

**eyes
we
do,**

**sustainability
report
2021**

ABRIDGED VERSION

**PROFILE, ACTIVITY, COMMITMENTS TOWARDS
THE ENVIRONMENT AND THE COMMUNITY**

 CERAMICHE
coem



Letter to the stakeholders

Sustainability is at the centre of our corporate strategy and our activities. It is inherent in the promise of our **“Design with Nature”** **“We design your lifestyle”** Brand, and is expressed in the development of long-lasting, healthy and low-impact surfaces that offer wellbeing for people and enhance the spaces they live in.

For Coem, sustainability is a value that aims at generating beauty, a positive concept that equates to a powerful form of energy for achieving progress. Over time, we’ve developed a plan of action with a wide vision that encompasses challenges focused both on people and on the planet, and with increasingly rigorous social and environmental objectives.

We have decided to share in an open manner in this report, drawn up in compliance with the GRI (Global Report Initiative) Sustainability Reporting Standards, what is our point of view on the question, what are our future goals for growing as a company, reducing our environmental impact and integrating sustainability into our day-to-day decision-making processes.

In conclusion, I believe that whoever chooses Coem will be joining us in our close bond with Nature, in our keen desire to understand the world and transform it with respect.

I wish to thank all the people that work in Coem, all our Customers, Suppliers and Associates, who have demonstrated great resilience in these difficult years, facing previously unthinkable changes, and who are ready to continue to respond to new future challenges with equal determination.

Daniela Selmi
President and C.E.O.

Sustainability as a primary value

A guiding value to be applied together with the commitment to constantly maintain the quality and beauty of our products.

We have been pursuing for a number of years a policy of combining sustainability with the enhancement of the technical and aesthetic performances of our ceramic surfaces; this is achieved through a continuous process of technological innovation and dedicated management procedures while, at the same time, making sure to operate responsibly with relation to society and the environment, safeguarding the health and safety of our employees, customers and associates through responsible and transparent behaviour. For some time Coem has formalised and implemented an integrated policy for a correct Quality, Environment and Safety Management System. Our social responsibility and continuous improvement commitment according to the principles of sustainability is expressed first and foremost in the various environmental and safety certifications obtained over the years in compliance with the reference regulations, placing Coem among the top companies of the sector in these fields.

Starting from the beginning of the 2000s, we have certified our **UNI EN ISO 9001:2015 Quality Management System, integrating it in 2010 with Environmental Certification (UNI ISO 14001:2015, Reg. EMAS UE) and in 2015 with the UNI ISO 45001:2018 Certification for Safety.**

We have certified products in line with international sustainable building rating systems (LEED - Green Building Council) and sector systems, such as the EPD (Environmental Product Declaration), a certification that describes environmental performance linked to the product life-cycle, in accordance with the ISO 14025 International Standard.

Coem's commitments are described in qualitative and quantitative detail in the Environmental Sustainability Chapter. Our path of awareness and evolution regarding sustainability issues also passes through this, our 1st Integrated Sustainability Report.

This Report is a multi-themed informative document, but is also intended to be an assessment, management, transparency and comparison tool for introducing new sustainability and social goals in line with the most authoritative international references and standards such as the **17 Sustainable Development Goals of the UN 2030 Agenda, the EU Green Deal and new approaches to the Circular Economy.**



HIGHLIGHTS 2021



ENVIRONMENTAL SUSTAINABILITY

• Greater use of recycled materials

Development of a series of collections, including the Kintsugi collection for the Ceramica Fioranese brand, which, besides the refinement and elegance of the design, have a very high content of recycled material (over 40%).

• Reduction of scraps

Introduction of a third module in the continuous mill line, a new press and a new kiln that have made it possible to improve the efficiency of the production process and generate a lower quantity of scraps.

• Management of waste and water discharges

Informed management with a correct subdivision of hazardous waste, not through characterisation processes, and the use of suitable areas for separate storage in full compliance with legislation and voluntary regulations. Reuse of process scraps. Elimination of industrial waste water.

• Monitoring of climate-altering gas emissions, management of energy resources and emissions

Calculation of direct (Scope 1) and indirect (Scope 2) energy emissions according to the Carbon Footprint parameters (GHG Green House Gases). Efficient management of energy consumption and reduction of emissions. Use of renewable energy sources.

• Responsible use of water resources

Careful monitoring of water resources, implementation of best available practices in the sector for minimising use, complete reuse of industrial water and rainwater in the yards.

• “Water free from plastic” project

With the “Water free from plastic” project, every year we avoid the use of 40,000 plastic bottles for water and 100,000 plastic cups for hot drinks.

• Responsible procurement

We promote the use of recovered material in our products for an efficient use of our planet's finite resources. We choose suppliers that apply responsible procurement policies in environmental and social terms, and which protect biodiversity and human rights.

• Catalogues

Our catalogues are printed on certified FSC® paper. Forest Stewardship Council™ (FSC) aims to guarantee that forests are managed in a sustainable and environmentally friendly way to conserve the natural environment, also supporting local communities.



SOCIAL SUSTAINABILITY

• Health and safety in the workplace

Implementation of a management system relating to the Health and Safety of workers in the workplace for both our sites. Development of continuous training and awareness activities and initiatives directed to all stakeholders inside the company, aimed at developing a culture of prevention and monitoring, as well as the management of accidents in the workplace.

• Responsibilities towards employees

Personnel management processes aimed at guaranteeing the safeguarding of workers' rights, equal opportunities and the wellbeing of employees. Open dialogue and exchange with trade unions to learn of the demands and needs of employees.

• Product quality and safety

Our products are EN 14411 certified and CE marked and, therefore, comply with the quality, safety and health requirements provided for by the relative European directives and regulations.

• Training and Universities

Development of guided Tour in our plants aimed at middle and high school students, students of the Academy of Fine Arts and of Cerform professional training centre.

Setting up of internships for students.

Collaboration with the 2nd-cycle Master's degree in Business and Ceramic Technology, created through a partnership between the UNIMORE and UNIBO universities and the sector associations Confindustria Ceramica and Federchimica Ceramicolor.

Participation as member of the Associazione per il Disegno Industriale (ADI) (Association for Industrial Design).



ECONOMIC SUSTAINABILITY

• Product quality and Design

Certified processes that aim to guarantee high product quality standards and continuous innovation in design, in order to respond appropriately to new market demands.

• Economic results

Operate using resources responsibly in order to create value in the medium-short and long-term for stakeholders.

• Customer satisfaction

Monitoring and management systems and procedures for ascertaining customer satisfaction.

• Ethics and integrity

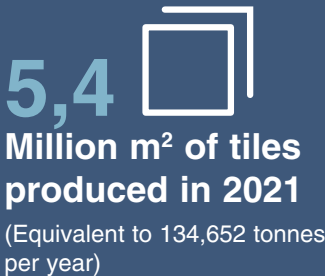
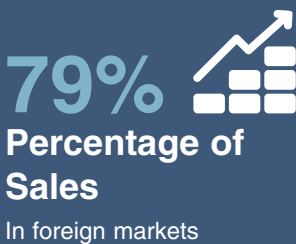
Adoption of a shared ethical code according to the 231 Organisational Model complying with current laws, aimed at business integrity and transparency and support of the fight against corruption.

• Protection of Brands and business enhancement

Register and enhance company brands with activities aimed at their development and dissemination.

Coem in brief

A path of continuous evolution guided by research and
Made in Italy technological innovation



The theme of quality
involves the company
from all points of view,
from processes to
products, from distribution
to commercial relations

All our processes are
certified in compliance
with international quality,
environment and safety
standards

Company profile

We develop safe ceramic surfaces of impeccable design and with low environmental impact

Coem was founded in the 1970s and began its story with the development of semi-finished ceramics for the production of double-fired glazed tiles, also called “cotto emiliano”, from which our name derives. A journey began from that moment, full of passion, constancy and authenticity, in which we have become leaders in the production and marketing of ceramic floors and wall coverings. In these 50 years we have been pioneers in the sector for various technological process and product innovations and for a research into design that has always characterized our surfaces.

Producing in a sustainable way, reducing environmental impacts, enhancing human resources and collaborating with external interlocutors that include suppliers, schools and universities, designers and local communities, is the operating approach that guides all our choices.

Our Brands

The experience acquired over 50 years of working in traditional Made in Italy ceramics has given us the know-how and the background to project us towards the future, combining tradition and modernity, practicality and beauty, technology and sustainability, thanks to a continuous process of creative and technical renewal. In these years, Coem has managed to evolve thanks to a deep and profound knowledge of materials and a constant commitment to research and development which has allowed the company to propose ever more innovative, original and long-lasting solutions.

Coem is expressed in two historical ceramics brands, **Ceramica Fioranese** and **Ceramiche Coem**, which together have combined quality, experience and latest-generation technologies that characterise collections of sophisticated design and with a contemporary look, appreciated throughout the world.



Values

Product quality and design go hand-in-hand with sustainable innovation aimed at satisfying the Customer

Coem considers the value aspect to be essential in its way of doing business. It involves the continuous optimisation of company processes to obtain products that always meet the customer’s requirements and to ensure respect for the environment and the health and safety of its workforce.



Total quality

The theme of quality involves the company from all points of view, from product processes, to distribution, to commercial relations.
All our processes are certified in compliance with international standards with respect to **quality (UNI EN ISO 9001:2015) environment (ISO 14001: 2015 EMAS) and safety (UNI ISO 45001:2018)** and have obtained **certification of excellence on the part of Certiquality**.



Work safety

All our factories are **UNI ISO 45001:2018** certified because it is a priority for us to work with a systematic approach to the management of work health and safety for all the people present in the places belonging to the company.



Continuous innovation of products and processes

Coem’s porcelain stoneware is not only an excellent alternative to natural materials originating from increasingly impactful extraction activities, but offers innovative design and technological solutions for promoting sustainable and welcoming living environments. Extensive aesthetic research to achieve a design of excellence has allowed us to obtain prestigious awards with both brands.



Attention to the customer

For us, attention to the customer is essential, a priority that becomes a way of operating from day-to-day in order to respond to new continuously evolving demands, offering added value which is the fruit of consolidated experience in the market.



Reliability

We constantly monitor the entire production cycle of our porcelain stoneware, from the necessary resources to carry it out, to transport and packaging logistics, considering how to they can be changed in order to offer greater safety, reduce environmental impact and guarantee quality products and services to our customers.



Constant collaboration and dialogue with our external stakeholders

It is a priority for Coem to develop a trusting relationship with all our stakeholders, **through their involvement and consideration of their requirements, the company maintains a constant focus on the contexts in which it operates.** Responsible procurement is also a fundamental principle of our corporate strategy and is a strategic objective for our organisations.



Support to the community

For some years Coem has been sponsoring projects focused social wellbeing and education which aim to support local communities and different charitable organisations through cash donations of money and products and support to international programmes.



Ethics in commercial relations

We are signed up to the Ethical Code of the sector promoted by Confindustria Ceramica, which imposes transparency and clarity in the origin of porcelain stoneware and which permits use of the **Ceramics of Italy** mark to only ceramic products manufactured entirely made in Italy. **We have also signed and disseminated the ethical code in compliance with the 231 Organisational Model.**

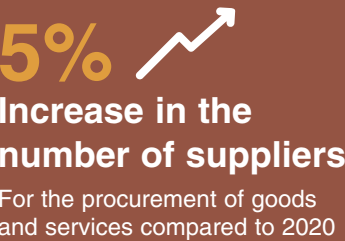
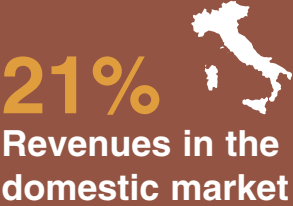
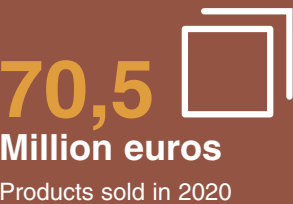


Responsibility and compliance with laws

Coem is attentive to **compliance with laws defined by the Legislator and controlled by a Supervisory Body that reports any non-fulfilment following its own internal regulations,** constantly implemented to measure and verify the effectiveness of its quality, environment, safety and energy system, in order to meet established goals and find new ways to improve.

Economic sustainability

An international growth trend that prioritises an all-Italian operational approach



Coem has customers
at global level

Its main reference
markets are: USA,
Europe, Italy

With commercial
activities in place in the
rest of the world

Our customers

Coem has an open-minded approach towards the contexts in which it operates, committed to considering the expectations of its customers in the definition of economic, environmental and social objectives

Coem relates with different types of customers: private, dealers, distributors, building companies and agents. Dealers and distributors contribute most to business revenues, accounting for 96% of total income. At a second level, sales are made to occasional customers representing 2% of total revenues, and are grouped inside the “Other” heading in the table. Revenues deriving from private customers, building companies, agents and “stock clearance” sales together account for the remaining 2%.

The foreign market overall is the source of most of business revenues, accounting for 79% of total revenues in 2021, with 21% coming from the Italian market.

Starting from 2003, Coem’ factories have obtained certification of the UNI EN ISO 9001 process for attesting the design, production and sale of all products developed.

A “Quality-based” approach for us means making state-of-the-art surfaces with a refined design and optimal chemical, physical and mechanical resistance characteristics according to safety standards and respect for the environment throughout the product’s entire life-cycle.

We, therefore, pay great attention to customer satisfaction, responding promptly to new demands and expectations, creating different opportunities for dialogue and exchange in order to improve the quality of the products and services offered, and with the aim of establishing positive relationships and long-lasting projects. **The analysis of customer satisfaction is conducted through constant monitoring by the sales office together with the quality office using different tools such as interviews, focus groups, questionnaires, quality analyses of the supplies, to provide rapid and exhaustive feedback in a dynamic and pro-active manner.**

Besides samples and product catalogues, all the necessary information for the different collections such as technical characteristics, installation and maintenance tips is provided through our social network channels and websites; it’s an active support useful for choosing the ceramic surfaces, which is also available to potential final customers. Periodic monitoring of the trend of numbers of customers over time is also carried out so as to identify positive or negative trends that indicate market changes in orientation of interest.



The supply chain

Criteria and procedures for enhancing all the processes

Coem has set up a comprehensive overview that enables it to identify the effects generated by its activity along the entire value chain. The procurement process and the assessment of suppliers are defined through the UNI EN ISO 9001 procedure. A supplier is for us a business partner and, therefore, we require them to be reliable and continuous. We give preference to local suppliers in order to support and develop the local economy.



Suppliers

The percentage of suppliers based in Italy both for 2020 and 2021 remains constant at around 90% of total suppliers. This proportion, emblematic of Coem's preference for a short supply chain, becomes even more significant if combined with the value of orders, as 99% of Coem's expenses for the purchase of products are paid to suppliers based in Italy. In its choice of suppliers, Coem assesses a supplier's possession of certifications such as ISO 14001 and Reg. UE Emas, the publication of a Sustainability Report or the signing up to an Ethical Code in compliance with the 231 Organisational Model which certifies the commitment and operation of the supplier towards economic, environmental and social sustainability.



Expenditure criteria

59% of costs in 2021 were incurred with suppliers previously assessed with environmental criteria. 53% of the total of costs in 2021 took account, instead, of social criteria such as, for example, the supplier's possession of an Ethical Code in compliance with the 231 Organisational Model.



Raw materials and semi-finished products

Most of Coem's purchases, in terms of monetary value, are made from suppliers of raw materials and semi-finished products necessary for the production of its own ceramic coverings (39%).



Transport

In the procurement process, transport, currently carried out via sea, train and road is a sensitive area that is carefully monitored.



Energy costs

A significant percentage of costs incurred relates to the cost of energy used mainly for the manufacture of finished company products (22%).

The acquisition of primarily renewable sources is preferred for electricity. For the production of thermal energy, methane gas, which is the fossil fuel with least environmental impact, is purchased. **A good percentage of the costs incurred by Coem is directed towards the acquisition of capital goods and the necessary maintenance of machinery in the production process (11%) so that the plants are always updated with the best technologies available in the sector to guarantee high levels of performance, safety and low environmental impact.**



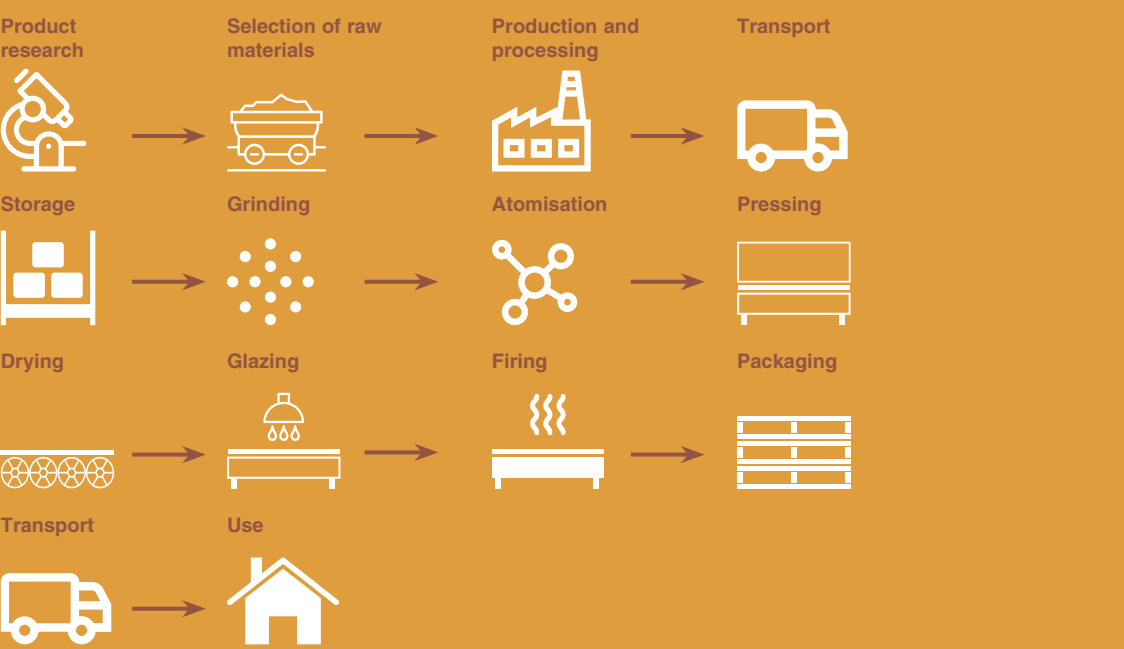
Packaging

The packaging for finished products and the transport of material also accounts for significant share of expenses, respectively 7% and 3%.

Primary packaging is composed of cardboard selected with a high content of recycled material and itself recyclable, as shown by the logos affixed to the packaging. Coem has recently equipped itself with modern packaging technologies to minimise the use of cardboard, saving around 50% compared to traditional systems. For the procurement of shrink film, preference is given to the purchase of products containing recycled and recyclable material. Cardboard bubble wrap containing recycled and recyclable material is used for the preparation of samples and where not possible, because its use could damage the sample, plastic recycled bubble wrap is used.

The supply chain

The supply chain is a critical aspect to keep under consideration when talking of sustainability because the length and type of chain can give rise to factors that determine greater or lesser environmental and social impacts.



Environmental sustainability

Investing in innovation to safeguard the environment improving the entire production system in order to avoid waste and guarantee sustainable surfaces



Energy

-6% of specific consumption compared to 2020

Constant updating of production plant to increase efficiency and reduce energy consumption



Recycling

93% of production process scraps are recycled and reused internally

High-performance abatement systems only 0.3%-14% of authorised emissions are emitted into the atmosphere



Certifications

More than 10 environmental certifications of product and process



Water

-36% compared to specific consumption in 2020

94% reuse of rainwater and wastewater within the production process



Packaging

Up to -50% of consumption of cardboard compared to traditional systems

Use of recyclable cardboard for packaging of products



CO₂ emissions

-6% on 2020 of CO₂ emissions per tonne of porcelain stoneware produced

The protection of people and the natural heritage that surrounds us is longstanding commitment for Coem and on which it intends to invest ever greater resources

Environmental management

Towards an increasingly sustainable production and social path

Investing in innovation means investing in the safeguarding of the environment with continuous research and development aimed at improving the entire ceramic production system and at avoiding waste and timewasting, optimising materials and resources in order to guarantee beautiful and sustainable surfaces. Eco-sustainability goals contribute to improving the quality and safety of the environments inside buildings and do not interfere with the aesthetic quality of the porcelain stoneware substrate, always at the cutting-edge of design and technological innovation.

From 1999, Coem's production processes have focused on energy saving and environmental issues. Since then, Coem has stood out for the use of **“closed circuit” production processes**, with the **total recycling of unfired and fired scraps and wastewater deriving from the production process**. In both its factories Coem recovers waste heat from the kilns which is then used in other thermal production processes at lower temperatures compared to those used for firing, such as the atomisation phase (drying of the body in the “slip” liquid state to generate the dry “atomized” body), the post-pressing and forming phase of the piece, the heating of the production environments in winter, recently updated in 2020. This makes it possible to reduce thermal consumption in these processes and, hence, associated CO2 emissions. Coem has been pursuing Environmental Sustainability for some years. As part of this approach, since 2010, it has decided voluntarily to certify its processes and products, obtaining the **UNI ISO 14001:2015 Environmental Management System Certification, in compliance with the EU EMAS Regulation (Eco-Management and Audit Scheme) for both its factories**.

EMAS and UNI ISO 14001:2015 are two voluntary tools that aim to contribute to the achievement of a sustainable economic development, highlighting the role and responsibility of businesses, not only in monitoring the impacts of their activities, but setting themselves concrete improvement goals, published in the environmental statement which is updated annually and visible to all stakeholders in a transparent way on the company's website.



The sustainability of our products

Right from the start, Coem has produced according to e ecological principles and the protection of the environment around us

As confirmation of our early commitment to these issues, the Ecogres® brand was created in 2000 for our porcelain stoneware, in order to identify environmentally friendly production processes in a transparent way. Coem’s products have obtained the **EPD (Environmental Product Declaration)** for the sector, a certification that described the environmental performances linked to the product’s life-cycle in compliance with the ISO 14025 International Standard.

Since 2009, Coem has been member of the **U.S. Green Building Council (USGBC)**, a non-profit association that has been transforming the building market for years towards more sustainable forms of construction. The American association deals, in particular, with implementing and regulating the construction of sustainable buildings through **LEED® (Leadership in Energy and Environmental Design)** certification, which recognises the performances of buildings in key areas, such as energy and water saving, the reduction of CO₂, emissions, the improvement of the ecological quality of interiors, the materials and resources used, the design and the choice of location. Our products, thanks to their structural-technical characteristics and for the high content of recyclable material, can contribute to allows a building to achieve a score according to the LEED® parameters and, to this end, have been **certified by the CERTIQUALITY external body**. In 2020 the Kintsugi series for the Ceramica Fioranese brand was produced with a recycled content of material above 40%, which is in addition to the collections already developed with **a variable recycled material content between 20% and 40%.**

Easy to clean and hygienic, Coem’s ceramics contribute to improving the quality and safety of the environments inside buildings, without forgetting the design and aesthetic quality of the product. They are composed of materials that can be categorised **as “low emission”, as they don’t emit VOC (Volatile Organic Compounds) damaging for human health.** Up-to-date and performing production plants, which adopt the best technologies available at environmental level, the use of digital technology and the development of automations in line with industry 4.0 have allowed us to keep consumptions under control, guaranteeing the ecological nature of our products.

Our outdoor products with a thickness of 2cm are compatible with dry-laying, which permits the direct application of the tile on the ground without using screeds, mortars or glues. Our porcelain stoneware coverings guarantee an excellent energy performance and good thermal insulation, thanks to the high refractive index. A reduction in the “heat island” effect (difference in the thermal gradient between urban and extra-urban areas) can, therefore, help to reduce effects on the microclimate, on man’s habitat and on wild fauna.

Coem products conforming to the LEED® requirements certified by the external Certiquality body for the high content of recycled material:

Ceramiche Coem

- ARDESIA MIX
- ARENARIA
- BLENDSTONE
- BRIT STONE
- CARDOSO
- DUALMOOD_STONE
- FLOW
- I SASSI
- KAVASTONE
- LAGOS
- MADRE NATURA
- MARMİ BIANCHI
- MASSIVE STONE
- MOON_STONE
- MOON_VEIN
- PANNONIA STONE
- PIETRA JURA
- PIETRA SABBIOSA
- PIETRA VALMALENCO
- PORFIRICA
- QUARTZ
- REVERSO
- REVERSO2
- SEQUOIE
- SILVER STONE
- SOAP STONE
- T.U.

Ceramica Fioranese

- BLEND
- CEMENTINE B&W
- CEMENTINE OPEN AIR
- DOT
- FIO.CLOROFILLA
- FIO.GHIAIA
- FIO.LIQUIDA
- FRAMMENTA
- GRANUM
- I VARIEGATI
- KINTSUGI
- LEGNOVIVO
- MASHUP DOLOMIA
- MASHUP NEW BLEND
- MONTPELLIER
- SFRIDO

MARCHIO CE
The CE mark guarantees a product’s safety requirements. The new Building Products regulation no. 305/2011, which came into force on 1 July 2013, introduces the DOP (Declaration Of Performance). All Coem’s tiles comply with the CE requirements.

QB-UPEC
QB-UPEC is a French mark of quality obtained by Ceramiche Coem’s products based on tests provided for by the EN 14411 European standard and by the technical Cahiers of the CSTB. Every article is assigned a classification that attributes it suitability for installation in different intended contexts.

LEED® CERTIFICATION
LEED® (Leadership in Energy and Environmental Design) certification which assesses and certifies the sustainability of a building as a whole, from the design phase to its final use, through a method that involves the attribution of a score for the building on the basis of its compliance with various requirements.

Many of Coem’s products have characteristics that can contribute to the achievement of a building score in line with the LEED® parameters. In brief terms, the main requirements for obtaining LEED® credits and certificates from the external CERTIQUALITY body are:

- Content of recycled material varying between 20% and 40%;
- Practically zero emissions of VOCs (Volatile Organic Compounds): volatile organic substances which are contaminating and irritating for the respiratory system;
- Excellent solar reflectance properties that reduce the “heat island” effect, diminishing to a minimum the impact in habitat and microclimate;
- Use of quality national materials with a considerable reduction of CO₂ emissions in the transport phase;
- Optimisation of energy performances
- Innovation of product design.

EPD®
SECTOR EPD (Environmental Product Declarations)
The document refers to an average “ceramic tile” product, manufactured by member companies of Confindustria Ceramica. The data relating to the LCA (life-cycle assessment) were collected inside member companies of the association. The study involved 76 companies and 84 factories for the primary data, representing 82.6% of the Italian production of ceramic tiles. Coem participated actively, collecting the primary data for both the factories.
The final results are representative of the companies taking part, such as Coem.

Social sustainability

People are our greatest resource: protecting them and meeting their expectations is a priority for us



Employees

N° 275 employees, of which:
76% men
24% women



Training

1511 hours of training in 2021

Close collaboration with schools
and universities



Communities

Support to the Thiene Colleoni Lions Club
Support to the community of San Pietro Pescatore in Africa
Support to the Janua Coeli Monastery
Support to the voluntary organization APEA OdV

We collaborate with trade unions, international organisations and civil society, developing specific training courses and awareness programmes on topics such as sustainability, safety and design research

Our people

Equal opportunities in work environments which are proactive and attentive to the needs of our workers

Our socially responsible strategy starts from the protection and development of people, putting them at the centre of our decisions. We seek to guarantee work environments in which human and labour rights are respected and promoted, developing programmes through which to identify the needs of our workers.

We ensure that men and women enjoy optimal conditions and opportunities, promoting at the same time, gender equality across the board, creating a diversified, safe and inclusive work environment.

At the end of 2021 Coem had **275 employees**, up against 2020, of which 76% are male, a particularly significant figure for the category of worker linked to the type of production process, while for office workers the difference reduces to 6%.

Most of the company's employees are factory workers (63%) who work in our production sites; the number of office workers is also significant, accounting for 35% of all employees. Of the remaining share, 4% have managerial roles, around 2% is composed of interns and, finally, there is one person with an executive role.

With regards to the educational background of employees, 57.5% have a middle school diploma, and 33% have a high school diploma and 9.5% have a degree.

With regards to the type of employment contract in force, almost all employees (97%) have a permanent contract, of which 5 employees (2% of the total) have a part-time contract, while the remainder are employees with a fixed contract. The high proportion of permanent contracts helps to achieve stability in the company workforce and guarantees employees job security, with a positive impact on the turnover rate. In 2021, with 22 employees leaving, 23 new employees were hired. These figures are very similar to 2020, when 18 employees left and 20 were hired.



Safety and training

Attention and support

Safety in the workplace is a fundamental principle underpinning Coem’s values. We want to guarantee that workers are protected from risks to their safety, their health and their professional wellbeing inside our factories and offices.



Accidents and safety in the workplace

Since 2015 Coem has set up, maintained and certified a Management System complying with the world’s major reference standard in terms of Work Health and Safety, first certifying it according to the **British BSOHSAS 18001 standard** and from October 2020 according to the highest international reference standard available and implemented in the national territory, that is **UNI ISO 45001:2018** (the first international standard that defines the minimum standards of good practice for workers’ protection throughout the world).

The standard, developed with the contribution of over 70 countries, provides an international framework that takes account of the interaction between the company and its business. Precisely for its non-mandatory nature, the company’s organisation model drawn up in compliance with the ISO standard is characterised by its willingness to undertake the commitment to meet increasingly stringent requirements with respect to legal obligations. Specifically, the Management System includes not only the organisational structure, planning, management and control activities according to the PDCA* approach, plus responsibilities, practices, procedures and resources, but also a higher-level determination of risks and, most of all, the opportunities associated with them.



Training and skills development

From 2015 we launched a cycle of meetings in our offices to promote the training of architects with the awarding of training credits, open to all our customers, but in 2020, as a result of the pandemic, much of the training in class had to be suspended and was carried forward partially through webinars exploiting digital platforms, and in 2021 with a mix of in-class and webinars.

In 2018 and 2019, Coem applied for training programmes financed by Fondimpresa, obtaining funding of 8,500 € and 15,000 € for the years 2019 and 2020, which supplemented the 33,150€ and 6,800€ invested by the company in the two years for training and safety of its employees. **In 2021 training was mainly provided to factory workers and office workers who received respectively 86% and 11% of the overall hours allocated by the company to professional growth.**

Among the different areas covered, a significant number of hours were dedicated to **technical/operational training with a significant increase between 2020 and 2021 attributable to the launch of the “Warehouse Management System” project** in the Roteglia factory warehouse that involved all the company’s forklift drivers and workers in the shipments office.

It’s important to note, moreover, that **85% of the time allocated to training is focused on safety issues, while the remaining time is dedicated to the development of skills and know-how regarding the other areas set out in the table.**



Wellbeing and the involvement of employees

We aim for work environments in which every person can develop their talent and we encourage values such as respect and inclusion, focusing on the promotion of equal opportunities, cooperation and respect, following a zero-tolerance approach to all types of discrimination. We believe that the creation of a comfortable working space and supportive corporate welfare policies are factors that help the company to grow and stimulate innovative ideas and the resourcefulness of all workers.



Collaboration with Schools and Universities

Coem has for some years been consolidating relations and carrying forward projects with the world of school and university, supporting the growth of young people and the development of synergies between the business and educational fields.

Among the initiatives, mention is made of the **organisation of guided tours inside our factories**, intended for middle and high school students, students of the Academy of Fine Arts and Cerform, with the objective of showing them the world of ceramics in all its production process phases.

In addition, Coem collaborates with training bodies to offer students the opportunity to visit the company or have work experience and university Master internships. One example is the contribution **for the new II level degree in Business and Ceramic Technology, created out of the partnership between the UNIMORE and UNIBO universities and the sector associations, Confindustria Ceramica and Federchimica Ceramicolor.**

Coem is also a member of the Associazione per il Disegno Industriale (ADI) (Industrial Design Association) in which it participates actively, hosting events on its premises.



Our commitment for the Community

We collaborate in the development of communities, manly in the local geographical areas in which we operate, with the objective of promoting a fairer and more egalitarian society. To this end, we have established a long-term plan of action, focused on social wellbeing and education.

A CONTRIBUTION FOR THE THIENE SOLIDARITY HOUSE
In 2021, Coem **sponsored the initiative of the “Lions Club Thiene Colleoni” in creating new spaces inside the Casa della Solidarietà (Solidarity House) in Thiene**, Vicenza, a sheltered facility housing women and children in difficult situations. The primary objective was to create a beautiful and safe environment, dedicated to play and study, where children can breathe joy and tranquillity.

MORE WELCOMING INTERIORS IN THE ‘SAN PIETRO PESCATORE’ COMMUNITY IN AFRICA
Help for children and families in Sierra Leone was made possible by joining an international development cooperation project in Sierra Leone in 2021 through H.E. Charles Edward Tamba, Archbishop of Freetown. **Coem contributed to the completion of a series of building works involving the construction of a new school, reception area and church for the Community of ‘San Pietro Pescatore’ (Tombo)**, enabling these people to meet in more suitable, welcoming and healthy environments.

WOOD-EFFECT PORCELAIN STONEWARE TO REFURBISH THE SPACES OF THE JANUA COELI MONASTERY
The Monastery of the Carmelite nuns in Cerreto di Sorano, Grosseto, bears the Marian title of “Janua Coeli”, i.e. “Gate of Heaven. Set in a fascinating natural environment, the Monastery is structured in various spaces for hospitality and sharing, some of which have been repaved with **wood-effect ceramic surfaces, in perfect harmony with the building’s historical and natural context.**

NEW FLOORING FOR THE HEADQUARTERS OF THE VOLUNTARY ASSOCIATION APEA
Coem supports APEA (Pontestura Association of Ecology and Art) a voluntary organisation in Pontestura, Alessandria, by supplying ceramic tiles for the redevelopment of an old portico overlooking the community garden.

IMPROVEMENT GOALS FOR 2022

Our commitment to sustainable development together with a programme of actions to promote a circular economy continues. The Green Deal has as its objective the reduction of greenhouse gases by 55% by 2030 compared to 1990 and to obtain neutrality by 2050. To achieve these objectives a transition to renewable energy sources and a more efficient use of resources is necessary.



ENVIRONMENTAL SUSTAINABILITY

• **Selection of more sustainable raw materials**

Launch of a process to replace white cardboard with cardboard for which there have been no chemical whitening treatments.

• **Reduction in raw materials used**

Design of new collections with 9mm thickness that permit a reduction in impacts linked to the use of raw materials, guaranteeing the same mechanical performances as 10mm thick porcelain stoneware.

• **Reduction in production waste**

Reduction of scraps in rectification and the optimisation of specific consumption thanks to the development of new collections with slightly larger formats (+1.3%).



ECONOMIC SUSTAINABILITY

• **Improvement in supply chain sustainability**

• Increase in the proportion of suppliers assessed with sustainability criteria.

• Selection of suppliers with environmental and social sustainability criteria.

• Verification of suppliers considered "critical", establishing with them a relationship and partnership based on trust that permits continuous improvement and allows them to participate in the company's policy and rules of conduct.

• Setting up of Focus Groups with suppliers to gauge their perception of Coem's sustainability profile, collect improvement suggestions and begin a dialogue on sustainability issues.



SOCIAL SUSTAINABILITY

• **Employee Engagement**

• Involvement of employees to make them more aware and responsible in the performance of their individual and collective tasks.

• Establish a structural framework to define, monitor and revise appropriate improvement goals for professional roles.

• New support services for a correct Work-Personal Life balance.

• **Partnership on social projects**

• Collaboration with, and support of, projects with Schools and Universities, Public Administrations and actions of a social and cultural value.

• Development of Focus Groups with voluntary associations, the world of training and the Public Administration to gauge their perception of Coem's activities, collect suggestions for improvement and begin a course of dialogue on sustainability issues.



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