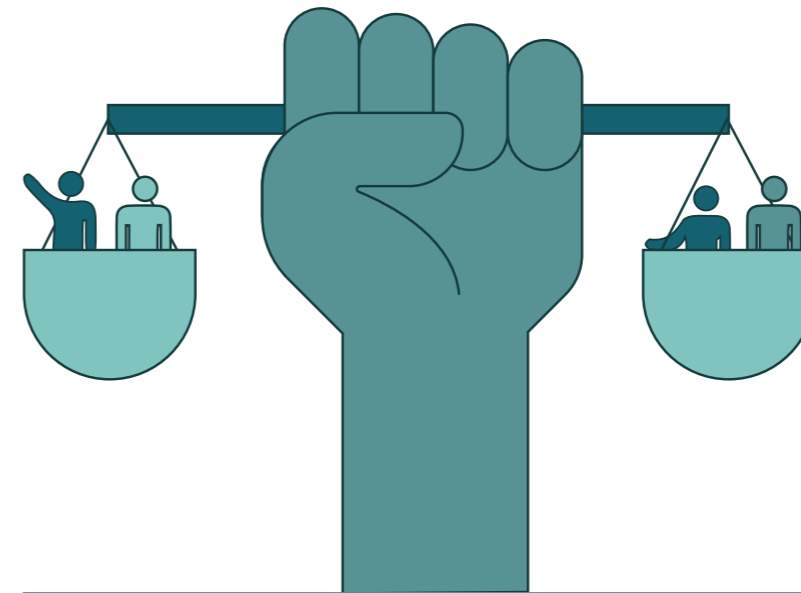
The company monitors the organizational climate, as well as the perception of working life and the level of employee engagement, through internal surveys and questionnaires such as the Global Engagement Survey and/or the Quality of Working Life survey.

2023 Global Engagement Survey Results: 4.46 (min. 1 - max. 5)

## Team Building

The company organizes many team building activities to consolidate and enhance teamwork.

- In 2023 the main team building events were:
- A walk at the Imola circuit during the solidarity event organized by L.I.L.T., to which TeaPak donated herbal teas for all participants.
  - Cultural afternoons at TeaPak, where internal evening meetings among colleagues were held on Mondays in March and October at the library to share passions and interests.



## Equality and Inclusion

The company considers the topics of equal opportunities and inclusion to be central. For this reason, relevant policies and projects are promoted, since a diversified workforce represents a great opportunity for growth and development for all.

- Planting of olive trees on the Ronco Monte Albano farm (Casola Valsenio).
- On June 16, the TeaPak Summer Party was held in collaboration with Imola Rugby, an important sports association in the area. Sports and well-being were at the heart of the celebration. The party was held at the rugby fields where instructors taught the basics of the sport, followed by a friendly match to put the lessons into practice. The company is very proud of this partnership as rugby is a sport based on the values of respect, collaboration and inclusion. ★
- Evening hike in the Frattona Forest for employees, their families and friends with a dedicated guide.
- Evening tour of Imola for TeaPakies to discover Imola, Via Emilia and much more with a dedicated tour guide.
- Participation in the Race for the Cure charity event.
- Barter Concert: Solidarity concert open to all TeaPak employees and the local community at the Osservanza Theatre in Imola.
- Yoga with the Board, Storytelling and a buffet lunch at TeaPak.
- Company Meeting with happy hour.

As of December 31, 2023 these are the workforce data relating to gender and diversity:

- ✓ 52% F and 48% M
- ✓ The Steering Committee is composed of 5 Directors, 2 of whom are women.
- ✓ Management is made up of 53% women and 47% men.
- ✓ The company population is composed of 11 different nationalities, 6 religions and 8 languages. The various inclusion projects carried out in 2023 include:
  - ✓ Celebration of March 8, International Women's Day.
  - ✓ Celebration of the International Day for the Elimination of Violence

★ : Declared objective for 2023



## Equality and Inclusion

		<p>against Women, November 25.</p> <ul style="list-style-type: none"> <li>✓ Contributed to the creation of the exhibition "Women's Hands", which was also hosted in the company.★</li> <li>✓ Participation in the seminars "Paths of Equality", promoted by the City of Imola in collaboration with Cefla and Demetra.</li> <li>✓ Obtainment of the UNI/PdR 125:2022 Gender Equality Certification.★</li> <li>✓ Preparation of an "inclusive" Easter card to be sent to all stakeholders.</li> <li>✓ Female empowerment courses were not held in 2023 as other courses on Gender Equality were held, useful for obtaining the Certification itself. This objective is postponed to 2024.★</li> </ul>
<ul style="list-style-type: none"> <li>✓ In March 2023, organization of a sharing session directly managed by TeaPak employees about the religions currently present in the company.★</li> </ul>		<ul style="list-style-type: none"> <li>✓ Meeting organized on March 14, 2023, with the participation of various employees who shared experiences, practices and the main traditions of different holidays.★</li> <li>✓ TeaPak has been named "the number one faith-friendly company in Europe", an award that identifies the company's level of commitment to give visibility to the theme of religions within inclusion policies.★</li> </ul>
<ul style="list-style-type: none"> <li>✓ TeaPak participated in the REDI Index: Corporate Religious Equity, Diversity &amp; Inclusion Index for 2023 as well.★</li> </ul>		

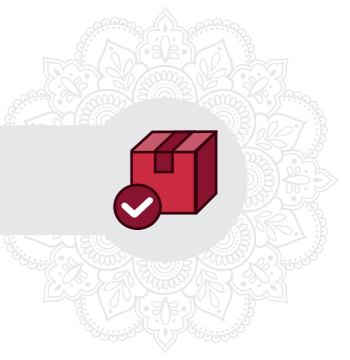
## Actions in the Culture - Food for Thought project

<p>Within the yearlong "Culture - Food for Thought" project, multiple activities have been activated to enrich the minds of workers and to shift their perspective from everyday concerns.</p>	<p>See Governance section.</p>
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## Activities involving workers and the community:★

<ul style="list-style-type: none"> <li>✓ Joining the "Bike To Work" project organized by the City of Imola (BO) in 2023, increasing the number of workers who commute by bicycle.★</li> </ul>	<p>The company has joined the project for 2023. The number of workers enrolled has remained constant, so the objective is partially achieved.★</p>
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★: Declared objective for 2023



## Suppliers

The company is committed to involving suppliers in development paths towards sustainability, through sharing projects and best practices, as well as evaluating suppliers based on variables directly connected to the fundamental axes of sustainability (respect for workers' rights, green practices, respect and involvement of minorities, possession of ethical, environmental certifications, etc.), choosing, when possible, the most virtuous ones in this regard.

## Selection of suppliers

<p>TeaPak has updated the supplier selection form, in accordance with Legislative Decree 231, collecting information on supplier sustainability (SA 800 certification; ISO 14001; FSC; PEFC, etc.) and assigning a specific score.</p>	<p>100% of suppliers are evaluated according to ESG criteria.</p>
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## Origin

All things being equal in terms of performance guaranteeing the continuity of the supply chain, the company uses packaging material suppliers whose geographical location is closest to the production plant. When it is not possible to comply with this requirement, the company ensures that transport is optimized, both in terms of the number of trips and the percentage that vehicles are filled.

Numerically, 73% of packaging material suppliers are located within a 300 km radius. In terms of invoicing, in 2023, 89% of the packaging materials purchased came from suppliers located within 300 km of the company.



## Adherence to the Company's principles

Since 2022, new suppliers who were not included in previous communications have received the updated Legislative Decree 231 information, the code of ethics, sustainability best practices, the sustainability policy questionnaire and the code of conduct, with the request to read, complete and accept these procedures, as well as to report any ongoing sustainability projects that could lead to a partnership.

✓ The documents were sent to all suppliers that make up 90% of purchases in terms of invoicing.

**58%** of suppliers have adhered to the policies and values promoted by the company (code of conduct, Legislative Decree 231 and sustainability questionnaire).

## Stakeholder Engagement - Suppliers

TeaPak is committed to promoting the engagement of its stakeholders, specifically packaging material suppliers, by promoting activities aimed at increasing their participation and sharing company values related to sustainability:

✓ Conversion of packaging materials into greener alternatives.

✓ By leveraging the supplier's expertise and the skills brought to the team with the introduction of the Sustainable Packaging Specialist role, TeaPak has completed 3 projects for converting packaging into greener alternatives (premium envelopes with recyclable barriers, recyclable envelopes without barriers, and boxes with reduced weight for the Yogi Tea line).

"Stakeholder Engagement" project with the box supplier - Cartotecnica Jesina.★

✓ The supplier adopting at least 1 best practice chosen from those currently in place at TeaPak.★

✓ Creating a network of key sustainability consultants (waste consultancy, carbon footprint measurement).★

✓ Support from TeaPak internal resources to improve waste and energy management (HSE Team).★

✓ Supplier support to develop more sustainable packaging.★

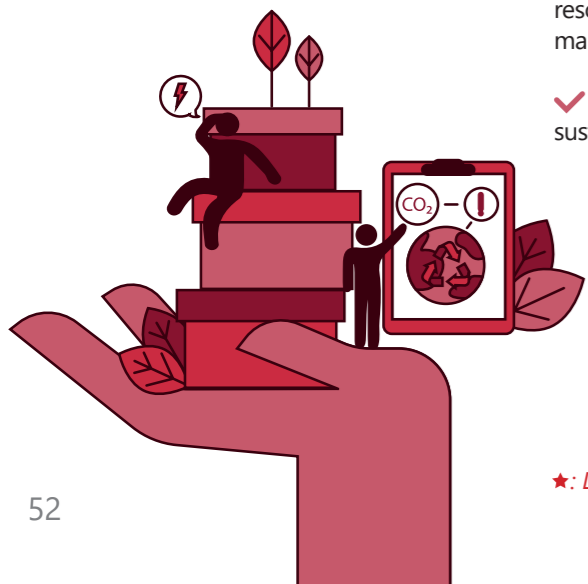
✓ The chosen supplier opted to measure their carbon footprint.★

✓ Key consultants were shared with the chosen vendor. Training was also organized in collaboration with Confindustria on sustainability issues.★

✓ The chosen supplier benefited from the support of the HSE Team in defining improvement actions for waste and energy management.★

✓ The supplier put their knowledge to use in terms of lighter alternatives (thinner) of the cardboard used for producing Yogi brand boxes. We went from a weight of 295 g/sqm to a weight of 270 g/sqm, resulting in a savings of 16.4 tons of paper.★

★: Declared objective for 2023



## Environment



The company is committed to applying policies and procedures that minimize environmental impact to all processes – not only production – and that promote good recycling practices and energy saving, mainly selecting materials from sustainable supply chains and simultaneously spreading the green culture through workshops and projects both internally and in collaboration with the local community.

## Responsible purchasing

The company has a GPP (Green Public Procurement) policy summarized in the "best practices" document published in order to establish a series of guidelines to consult before concluding a company purchase, regardless of the economic value of the purchased asset.

TeaPak only procures from paper mills and/or converters who work with FSC certified paper mills and commits to purchasing only GOTS certified cotton yarn (<https://global-standard.org/>). Furthermore, the company pays close attention to buying office supplies that have a low impact on the environment.

✓ Use of non-bleached and Eco Label certified recycled paper for printers.

✓ Purchase of Blue Angel certified regenerated toners for departmental printers.

✓ Use of rechargeable batteries.

✓ Selection of recyclable and/or eco-sustainable materials both for the objects to be provided to employees to carry out their work and recreational activities (stationery, garbage bins, coffee cups and stirrers, etc.), and for the choice of gifts for employees (mugs, baskets, t-shirts, hats, neck warmers, etc.).

✓ Purchase of cleaning products with ecological/low environmental impact alternatives.

✓ Use of hand wipes in recycled materials.

✓ Reduction in the use of disposable polypropylene gowns in favor of reusable cotton gowns.

✓ Maintenance of company servers for the management of our website in a bioagricert Green Cloud Certified® data center.

In 2023, the new edition of the document "Sustainability Best Practices" was issued, which introduces 35 new sustainable practices in place in the company, highlighted in red in the body of the document.

**100%** of the total used cotton thread purchased is certified GOTS.★

**56%** of products are green or ecolabel certified.

**100%** recycled paper towels



★: Declared objective for 2023



## Responsible purchasing

✓ The company is committed to starting a conversion process, for the purchase of work clothing in GOTS certified cotton; for the year 2023, the specific goal was to convert all summer knitwear.★

100% of summer knitwear converted into GOTS certified cotton.★

## Sustainable product

The company is committed to producing only 100% organic finished products. ICEA guarantees custody of the supply chain through semi-annual audits, verifying compliance with existing European legislation on organic production.

Although it is not responsible for the purchase of raw materials, the company undergoes regular inspections in order to ensure the custody of the supply chain according to the "Rainforest Alliance" standard.★

Obtaining Fairtrade certification as an additional entity of Yogi Tea GmbH.★

✓ No. 2 audits carried out in 2023.  
✓ The ICEA certification has also been confirmed for 2023.★

✓ As per regular procedure, an on-site audit was carried out in 2023 for the "Rainforest Alliance" standard, jointly with Yogi Tea GmbH. The certification has been confirmed.★

✓ The objective was not achieved as the certification has been postponed to 2024.★

## Emissions

The company has worked with a specific consultant to conduct an analysis on the greenhouse gas emissions related to its products/services to better understand its initial starting point, necessary to define a concrete and proactive sustainability strategy. Furthermore, TeaPak constantly monitors the emissions produced by Scope 1 and 2, trying to define the relevant objectives. The data is in line with past years.

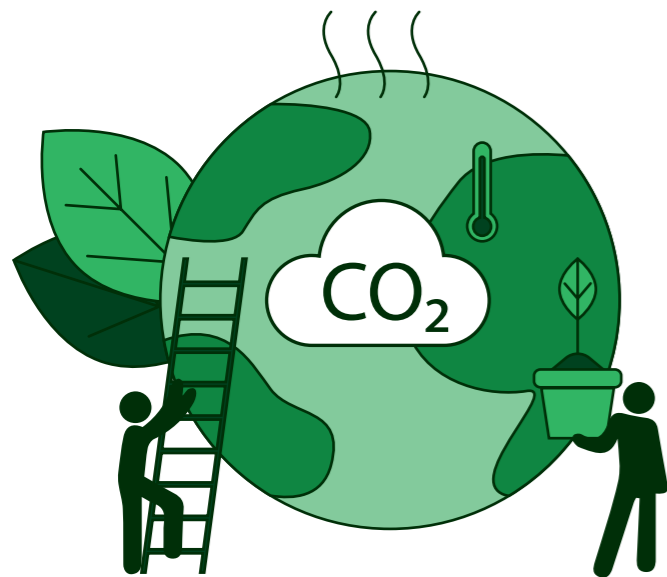
✓ For the year 2023, a new measurement of total European emissions has not been finalized, so the data for the year 2021 remain in force, i.e. total European emissions (Imola + Hamburg): 36,200 tons of CO<sub>2</sub>.

✓ As for the year 2023, the total tons of CO<sub>2</sub> consumed (Scope 1) in relation to energy expenditure is 1.5 tons.

✓ As for the tons of CO<sub>2</sub> consumed specific to scope 2, considering the certifications associated with our contract with Hera, a multi-utility operator, (EKO energy and Certificate relating to procurement with guarantees of origin) it is stated that our electricity consumed is all derived from renewable sources (renewable wind source for 2023), so in this case, the value is zero.

✓ There are six emission points in the atmosphere and below are the data collected on November 23, 2023:

- E01: 0.56 mg/Nm<sup>3</sup> (6% of the limit of 10 mg/Nm<sup>3</sup>)
- E02: 1.28 (13% of the limit of 10 mg/Nm<sup>3</sup>)
- E03: 0.63 (6% of the limit of 10 mg/Nm<sup>3</sup>)
- E04: 1.23 (12% of the limit of 10 mg/Nm<sup>3</sup>)
- E05: 0.85 (9% of the limit of 10 mg/Nm<sup>3</sup>)
- E06: 0.67 (7% of the limit of 10 mg/Nm<sup>3</sup>)



## Carbon Footprint

In order to pursue the global objective of reducing greenhouse gas emissions and thus the environmental footprint TeaPak generates, following a specific analysis conducted by a third party, the company has committed to:

✓ Implement projects with stakeholders to reduce the environmental impact of the supply chain and/or company processes involving material produced for TeaPak. For the purposes of this project, TeaPak will only initially involve suppliers of packaging materials.

✓ Circular economy project with one of the main suppliers of packaging materials.

✓ Participating in the "CONAI Ecodesign 2023" contest

✓ Maintaining two working groups, streamlined by job and area of expertise, within a global Carbon Footprint Working Group team. The two groups are specific to the study of reducing greenhouse gas emissions in relation to packaging materials, plant and production processes.

✓ Creation of a roadmap for each of the working groups, with a strategy to reduce CO<sub>2</sub> emissions by 50% by 2030, including the identification of concrete actions to be carried out.★

✓ Training to use a customized tool that measures potential emission reductions with product and process implementations and improvements.★

✓ Standardizing the data collection process to measure the carbon footprint, considering the next measurement at the global level (exp. 2024 or 2025).★

✓ See Suppliers section.

✓ Thanks to the circular economy project, in 2023 envelope and tag spools were reintroduced into the supplier's production process, totaling more than 2,204 kg of cores, previously destined for paper disposal.

✓ Thanks to the logistics optimization project for flat box transport, carried out in collaboration with the supplier Cartotecnica Jesina, TeaPak has won the 2023 CONAI ecodesign award. This award was given for the reduction of the transport impact of flat boxes, achieved by increasing the number of boxes per pallet (from 16,000 boxes/pallet to 20,000).

✓ Number of meetings held (24)  
✓ Projects carried out (9)

✓ Roadmap created and shared.★

✓ The objective is partially achieved as the creation of the tool was completed only at the end of 2023; therefore, the training is postponed to 2024.★

✓ Dashboards for standardized data collection have been created and shared.★



# Carbon Footprint

- ✓ Implementing projects aimed at reducing CO2 emissions, specifically in the packaging materials area in 2023: ★
  - Converting the current envelope into a recyclable alternative in paper (end of life improvement). ★
  - Reducing the weight of the boxes (reduction of resources). ★
- Increasing the % of recycled cardboard in the shelf ready cases of the CHOICE line (resource recovery). ★
- Reducing the Yogi tag weight
- Reducing the amount of plastic for pallet labels.
- ✓ Feasibility study of projects aimed at reducing CO<sub>2</sub> emissions, specifically for the facility & manufacturing area in 2023: ★
  - Compensation for all business trips, including those by means other than air that are currently compensated, and including transfers on wheeled vehicles of all colleagues from foreign locations who will travel to TeaPak in the year 2023. ★
  - Creation of the Sustainability Ambassador role (no.1). ★

In 2023 the conversion of the "Choice" line was carried out. ★

**100%** of the references of the Yogi tea and Yogi line converted into boxes with reduced weight. ★  
+13% increase in the use of recycled fiber (from 55% to 68%). ★

Paper reduction (-958 kg/year)  
Plastic reduction (-265kg/year)

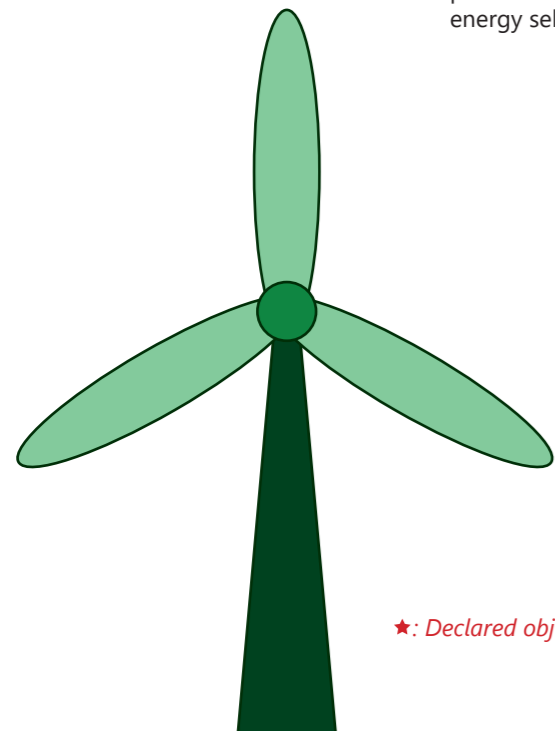
**100%** of business trips compensated with offsetting projects. ★

Sustainability Ambassador identified in Q3 2023. ★

# Energy consumption

The company sources energy exclusively from renewable sources (wind) and holds Green certificates with HERA. In addition, TeaPak has installed charging points for electric cars in the company parking lot to further limit its environmental impact. In 2023, the feasibility study was completed for expanding the rooftop photovoltaic system at the facility for energy self-sufficiency. ★

- ✓ 100% of the energy purchased/produced is certified from renewable sources (wind for the year 2023).
- ✓ Electrical consumption is monitored, with the KPI expressed in electrical consumption (kWh) required to produce 1,000 teabags. KPI defined for the year 2023: 2.15 kWh/1000 tbgs. KPI as of December 31, 2023: 1.91 kWh/1000 tbgs. The objective is considered fully achieved.
- ✓ No. 2 charging points for electric cars.
- ✓ EKOenergy Certificate: Certificate related to procurement with Guarantees of Origin.



★: Declared objective for 2023

# Waste management

The company recycles paper, cardboard, plastic and glass according to standard procedures. It uses a visual method (Kanban) with signs indicating the correct disposal via waste sorting. The aim is to encourage employees to dispose of these types of waste properly. The only types of waste that are currently disposed of directly by the municipal waste management authority are: glass, which is collected in a bin set up in the company cafeteria of the office building, and wood, which is stored in the external disposal area. The other three types of waste described above are disposed of with an authorized external company. To date, 2 out of 26 types of waste are disposed of directly in landfills while all others are recovered in the form of material and/or energy. TeaPak provides an information and collection point to help all employees correctly dispose of some special types of waste.

The company monitors, on an annual basis, the composition of the undifferentiated portion of company waste through a commodity analysis. From the analysis carried out, an improvement plan is drawn up in order to reduce, if not by weight at least by type, the amount of undifferentiated waste material disposed of. As a result of the analysis, 3 waste streams were identified, and their waste codes were created. These waste streams have transitioned from being managed as undifferentiated waste to "Recycle & Recovery."

- ✓ Additionally, there has been a focus on recovering scrap materials from the production process (such as glassine from labels), to improve recycling and reduce waste. ★
- ✓ Disused personal protective equipment (PPE) within the company is also being recovered by specialized entities for resource recycling (contributing to waste reduction and resource recovery). ★
- ✓ Furthermore, there's ongoing exploration into the potential for new circular economy projects with companies that specialize in recycling specific types of waste. ★

✓ 99.65% of waste recycled/recovered from the total produced (Recycled: 55%, Recovered: 45%).  
✓ The information and collection point for certain special types of waste includes the following:

- Expired medicine
- Used batteries
- LED light bulbs
- Spray cans
- Plastic caps (donated to the Cefa voluntary association).

✓ The product analyses have shown, out of the total samples taken, an overall average percentage of mixed waste of 94.72% in the 2022 campaign and 95.02% in the 2023 campaign.

✓ The percentage of recoverable waste has gone from 5.28% (2022) to 4.98% (2023), therefore it can be stated that there is better waste sorting within the facility compared to 2022.

The results of the 2023 product analysis showed an interim increase in weight within the undifferentiated waste relating to teabags, which went from 70.35% (2022) to 83.16% (2023). This indicates the opportunity to investigate possible actions to be taken in order to successfully differentiate this item as well.

**100%** of the glassine recovered through a project in collaboration with RECOS SPA (4,420 kg). ★

**100%** of the uniforms of employees and PPE recovered through a project in collaboration with ESO RECYCLING. ★  
Studies have been conducted to verify the possibilities. ★



★: Declared objective for 2023



## Waste management

✓ Feasibility study to leverage the new maintenance software, especially with regard to waste management, in particular by verifying permits/licenses simultaneously upon waste collection by all our suppliers (transporters and recipients).★

The objective has not been achieved as it was decided to postpone the study to the year 2024.★

## Adoption of beehives

Maintenance of 2 beehives in the territory and study on the feasibility of joining a project to transform the site into a biomonitoring area.

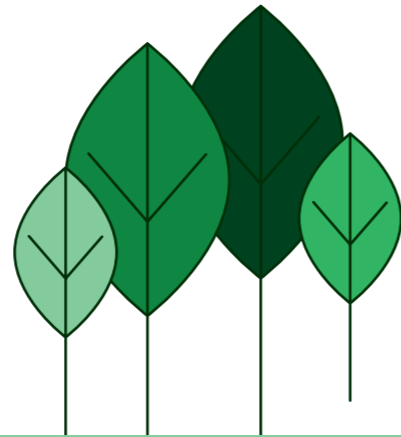
## Adoption of trees

In 2023 we adopted and planted 10 olive trees in the rural area of Casola Valsenio (RA): the olives harvested are processed in the mill to produce oil, thus supporting the local economy.

✓ We donated a tree to the supplier "Cartotecnica Jesina" (ref. project "Stakeholder Engagement" - Suppliers section).

✓ We planted 3 maple trees in the company garden. The trees were planted through Fustaja, a local non-profit association, created by people who live in harmony with nature with the aim of reforesting green areas.

✓ Maintenance of the company forest created through Treedom (202 trees, <https://www.treedom.net/it/organization/teapak/event/teapak-forest>).



## Reuse of goods

The company supports and encourages reusing items in good condition, including through an exchange market active on company social networks, including:

✓ Books: employees can bring used books into TeaPak instead of disposing of them, so that other employees can enjoy them.

✓ Used clothing: twice a year, TeaPak collects clothing that is then donated to a charity where it is reused.

✓ Wooden pallets: no disposal but sold for reuse.

The company library currently has 400 books and magazines (50 books donated by employees).

837.50 kg of material collected and then donated.

Wooden pallets: in 2023, 4,835 pallets that could not be used in the production process were sold, which would have otherwise been destined for disposal.

## Reuse of goods

✓ Clothing: the project we decided to join in 2023, in collaboration with the company Rifò, is called "re-think your jeans". The jeans delivered to the TeaPak collection box are sent to the La Fraternità social cooperative in Bologna. Here they are selected to be reevaluated as second-hand garments or, if this is not possible, they are included in Rifò's recycling process. Upcycling results in a new garment made of regenerated denim, 100% sustainable. Rifò is a circular fashion brand that produces clothing with recycled and recyclable natural fiber materials, creating new opportunities for fair employment and ethical production.



## Cafeteria

The company adopts a lacto-ovo-vegetarian diet for the company cafeteria, which ensures a lower annual environmental impact. In addition, TeaPak is committed to reducing the amount of waste resulting from the use of this service through concrete actions.

✓ Eliminating single-dose condiments, making traditional bottles of oil/vinegar and salt/spices available to employees.

✓ Donation of any leftovers to volunteer associations.

✓ Extension of the cafeteria service to external guests to eliminate the use of takeaway services and consequent production of disposable waste.

✓ Option to cancel one's meal in case of unplanned absence (illness and/or unforeseen personal issues) until 8.30 am, thus avoiding waste.

✓ Purchase of reusable water bottles for all employees, to be filled during their shifts.

✓ Use of fully recyclable paper placemats during meals.

✓ Promoting the use of installed fountains for filling water bottles, in order to discourage the purchase of plastic bottles.

✓ Elimination of disposable utensils and cups, including for shift workers, reducing the amount of waste produced.

✓ CO<sub>2</sub> saved with the vegetarian cafeteria in 2023 (with 17,501 meals served):

Carbon footprint (Kg CO<sub>2</sub>)      **-16,312**

Ecological footprint (m<sup>2</sup> land)      **-180,000**

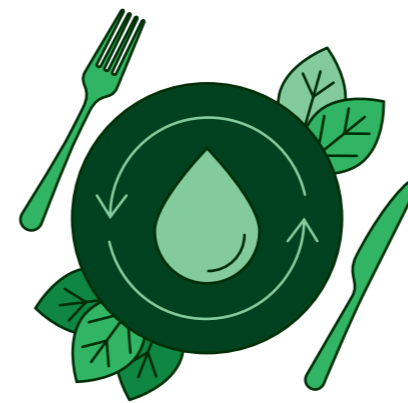
Water footprint (liters H<sub>2</sub>O)      **-11,804,000**

Animal lives saved      **+4,296**

Meals donated in 189 days      **3,404**

Disposable utensils      **8,817**

Disposable utensil packaging pieces saved.      **2,939**



Activity	2023 Activity Status	Indicators
<b>Trasport</b>	<ul style="list-style-type: none"> <li>✓ The company is committed to limiting business travel to reduce the impact of fuel consumption and the resulting pollution.</li> <li>✓ Compensation fees for air travel.</li> <li>✓ Encourage carpooling among employees.</li> <li>✓ Possibility of purchasing bicycles and train passes through Company Welfare.</li> <li>✓ Hybrid work for employees with a compatible job.</li> </ul>	<ul style="list-style-type: none"> <li>✓ In 2023, the company committed to reducing intercontinental flights in terms of frequency and the number of travelers, replacing them with as many online meetings as possible.</li> <li>✓ In 2023, the company offset 100% of the flights taken by employees and 100% of the ground transfers, including those for guests visiting the Imola headquarters, totaling approximately 35 tons of CO<sub>2</sub>.</li> <li>✓ 47% of employees have carpoled at least once.</li> <li>✓ Total hours of hybrid work carried out in 2023: 5,273</li> <li>✓ Total km saved: 22,675</li> </ul>

**Environmental Management** Maintenance of current process certifications (ISO 14001).★ Certification obtained.★

**Environmental impact monitoring** TeaPak regularly monitors its performance in terms of resource consumption and waste production through data collection and subsequent analysis in a company dashboard, from which performance indicators and improvement targets for subsequent years are derived.

For the year 2023, the following data were recorded:

- ✓ Electricity consumption = 1.91 kWh/1000 tbgs
- ✓ Water consumption = 2,648 m<sup>3</sup>
- ✓ Waste = 0.30 kg/1000 tbgs

**Mobility Manager** Regarding the use of transportation for workers' commutes, the company's Mobility Manager, issues a Home Work Travel Plan (HWTP) every year, which includes an analysis of the current situation and projected improvements on the topic. It's worth noting that, currently, from an urban planning perspective, TeaPak's location is not well served by a comprehensive bus line, and furthermore, the train station is approximately 4-5 km away from the headquarters.

Since there was no substantial change in the means of transportation used by our employees, the same indicators as the previous year were proposed for 2023 according to the Home-Work Travel Plan:

- ✓ It is estimated that in one year (equivalent to 220 working days), TeaPak employees travelled 475,200 km for their commutes.
- ✓ 70% of employees use their personal car as the sole means of transportation.

Activity	2023 Activity Status	Indicators
<b>Mobility Manager</b>	<p>The City of Imola has implemented a cycle path in the direction of the industrial area where TeaPak is located, thereby creating a bike lane that extends to the company's premises. However, reaching the company headquarters by bike is still not considered sufficiently safe. Despite this, the Mobility Manager remains in constant contact with the City of Imola to monitor the safety improvements of the last stretch of the bike lane, including the connection between TeaPak's premises and the first industrial area of Imola.</p> <p>In 2023, there was proactive participation in the Bike To Work project following the establishment of the bike lane by the City of Imola. The feasibility study aimed at building charging stations for electric bicycles for employees has been postponed to 2024, so the objective was not achieved in 2023. The postponement of the project was necessary as the bike lane to reach the company headquarters was deemed not sufficiently safe.★</p>	<ul style="list-style-type: none"> <li>✓ 30% use both cars and other means of transport.</li> <li>✓ 4% do not use a car.</li> </ul>



★: Declared objective for 2023

★: Declared objective for 2023



## Management of water resources

The company monitors and records its water consumption weekly, divided by:

- ✓ Office buildings
- ✓ Plant
- ✓ Fire-fighting
- ✓ Outdoor green space

All sinks are equipped with motion sensor faucets to prevent waste; in addition, the toilets have a dual-flush system to reduce water consumption. Since 2022 the company has not considered the indicator of water consumption by 1000 tbgs produced to be representative, and therefore reports water consumption in cubic meters. It is evident that water consumption is higher in the summer/spring period due to green space irrigation. In response to this, rain sensors have been installed in the irrigation system to avoid water waste when not necessary.

For the year 2024, a feasibility study will be carried out to assess the possibility of installing additional humidity sensors for the irrigation system of the green areas.

✓ Water consumption = 2,648 m<sup>3</sup>

## Digitization of paper documents

- ✓ Converting the checklists used in the production departments currently on paper into paper-free versions for archiving and auditing purposes.\*
- ✓ Feasibility plan for dematerialization of HR documents.\*

Converted 100% of the checklists in the packing/Quality Inspectors area.\*

A feasibility plan has been developed by analyzing all HR documents, identifying those that can feasibly be digitized within the set timeframe.\*

## Green reporting

- ✓ Green reporting: The company is committed to evaluating the green reports and recommendations received from employees, aiming to maintain a continuous improvement plan (green reports rejected = maximum 30% of total reports received) and a constant monitoring of the related process (characterization of the reports received).\*

28% of reports rejected (14 out of 50)\*

\*: Declared objective for 2023



# FOCUS: UN 2030 Agenda

It is now known on a global level that if we want to guarantee a future to our Planet and to generations to come, everyone, from the individual to the Greatest World Powers, must commit ourselves to realizing development that is truly SUSTAINABLE:



***“Sustainable development is capable of meeting the needs of the present generation without compromising the ability of future generations to meet their own needs.”***  
1987 - Brundtland Report

The UN has defined a blueprint for sustainable development with 17 specific objectives within the 2030 Agenda:



These 17 objectives also constitute the main guidelines for structuring and implementing TeaPak’s sustainable development. TeaPak is therefore committed to pursuing these objectives in its daily business activities, in its relationship with its employees and with the local community, and in solidarity and welfare activities, driven every day by the belief that great results can be achieved only by starting to implement small everyday gestures.

## Our 2024 improvement goals

In order to pursue and achieve the common good objectives identified, TeaPak has set improvement goals to achieve in 2024, with the aim of contributing to and positively impacting the following Sustainable Development Goals:



TeaPak s.r.l. SB • Imola

TeaPak, where *yogi* becomes real.





# Governance

**Spirit Project:** the guiding theme for the year 2024 will be "Spirit" (Support People, Inspire Respect, Infuse Trust). The theme was chosen to honor our Vision: Uplift Humanity by Serving Body, Mind and Spirit. Having focused in 2022 on psycho-physical well-being and in 2023 on culture as food for the mind, we want to focus in the new year on the spirit and what can enrich us spiritually, personally, and as a community.



**Project fostering health in companies promoted by the Region of Emilia-Romagna:** continuation of the project for the year 2024. Project organized by the Emilia Romagna Region, sponsored by the AUSL (Local Health Authority) of Imola (BO), with annual reporting through statements and photographic documentation/leaflets of the actions implemented to promote a healthy lifestyle based on the well-being of each individual worker, as outlined in the Prevention Plan (We Build Health).



**Feasibility study for UNI EN ISO 30415 Diversity, Equity and Inclusion certification:** after acquiring the Gender Equality certification in 2023, the objective for 2024 is to confirm the certification through a surveillance audit and simultaneously carry out a feasibility plan for the UNI EN ISO 30415 certification. ISO 30415:2021 certification is a guideline for integrating diversity and inclusion principles into management systems. It defines the requirements for organizations voluntarily undertaking the journey to adopt "inclusive" behaviors.



**1% For The Planet:** A global platform that connects businesses and environmental non-profit organizations, so businesses can donate 1% of their sales to a cause they wish to support. A feasibility study will be conducted in 2024 to assess the company's suitability for participating in the program.





# Workers and Community



### Diversity & inclusion: Promoting inclusion through:

- ✓ Production of the Yummy Yogi Cookbook in collaboration with other locations.
- ✓ May 17, celebration of the World Day against Homophobia, Transphobia and Biphobia.
- ✓ Contribute to the activities of the Officina Sant'Ermano association, dedicated to people with disabilities, to create an artistic/musical/theatrical activity with the aim of staging a performance and presenting it in a theater in the presence of the community and authorities.
- ✓ TeaPak will participate in the REDI Index: Corporate Religious Equity, Diversity & Inclusion Index for 2024 as well.

### Raising awareness against gender violence and promoting gender equality:

- ✓ Organization of a workshop on "Family Budgeting and Savings Management" in collaboration with the Association for Women, which supports women victims of violence, including in their journey to emancipation and independence.
- ✓ Female empowerment courses: in order to strengthen TeaPak's commitment to promoting gender equality and female self-determination, for 2024 we plan to implement female empowerment courses, aimed primarily at the women in the production departments, to potentially extend later to all women in the office area.



### Activities for employees and their families within the "Spirit Project":

- ✓ Evening hike in the hilly areas near Imola, during which we will talk about myths and legends that link nature to spirituality.
- ✓ Guided tour of Ravenna with the theme "Spiritual and esoteric Ravenna".
- ✓ During the TeaPak summer party, a sports coach will discuss team spirit and mental/spiritual preparation.
- ✓ Outdoor meditation session.

### Activities and events involving the Community:

- ✓ Yoga session for employees, also open to family and friends.
- ✓ Outdoor meditation session, also open to family and friends.
- ✓ Collaboration with secondary schools and associations to facilitate job matching and orientation, creating opportunities to promote sustainability topics.
- ✓ Organization of a Global Charity Race, in collaboration with the other branches of the Yogi group, in order to raise funds for a solidarity project.



### Technical tables involving the Community:

- ✓ Creation of a Quality Managers technical table in and around Imola.

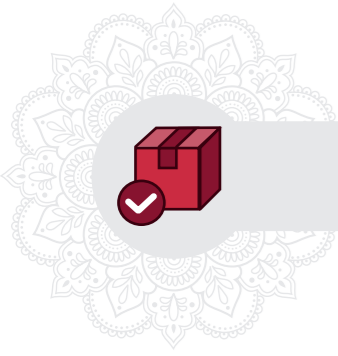
### Participation in the Welfare Index 2024



### Activities involving workers and the community:

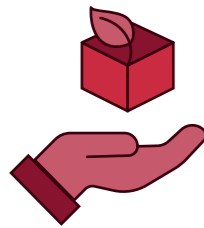
- ✓ Art workshops for employees' children to be carried out with recycling materials.
- ✓ Reading education meetings, parenting support etc. for employees/parents.





## Suppliers

### Stakeholder engagement project - suppliers. Specifically, with the box supplier:



- ✓ Calculation by TeaPak of the impact on the carbon footprint, in terms of reduction, of sustainable packaging development projects and optimization of transport shared with the supplier.
- ✓ Inclusion of the supplier in the Food Connected project, for the implementation of technical agreements on the platform.
- ✓ Supplier participation in health and safety meetings organized by a local Emilia-Romagna association called "Table 81".
- ✓ Development of a new project related to sustainable packaging (Loose Tea Yogi Tea box).



## Environment

### Carbon Footprint

In order to pursue the global objective of reducing greenhouse gas emissions and therefore reduce the environmental footprint generated by its business, following a specific analysis conducted by a third party, the company commits to:

- ✓ Reviewing the roadmaps of the Carbon Footprint working groups and evaluating the KPIs related to achieving a 50% reduction in CO<sub>2</sub> emissions by 2030, based on the measurements that will be taken.
- ✓ Completing training for the use of the customized tool, aimed at measuring potential emission reductions resulting from product and process implementations and improvements.
- ✓ Feasibility study for the validation of the customized tool, in order to certify it with a third party for the intended purposes.
- ✓ Feasibility study to develop a tool for calculating the emission factor of the main packaging materials.
- ✓ Feasibility study for the conversion of the variants from the Yogi Tea line into recyclable paper envelope alternatives (Poly) - 16 variants out of 58 (27.5%).
- ✓ Conversion to recyclable paper envelopes of at least 2 Yogi Tea variants out of the total of those identified.
- ✓ Reduction of the weight of the boxes of the Yogi Tea Loose line.
- ✓ Compensation for commutes for all employees.



### Sustainable procurement

- ✓ Feasibility study for the potential conversion of winter knitwear into sustainably certified clothing.





## Environment



### Resources and waste management

- ✓ Continuation of the PPE recovery project with the company ESO by signing a new contract, which also includes their "ESOweb" service, to achieve the ongoing project's results.
- ✓ Evaluation of existing possibilities and selection of 1 partner for the development of a new circular economy project for the recovery of company waste.
- ✓ Feasibility study to leverage the waste management component of the new maintenance software, in particular by verifying authorization permits/licenses simultaneously upon waste collection by all our suppliers (carriers and recipients).
- ✓ Initiation of monitoring regarding employees' proper waste management, with the possibility of receiving a non-conformity (NC).

### Digitalization of company documentation

- ✓ Expansion of the project to convert the currently paper-based checklists used in the production departments into paper-free versions, valid for archiving and auditing purposes, to include the Blending, Warehouse, Mezzanine, and People & Culture departments.



### Company certifications in the environmental area

- ✓ Maintaining current certifications (ICEA + RFA + ISO 14001).

### Environmental impact monitoring:

- ✓ Re-proposal of the feasibility study for the implementation of a photovoltaic system and energy self-sufficiency, refining the documentation to be ready to participate in any calls for bids.



### Mobility Manager:

- ✓ Feasibility study regarding the construction of electric bicycle charging stations, combined with the study of installing an additional electric vehicle charging station.







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