



*Unieuro S.P.A. - Registered and administrative offices: Palazzo Hercolani - Via Piero Maroncelli n. 10 – Forlì (FC)*

*Share capital Euro 4,139,974.20, fully paid-up*

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## **CONSOLIDATED NON-FINANCIAL DISCLOSURE**

**Pursuant to Legislative Decree 254/2016**

**Issuer:** Unieuro S.p.A.

**Website:** [www.unieurospa.com](http://www.unieurospa.com)

**Financial year to which the Statement refers:** the financial year ended 28 February 2022

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## Letter to the Stakeholders

Ladies and gentlemen,

*The year that has just ended was a year of further growth and sustainable development for Unieuro, to the benefit of all stakeholders.*

*The remarkable economic and financial performance enabled the Company to consolidate its position as market leader, demonstrating once again the solidity of its business model and the effectiveness of its omnichannel strategy. The activities on the sustainability front were also particularly satisfying and full of novelties, in the awareness of its importance as an essential strategic asset of the company's competitiveness and a tool for creating shared value.*

*As part of the path of continuous improvement undertaken by Unieuro in its approach to sustainability, numerous important initiatives have been undertaken in order to strengthen their gradual integration into the business model, values and corporate culture. In addition to the implementation of multiple programmes with a clear and measurable environmental and social impact, we can in fact include:*

- *the strengthening of sustainability governance, through the creation of a dedicated Corporate Direction and an internal Sustainability Committee, also drawing on the first year of full operation of the Board Sustainability Committee, set up in late 2020. The function of the internal Sustainability Committee is to raise awareness of the need for pervasive sustainability in every corner of the corporate system and to facilitate, across the board, the implementation of actions decided in this regard. In this context, the adoption of a new Policy, aimed at regulating dialogue with shareholders and representatives of other interested parties, with which the company strengthens engagement activities also on topics such as environmental, social and governance factors, is also important;*
- *the updating of the materiality matrix, preparatory also to the subsequent drafting of the '2022-2026 Sustainability Plan', supported by an even more rigorous and complete process of identification of relevant issues based on the engagement, alongside company management, of a sample of the main categories of internal and external stakeholders (employees, customers, suppliers, members of the financial community) and on an in-depth benchmarking analysis;*
- *the preparation of the first Sustainability Plan whose projects, targets and objectives, in continuity with existing initiatives, are fully consistent with the ESG pillars and investments of the Strategic Plan "Our Omni-Journey to 2026", with the themes recognised by the company as significant in the materiality matrix as well as with the Sustainable Development Goals (SDGs) defined by the United Nations as part of the 2030 Agenda for Sustainable Development. The "2022-2026 Sustainability Plan" is an innovative and dynamic tool that gives concrete form to Unieuro's commitment to sustainability in the short, medium and long term, making its development fully visible and measurable. The continuous monitoring of the progress of projects, the measurement of performance indicators and the periodic updating of the plan itself make it possible to accelerate the process of generating shared value. This plan is divided into 31 projects falling within the four ESG areas – Culture, Community, Sustainable Innovation and Talent – defined in the Strategic Plan, so as to make the link between the two plans effective and organic. Most of the actions fall within projects that can be defined as 'integrated', as they involve several company departments across the board. Overall, the planned actions contribute to the pursuit of 11 of the 17 United Nations SDGs.*

*It should also be noted that, during the 2021/22 financial year, four ESG-linked revolving credit lines were subscribed to, for a total amount of EUR 150 million, and the close connection between remuneration and sustainability was pursued, identifying, also this year, ESG indicators among the performance objectives of short-term variable remuneration (MBO) and medium-long term (Performance Shares Plan).*

Among the other projects with the greatest impact, Stakeholders are highlighted:

- on the environmental front, the installation of energy efficiency and building automation systems in a greater number of points of sale and the purchase of energy produced exclusively from renewable sources. Initiatives aimed at recovering pallets with a view to reusing them and reducing paper consumption also continued, thanks to the digitalisation of leaflets and the launch of a 'paperless' project;
- in the social field, Unieuro has instead acted to offer customers an increasingly unique and personalised consumer experience, launching, among other things, the new e-commerce site and the new APP, as well as a series of other initiatives aimed at improving the quality of service, including the gradual adoption of electronic price tags in shops. The latter initiative, in particular, offers significant advantages in terms of reducing paper and printer ink consumption, stock management and the user experience, allowing customers to have up-to-date and timely price information.

*“As has always been the case in Unieuro’s history, we intend to be protagonists of change, continuing to look to our future and that of the new generations. We are fully aware of our social role and, for this reason, we strive to combine the creation of economic value with attention to social, environmental and governance aspects. We are proud to present today our first Sustainability Plan, a tangible sign of how listening and continuous dialogue with our stakeholders, attention to people, communities and the ecosystem are and will increasingly be the basis of Unieuro’s sustainable growth, in a virtuous path of shared value generation to which the Board of Directors is particularly dedicated”.*

Stefano Meloni  
Chairman of the Board of Directors

The enhancement and well-being of employees has also been the focus of attention. To this end, a climate survey was developed that will allow the Company to monitor, over time, the degree of satisfaction and engagement of the company population and to start a process of gradual improvement in involvement. In the social sphere, there is also the innovative smart working project for employees in central functions, renewed this year after the first positive experiment conducted in the previous year. Lastly, special mention should be made of the continuous growth in terms of participation and relevance of the #Cuoriconnessi project carried out in collaboration with the State Police to raise awareness among students, teachers and families on the issue of cyberbullying and the correct use of technology.

The 2021/22 Consolidated Non-Financial Statement bears witness, once again, not only to the progress achieved but also to future commitments aimed at pursuing, with determination, a path of continuous improvement in the field of sustainability aimed at meeting the needs of all stakeholders. In the months to come, again thanks to the implementation of the projects envisaged in the 2022-2026 Sustainability Plan, the strategic orientation towards sustainability will increasingly become a topic of continuous discussion and full sharing within the Group.

*I hope this makes for enjoyable reading.*

11 May 2022

Catia Cesari  
Chair of the Sustainability Committee

## 1. INTRODUCTION

### 1.1. Who we are

Founded in the late 1930s, Unieuro<sup>1</sup> is today the leading distributor of consumer electronics and household appliances in Italy, relying on an omnichannel approach that combines direct shops, franchised outlets and the digital platform unieuro.it., flanked by the digital pure player Monclick.

The company is based in Forlì, has a central logistics platform in Piacenza and is active exclusively in Italy through a distribution network in all areas of the country. It employs around 5,800 people. Listed on the STAR segment of the Italian Stock Exchange since 2017, Unieuro recorded revenues of approximately Euro 2.95 billion in the year ended 28 February 2022.

Through its “omnichannel approach”, Unieuro is able to offer customers a “seamless” shopping experience, within an integrated ecosystem of products and services offered on all the channels through which the Company operates.



The Group has a total of 541 direct and indirect sales outlets, all operating under the Unieuro brand: one of the most recognisable and established in the retail landscape with its slogan– “*Batte. Forte. Sempre*”.

The Unieuro brand presents itself as a single point of reference within an integrated communication ecosystem on all channels, online and offline. Alongside this is the Monclick brand, through which the Group manages the e-commerce segment populated by the so-called “*digital pure players*”, focused on a digital-only offer.

When the Strategic Plan “Our Omni-Journey to 2026” was drawn up, the strategic brand assets, a synthesis of Unieuro’s values and distinctive elements, were rethought in order to align them with the evolutionary process underway at a strategic level.

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### PURPOSE



*Bring innovation to the relationship between people and technology, filling it with human meaning. Our first responsibility is to foster an ever-positive experience with technology in everyday life.*

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<sup>1</sup> As specified in the “Procedural note”, the terms “Unieuro” or “Group” shall mean the group of companies consisting of the parent company Unieuro S.p.A. and the wholly-owned subsidiary Monclick S.r.l., whereas by the terms “Unieuro S.p.A.” or “Company” we refer exclusively to the parent company.

## VISION



*To be seen as the natural destination, both physically and digitally, for any need related to the world of technology, always promoting responsible innovation.*

## MISSION



*To pursue the consolidation and growth of its market and image leadership, creating value for all stakeholders. For Unieuro, people are always at the centre of a global ecosystem that offers closeness and service and that, thanks to its competence, passion and commitment, guarantees a distinctive and personalised consumption experience.*

## BELIEF



*Unieuro believes in responsible Innovation: An idea of innovation that, thanks to the evolution of its own omnichannel proposition, means activating responsible behaviours on all dimensions of sustainability, People-Planet-Profit and throughout the value chain.*

### Brand values

- **PASSION.** Passion as the engine of every brand action with the desire to find answers that are always relevant to the public.
- **EXPERIENCE.** The experience that derives from the brand's historicity and continues to evolve in tune with the changing world.
- **COURAGE.** Continuous research into innovation, anticipating what will directly affect our lives.
- **COMMITMENT.** The social and environmental role of the brand. Commitment to the communities in which it operates.
- **EMPATHY.** The ability to get close to customers and get to know them, to listen to their stories, their experiences, and from this to better understand how to respond to their needs.
- **OPENNESS.** Availability towards others, open-mindedness, absence of prejudices, authenticity and transparency.

Through the five various distribution sectors - integrated and converging - in which it operates, Unieuro markets a wide range of consumer electronics products, household appliances as well as ancillary services. More specifically, the product categories in which the Company operates are:

- **GREY**, which includes telephony, tablets, information technology, telephone accessories, cameras, as well as all wearable technology products;
- **WHITE**, which includes both large household appliances (MDA) such as washing machines, dryers, refrigerators, freezers, ovens and small appliances (SDA) such as vacuum cleaners, food processors, coffee machines, in addition to the air-conditioning segment;
- **BROWN**, consisting of televisions and related accessories, audio devices, smart TVs, car accessories, as well as memory systems;
- **OTHER PRODUCTS**, including both the sales in the entertainment sector and other products not included in the consumer electronics market, such as hoverboards and bicycles;
- **SERVICES**, including home delivery, installation, collection of used items, extended warranty, consumer credit services through financial intermediaries and after-sales assistance.

In addition to the sale of products from third-party suppliers, Unieuro S.p.A. also markets products with private brand. These are some lines of large and small household appliances and some lines of air treatment appliances, produced by third parties and marketed under the "Electroline" brand, which were joined during the year by "Joiahome" brand products (household, gift and travel items) and will be joined next year by "Teklio" brand products (IT products, TLC accessories, leisure). The subsidiary Monclick S.r.l., in turn, sells computer, electronic, telephone and household appliance products through the [www.monclick.it](http://www.monclick.it) website, guaranteeing a total shopping experience, which ends with home delivery and installation of the purchased product. It also operates in the segment Business to Business to Consumer (B2B2C), where the customers are operators which need to

purchase electronic products to distribute to their regular customers or employees to accumulate points or participate in competitions or incentive plans.

## Shareholding and corporate structure

Since April 2017, Unieuro shares have been listed on the Euronext STAR Milan segment.

With a float of around 80% of the capital, the Company can be considered a true “public company”; the private equity operator Rhône Capital, through its IPO (April 2017) and three subsequent placements on the market, has reduced its stake to zero since January 2020, having initially held 70.5% of the capital. In January 2021, the float expanded further as a result of the withdrawal, through an accelerated bookbuilding procedure, by the shareholder Dixons Carphone plc (now Currys plc), which sold on the market the 7.17% stake held through Alfa S.r.l..

In April 2021, telecommunications operator Iliad SA announced the purchase of a stake of around 12.2% of Unieuro’s share capital, becoming the largest shareholder.

Based on information available to date, the other major shareholders of Unieuro are the asset management company Amundi Asset Management (8.2% of the capital), Mediolanum Gestione Fondi Sgr (4.3%), Mr. Giuseppe Silvestrini (4.2%) and J.P. Morgan Asset Management (3.7%).

The composition of the Company’s share capital is shown below:

### Share capital of Unieuro S.p.A.<sup>2</sup>

| Share capital                 | %    |
|-------------------------------|------|
| Xavier Niel, through Iliad SA | 12.2 |
| Amundi Asset Management       | 8.2  |
| Mediolanum Gestione Fondi Sgr | 4.3  |
| Giuseppe Silvestrini          | 4.2  |
| J.P. Amundi Asset Management  | 3.7  |
| Treasury shares               | 2.9  |
| Other Shareholders            | 64.5 |

During the financial year 2021/22, the number of shares making up the share capital increased from 20,263,579 to 20,698,621, as a result of the exercise of stock options and stock grants by company management in connection with long-term incentive plans.

Following the completion of the Share Buyback Programme, resolved by the Board of Directors on 11 November 2021, as of 11 January 2022 Unieuro holds 600,000 treasury shares, representing 2.9% of the share capital.

## 1.2. Involvement of stakeholders

For the Group, stakeholder involvement has always represented an important opportunity for listening and dialogue and a fundamental moment for the creation of stable and long-lasting relations based on integrity, transparency and respect for rules. It is also essential to understand their expectations and level of satisfaction with their work and, therefore, to strengthen their ability to create shared value. The stakeholder identification process was initiated during 2017, with the preparation of the Group’s first Non-Financial Statement. On that occasion, a mapping of the main stakeholders was carried out, in line with those identified in the Code of Ethics, selecting: the categories whose interests are relevant on the basis of direct and indirect relations with the Group,

<sup>2</sup> The table shows the percentage of Unieuro ordinary shares held, at the date of this Report, both directly and indirectly by shareholders or persons at the top of the shareholding chain who have declared that they exceed the relevant shareholding threshold pursuant to Article 120 of the Consolidated Finance Act and Consob Issuers’ Regulations; this percentage is updated on the basis of the information available to the Company.



the categories whose interests may be directly or indirectly affected or influenced by the company's activities and, finally, those on whom the effects of the Group's activities would fall most heavily. This year, as described in detail in paragraph 1.4, as part of the activities that led to the updating of the materiality matrix, a benchmarking analysis was carried out which led to the expansion of the number of stakeholders with whom Unieuro interacts on an ongoing basis.



The Group also considers it essential to take part in local, national and international associations with which it can develop an ongoing dialogue on topics of interest and strengthen its public and institutional relations.

At local level, Unieuro is a member of Ascom (Forlì) and Confapi (Piacenza), to protect its interests in the areas where its headquarters and logistics hub are located.

Since January 2022, membership of Confindustria (Forlì) has ceased.

At national level, the Company is a member of:

1. Aires (Associazione Italiana Retailer Elettrodomestici Specializzati), which brings together the main companies and distribution groups specialising in household appliances and consumer electronics, and is in turn a member of Confcommercio Imprese for Italy. Since April 2018, Unieuro expresses the President of the Association.
2. Confimprese, which brings together leading operators with direct and franchised distribution networks, regardless of the product sector in which they operate.

Internationally, Unieuro is a member of the EuCER (European Consumer Electronic Retailer Council) association, of which it was one of the founders in 2019. EuCER is based in Brussels and brings together European chains and buying groups active in consumer electronics. Since March 2020, EuCER has been a member of EUROCOMMERCE, one of the largest associations representing European retailers.

### 1.3. Open dialogue with Shareholders

Given the importance that the Unieuro Group attaches to dialogue and discussion with its shareholders, in February 2022, the Board of Directors of Unieuro S.p.A. – on the proposal of the Chairman of the Board of Directors, formulated in agreement with the Chief Executive Officer, and after consulting the Sustainability Committee – approved the *Policy for the management of dialogue with shareholders and other interested parties*, also taking into account the engagement policies adopted by institutional investors and asset managers and in line with the recommendations of the Corporate Governance Code of Borsa Italiana S.p.A., to which the Company adheres. This Policy, aimed at regulating the dialogue between the Company and the representatives of the Interested Parties, defines the rules of such dialogue, identifying the interlocutors, the topics to be discussed, the timing and the channels of interaction. As regards the other forms of managing the dialogue with the aforesaid subjects and not included in said Policy, the other initiatives and activities already adopted by Unieuro remain valid and applicable.

In managing the dialogue with Interested Parties, the Unieuro Group operates in compliance with the following general principles:

- transparency, correctness, timeliness, fairness and symmetry in the dissemination of information;
- distribution to all Interested Parties of the information they need through the most appropriate means of communication to enable them to exercise their rights fully;
- regular publication of relevant information of a continuous, periodic or extraordinary nature;
- commitment and integrity in the distribution, communication and management of regulated and unregulated corporate information;
- compliance with the provisions on market abuse, in the light of the provisions of the Law in force from time to time, the policies, guidelines and procedures and, in general, the rules of corporate governance defined by the Company and the Laws applicable to the Company and the Group from time to time.

The topics of discussion governed by this Policy relate to: corporate strategies, the Group's economic and financial outlook and dynamics, corporate governance, sustainability and environmental issues, shareholder remuneration policies (including dividend policy) and the internal control and risk management system, as well as significant extraordinary transactions.

#### **IR AND CORPORATE COMMUNICATION ACTIVITIES**

Since its listing on the stock exchange in 2017, Unieuro has had a function responsible for dialogue and interfacing with the financial market, whose primary objective is to guarantee effective and fair access to information regarding the Group and its operations through:

- promotion of quality coverage of Unieuro stock by brokers, followed to date by two pan-European brokers (Kepler Cheuvreux and BNP Paribas Exane) and two Italian brokers (Mediobanca and Banca Akros);
- organisation of periodic conference calls, dedicated to financial analysts and investors for a public and direct discussion with the management on the evolution of management and on the company's economic, financial and equity results;
- organisation of a virtual investor day, held on 10 June 2021, to present to the market the Company's new five-year Strategic Plan, renamed 'Our Omni-Journey to 2026';
- participation in investor conferences and roadshows – virtual and physical – organised by third parties, with particular reference to the two STAR Conferences in March and October 2021 promoted by Borsa Italiana;
- engagement of major institutional shareholders at the Shareholders' Meeting on 15 June 2021 in order to ensure clarity and build consensus on the items on the agenda;
- constant updating of the corporate website [www.unieurospa.com](http://www.unieurospa.com), dedicated to all stakeholders, especially financial ones, interested in learning more about Unieuro's corporate identity, its strategies, results and, more generally, the investment case. The website also acts as an archive for corporate documentation, for the benefit of shareholders and investors;



- promotion of Unieuro's visibility in the main financial, traditional and digital media, when releasing periodic results and extraordinary operations;
- use of the professional social network LinkedIn to share corporate content for the benefit, in particular, of small shareholders and employees.

Thanks to favourable consumption trends related to the pandemic and the gradual easing of trade restrictions, investor and analyst concerns related to COVID-19 were gradually overtaken by new topics of discussion and insight during the 2021/22 financial year. At the beginning of the period in question, discussions mainly concerned changes in the shareholder base (with the exit of Dixons Carphone and the entry of Iliad) and the remuneration of shareholders, who had not received a dividend in 2020 for prudential reasons. The new Strategic Plan, presented to the market in June, subsequently catalysed the attention, together with the guidance, which Unieuro provided for the first time ever. In the second part of the financial year, the possible critical issues of product supply and inflation, following the overheating of the global economy and the difficulties of some supply chains, were included in the discussion with market operators.

Investors' attention to the growth opportunities available to Unieuro, both in Italy and abroad, remains constantly high, especially in light of the substantial net cash available.

## 1.4. Strategic path to Sustainability

### 1.4.1. New 'Omni-Journey' Strategic Plan 2022-2026

On 10 June 2021, the Board of Directors of Unieuro S.p.A. approved the Group's five-year Strategic Plan through which Unieuro aims to complete the digital transformation process by becoming a fully omnichannel retailer and pursues the new "Omni-Journey" strategy, based on four pillars that aims to accompany customers throughout their experience, before, during and after purchase:

- *"Omni-choice"*: anticipating each person's needs, offering the best personalised advice with expertise and service;
- *"Omni-Purchase"*: offer the best proposal, ensuring availability of the right product, in the right place and at the right price;
- *"Omni-experience"*: guarantee the best level of service, distinctive and personalised, within the Unieuro ecosystem;
- *"Responsible Innovation"*: pursuing sustainability along the entire value chain, with passion and commitment and influencing responsible behaviour throughout the purchasing process.

The Plan assumes an evolution of the corporate mission towards the consolidation and growth of market leadership and image, to the benefit of all stakeholders: people are at the centre of an omnichannel ecosystem which, thanks to the integration of direct, affiliated and web shops, offers proximity and service, to the benefit of a distinctive and personalised consumer experience.

The plan is based on the following strategic objectives:

1. strengthening "Core Business", consolidating sector leadership and gaining additional market share, including in new product categories;
2. evolution of the operating model and service level, by adapting the operating model and enhancing processes, talents and tools;
3. development of new sources of business and profitability, promoting three new directions that diversify and support its profitable growth:
  - continuous improvement and innovation in the range of services and level of support;
  - expansion of the product categories offered;
  - development of exclusive brands;
4. responsible innovation. Sustainability becomes a key factor in the Plan, impacting across the entire business. Unieuro's ESG – Environmental, Social, Governance – strategy is divided into

four areas: Community, Talent, Sustainable Innovation and Culture with the aim of creating sustainable value for all stakeholders and ensuring a consistently positive experience with technology in everyday life.

#### 1.4.2. Materiality analysis

In continuity with previous years, but with important developments in methodology, the Unieuro Group improved the materiality matrix for the Non-Financial Statement 2021/22. Based on what is governed by the regulations and defined by the GRI Standards, an analysis of materiality (significance) of the Group's non-financial issues was carried out, which allowed the set of aspects to be reported in the Disclosure to be defined.

During the financial year, in fact, the process of identifying and selecting relevant ESG issues and the subsequent construction of the materiality matrix was made even more rigorous and articulated from a methodological point of view through a preliminary benchmarking analysis and the engagement of a sample of the main internal and external stakeholders that enriched and completed the information set available to management. The process was developed in the following steps, under the supervision of the Sustainability Committee:

1. benchmarking analysis, carried out by examining a large sample of competitors and peers, i.e. companies belonging to adjacent sectors;
2. conducting interviews with company management and distributing a questionnaire to verify the level of impact and relevance of the ESG issues submitted;
3. carrying out a survey, using a questionnaire available online, on a sample of suppliers, customers and employees, aimed at investigating ESG priorities from the point of view of key stakeholders. In addition, personalised one-to-one interviews were carried out with a number of investors and analysts, in order to gather information on the issues considered most relevant to Unieuro and to the sector to which the company belongs from the point of view of the financial community;
4. illustration of the results of the analysis and subsequent direct comparison with Top Management for the purpose of finalising the matrix;
5. use of it in the process of drawing up the next Sustainability Plan.

Illustrating in more detail the entire process that led to the updating of the materiality matrix in 2021, in accordance with the indications provided by Legislative Decree 254/2016, potentially relevant issues were first identified, depending on the activities carried out by Unieuro and the characteristics of the reference sector.

A sample of competing and comparable companies operating both in Italy and abroad was selected to identify best practices, new trends and define the Group's positioning (gap analysis). This analysis was carried out by assessing, on the one hand, Unieuro's ESG positioning in terms of its approach, instruments and actions in the field of sustainability and then measuring the level of disclosure; on the other hand, the best reference practices were examined, identifying the practices, activities and projects that expressed the best management practices on the various non-financial aspects that are the subject of the analysis. This benchmarking activity investigated 37 issues divided into 6 main areas (good management practices, human rights, labour relations and conditions, environment, community relations, consumer relations).

In the same financial year, the ESG issues considered most relevant to the companies in the sample were analysed, as they were included in the respective materiality matrices, where present.

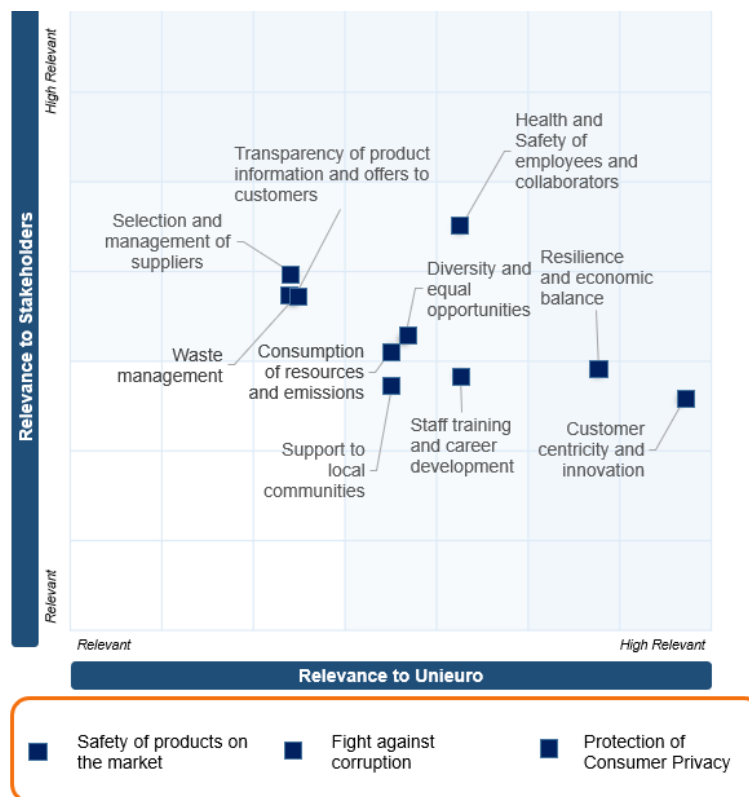
An online survey was then developed, sending out a questionnaire to a sample of employees, customers and suppliers (in addition to members of company management and the internal sustainability committee), who were asked to express their opinions on 24 aspects/issues divided into 4 macro-categories: environmental responsibility, social responsibility, governance and economic responsibility, and service responsibility towards customers.

The topics submitted to the participants in the questionnaire were selected by considering, alongside the material aspects already present in Unieuro’s materiality matrix for the 2020/21 financial year, those differentiating aspects that emerged from the benchmarking analysis and from best practices.

The processing of the data collected made it possible to rank, in order of priority, the issues to be assessed. The results were then presented and discussed with top management for the final definition of the matrix.

The 2021/22 matrix sees a substantial confirmation of the issues identified as material in the previous year, corroborating the previous analysis made by senior management. It is worth noting that the three issues that were assigned the highest importance and considered essential in the 2020-21 matrix (Protecting Consumer Privacy, Fighting Corruption, Safety of Products on the Market) were also found to be equally relevant by listening to stakeholders, having achieved a high ranking. The only differences from the previous matrix relate to the inclusion of the themes ‘Customer Centricity and Innovation’ and ‘Resilience and Economic Balance’ and the exclusion of the theme ‘Relationship with Trade Unions’. There are therefore 13 themes recognised as material in 2021, which can be broken down as follows:

- **Social dimension:** Health and Safety of Employees and Collaborators, Safety of Products on the Market, Selection and Management of Suppliers, Diversity and Equal Opportunities, Staff Training and Career Development, Customer Centricity and Innovation (new theme), Protection of Consumer Privacy, Transparency of Product Information and Offers to Customers, Support to Local Communities;
- **Environmental dimension:** Consumption of Resources and Emissions, Waste Management;
- **Economic and Governance dimension:** Resilience and Economic Balance (new theme), Fight Against Corruption.



The results of benchmarking and materiality analysis were subsequently taken into account in the preparation of the Sustainability Plan.

### 1.4.3. 2022-2026 Sustainability Plan

Starting in the second half of the year, Unieuro worked on finalising its first Sustainability Plan (the “Plan”), testifying to the Group’s commitment to sustainable development and the increasing strategic importance of ESG issues in business activities and therefore in the value creation process.

The Plan therefore becomes the means by which Unieuro formalises its strategic approach to sustainability and the main management tool for planning and controlling the Group’s ESG initiatives. Through this operational framework, Unieuro sets out its roadmap for the next few years in terms of projects, objectives and targets, planning the initiatives identified according to a clear plan and a high level of commitment on the part of top management and all departments. In order to ensure constant alignment with the Group’s strategic priorities and the results achieved, projects are continuously monitored and the Plan is updated on an annual basis, with a view to continuous improvement.

In addition to defining the Group’s strategic vision for sustainability, the Plan was also designed to achieve the following underlying objectives:

- responding to the growing sustainability expectations of key stakeholders;
- integrating sustainability into business decisions and developing awareness and culture within the organisation;
- strengthening the governance and control of ESG risks, through clear accountability and a holistic approach that allows Unieuro to effectively oversee sustainability commitments and face current and future challenges in a rapidly changing external context;
- adapting to the changing regulatory environment in the field of sustainability quickly and effectively, including proactively;
- identify possible business opportunities, e.g. on aspects of circular economy that could be pursued by enriching the business proposition;
- defining target sustainability indicators to which to link part of the short and medium to long-term variable remuneration of company management and other identified employees.

From a time point of view, the Sustainability Plan is a four-year plan, so that its expiry date coincides with that of the Industrial Plan, from which it takes the four strategic pillars (Community, Culture, Sustainable Innovation and Talents) indicated as ESG guidelines, with the aim of making responsible innovation the cornerstone of future company development.



#### Community

It considers actions and projects of social value, linked to relations with the surrounding communities and territory.



#### Culture

It encompasses the areas of sustainability governance, regulatory compliance on non-financial issues, ESG risk management and integration of non-financial information into management and reporting.



#### Sustainable Innovation

It includes environmental performance, product and process innovation, customer experience and brand enhancement. Considers actions to promote a sustainable supply chain.



#### Talents

It considers initiatives related to the management and development of human capital: training, professional growth, work life balance, wellbeing, respect for the principles of diversity, equality and inclusiveness.

The process that led to the creation of the 2022-2026 Sustainability Plan saw the direct involvement of all Group Departments and the coordination and supervision of Top Management and the sustainability governance bodies (see Sustainability Governance section). Starting from the Strategic Pillars, precise guidelines were first defined, then the objectives that Unieuro sets itself, and then the list of potential projects that can be realised in the time frame in question. A selection process was then carried out and a short list of projects<sup>3</sup> was presented to top management, each of which was described in terms of operating procedures, timetables, KPIs, performance targets, financial resources and monitoring teams. Each action was then appropriately linked to the relevant themes included in the materiality matrix and the global challenges Sustainable Development Goals – SDGs – of the UN’s 2030 agenda. Specifically, 31 priority actions have been identified, many of which are part of projects that can be defined as ‘integrated’ in that they involve more than one business function across the board. Taking into account the four-year time horizon, intermediate targets have been defined alongside the final targets, which allow better monitoring of the progress of projects.

The main actions defined for each Pillar are listed below.

- Among the main actions with reference to the Community Pillar, the Plan focuses on 3 actions of high social value through the continuation and further development of the popular initiative against cyberbullying (#Cuoriconnessi), which will be accompanied by a project to facilitate the use of technology by the elderly and another that puts technology at the service of raising awareness, especially among young people, of the importance of adopting healthy lifestyles also for cancer prevention.
- The Culture Pillar includes 8 actions mainly aimed at strengthening governance on ESG issues, including the adoption of a sustainability policy, obtaining an ESG rating, maintaining and progressively refining sustainability-related parameters in management and employee incentive systems, further strengthening the level of protection of customers’ personal data, including through a new cybersecurity plan, improving the mapping of ESG risks, strengthening the tools for collecting and measuring non-financial information with a view to their progressive integration into management and business reporting, also in anticipation of the entry into force of new regulations on sustainability reporting.
- Within the scope of the 11 actions envisaged in the Sustainable Innovation Pillar, particular attention is paid to promoting sustainable and responsible practices at supply chain level, to measuring and reducing the environmental impact of corporate activities, also taking into consideration the main reference standards in the sector (TCFD – Task Force on Climate-related Financial Disclosures, SBTi – Science Based Targets Initiative, CDP – Carbon Disclosure Project) and to implementing actions that favour the reduction of materials, reuse and recycling of products, also with a view to circularity. This area also includes actions aimed at enhancing the centrality of the customer and strengthening brand reputation.
- Lastly, in relation to the Talent Pillar, the Plan is divided into 9 actions aimed at promoting a culture of sustainability within the entire organisation through a training project aimed at all employees, with a particular focus on future Store Managers of shops participating in the corporate Academy. This course will be flanked by specific engagement initiatives on sustainability. Actions are also planned to promote diversity, equality and inclusiveness and the full exploitation of human capital, also with a view to strengthening Unieuro’s capacity for retention and attraction.

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<sup>3</sup> It should be noted that these priority initiatives could be complemented over time by other smaller projects or projects still under consideration.

The following table summarises the main initiatives identified under the Plan:

| <i>Pillars</i>                | <i>Target 2022-2026</i>  | <i>Description of main actions</i>   | <i>Material themes</i>   | <i>SDGs</i> |
|-------------------------------|--|--|--|-------------|
| <b>Community</b>              | <ul style="list-style-type: none"> <li>Continue to promote digital awareness and education initiatives</li> </ul>  | <ul style="list-style-type: none"> <li>Continuation and further development of the project #Cuoriconnessi project against cyberbullying<sup>4</sup></li> <li>Development of a specific project to facilitate the use of technology by the elderly</li> <li>Development of a project aimed at promoting the culture of adopting healthy lifestyles and cancer prevention among young people</li> </ul>  | <ul style="list-style-type: none"> <li>Support to local communities</li> </ul>   | SDG<br>     |
| <b>Culture</b>                | <ul style="list-style-type: none"> <li>Strengthening sustainability governance according to best practice</li> <li>Ensuring high levels of non-financial risk management</li> <li>Spreading a culture of sustainability through specific initiatives</li> <li>Pursuing the integration of financial and non-financial reporting to better represent sustainable value creation</li> <li>Ensuring maximum cybersecurity and protection of customer privacy</li> </ul> | <ul style="list-style-type: none"> <li>Adoption of a Sustainability Policy</li> <li>Adoption of a system for mapping, assessing and continuously monitoring financial and non-financial risks, based on an integrated and proactive approach</li> <li>Refinement of ESG-related metrics in management and employee remuneration and incentive systems<sup>5</sup></li> <li>Obtaining an ESG rating</li> <li>Enhancement of non-financial reporting in light of current and prospective developments in the European Taxonomy.</li> <li>Implementation of a roadmap to foster the gradual integration of non-financial information in management and reporting, acting proactively also with respect to the evolution of relevant legislation (CSRD<sup>6</sup>)</li> <li>Adoption of a new strategic cybersecurity plan</li> <li>Strengthening training of point-of-sale staff on customer privacy issues</li> </ul> | <ul style="list-style-type: none"> <li>Resilience and economic balance</li> <li>Protection of consumer privacy</li> </ul>  | SDG<br>     |
| <b>Sustainable innovation</b> | <ul style="list-style-type: none"> <li>Implementing a decarbonisation pathway</li> <li>Implementing supplier monitoring systems on social responsibility, environmental and governance issues</li> <li>Responsible waste management also in a circular perspective</li> <li>Monitoring and enhancing corporate reputation</li> </ul>   | <ul style="list-style-type: none"> <li>Projects linked to decarbonisation, such as the purchase of electricity with certification of "green" production from the source<sup>7</sup>; energy efficiency initiatives in points of sale<sup>8</sup>, measurement of the carbon footprint to speed up the process of carbon neutrality</li> <li>Projects linked to a responsible supply chain. Implementation of a control and monitoring system for the supply chain, including due diligence activities; evaluation of new suppliers<sup>9</sup> (and those in the process of renewing their qualification), taking into account not only economic criteria but also social and environmental aspects</li> <li>Projects linked to circular economy initiatives such as the organisation of recall campaigns</li> </ul>   | <ul style="list-style-type: none"> <li>Customer centricity and innovation</li> <li>Selection and management of suppliers</li> <li>Consumption of resources and emissions</li> <li>Waste management</li> <li>Transparency of product information and</li> </ul> | SDG<br>     |

<sup>4</sup> FY 2021/22 = 1.45 million contacts (FY 2020/21 = 1.23 million contacts)

<sup>5</sup> LTI, MBO and variable pay for store employees.


<sup>6</sup> CSRD – Corporate Sustainability Reporting Directive

<sup>7</sup> FY 2021/22 = 58% (FY 2020/21 = 0%)

<sup>8</sup> FY 2021/22 = 66.7GWh (FY 2020/21 = 69.3GWh)

<sup>9</sup> with a % of the expected turnover >1%



|         |  |  |  |  |
|---------|--|--|--|--|
|         | <ul style="list-style-type: none"> <li>Communicating transparently and effectively to customers and end users</li> </ul>   | <p>for certain products on the market to promote their reconditioning and/or the sale of used products and/or their proper disposal; reuse of pallets and the use of recycled plastic pallets; reduction in the use of plastic in the packaging of private label products</p> <ul style="list-style-type: none"> <li>Projects related to corporate reputation enhancement such as brand and sustainability reputation monitoring; inclusion of ESG aspects in the measurement of Net Promoter Score (NPS)</li> <li>Accelerating the process of digitisation of points of sale by introducing electronic tags in an increasing number of shops</li> </ul>   | offers to customers  |  |
| Talents | <ul style="list-style-type: none"> <li>Pursuing and disseminating an inclusive organisational culture</li> <li>Promoting a people engagement strategy and spreading a culture of sustainability in the company</li> <li>Increasing the degree of attractiveness and retention</li> </ul> | <ul style="list-style-type: none"> <li>Projects aimed at spreading knowledge and a culture of sustainability within the Group through the provision of training hours on sustainability to employees, including modules dedicated to future shop managers participating in the corporate Academy; launch of specific employee engagement and community building initiatives on ESG issues; administration of the eNPS (employee NPS) corporate climate survey<sup>10</sup></li> <li>Projects aimed at improving attractiveness and retention such as strengthening work-life balance initiatives; launch of a new company portal</li> <li>Projects to strengthen diversity, equity and inclusion monitoring</li> </ul> | <ul style="list-style-type: none"> <li>Health and safety of employees and collaborators</li> <li>Diversity and equal opportunities</li> <li>Staff training and career development</li> </ul> | <p>SDG</p>  |

### ESG-LINKED CREDIT LINES

In November 2021, Unieuro signed four ESG-linked revolving credit facilities of EUR 150 million, with a duration of 3 years, aimed at financing working capital requirements.

The credit facilities are linked to specific ESG indicators, which are already included in the regulations of the 2020-2025 LTI Plan approved by the Shareholders' Meeting on 15 June 2021, such as the reduction of CO<sub>2</sub> emissions through energy efficiency in the shop network, purchases of certified "green" energy, an increase in the audience for #Cuoriconnessi initiatives against cyberbullying, and the development of the methodology and subsequent implementation of a corporate climate survey (eNPS – employee NPS). The achievement of objectives linked to ESG indicators will also activate a mechanism for adjusting the margin applied to credit lines.

The new lines were subscribed by Unicredit, Intesa Sanpaolo (IMI – Corporate & Investment Banking Division), Credit Agricole Italia and Banco BPM.

<sup>10</sup> FY 2021/22 Development of monitoring system and first survey with a score of 5.6

## 2. GOVERNANCE

### 2.1. Governance Bodies

The Company has adopted a corporate governance system in line with the legal and regulatory provisions applicable to it: the central role of the Board of Directors and the objectives of correct management of any situations involving a conflict of interests, efficiency of the internal control system and transparency in relation to the market are highlighted.

The Articles of Association and the corporate governance system have complied with the provisions of the TUF and the Corporate Governance Code since the listing of Unieuro shares on Euronext Milan. The Company has adopted a so-called traditional administration system, which enhances the role of the Board of Directors as the executive body, while the control function is delegated to the Board of Statutory Auditors. The governance structure and overall organisational structure are also in line with the objective of maximising management efficiency and creating ever greater value for shareholders.

The Group's corporate bodies are the Shareholders' Meeting, the Board of Directors and the Board of Statutory Auditors. The powers and operating methods of the corporate bodies are governed by law, by the Articles of Association and by the resolutions adopted by the appropriate bodies, as the case may be.

The Board of Directors has set up three internal committees with advisory and proposal-making functions: the Remuneration and Appointments Committee, the Control and Risk Committee and the Sustainability Committee. In addition to these, there is also the Committee for Transactions with Related Parties, which is assigned the tasks and functions envisaged by the Consob Related Parties Regulation.

#### SUSTAINABILITY COMMITTEE

*Established in November 2020, in light of the growing importance of social and environmental aspects in the corporate governance systems of listed companies*



In light of the growing importance of social and environmental aspects in the corporate governance systems of listed companies, on 12 November 2020 the Board of Directors approved the creation of a Sustainability Committee, which is called upon to carry out investigative, propositional and advisory functions vis-à-vis the Board on sustainability, evaluating processes, initiatives and activities aimed at pursuing sustainable success, and therefore at creating value in the medium-long term for the benefit of shareholders, taking into account the interests of other relevant stakeholders. The ever-increasing centrality of ESG issues in corporate governance is also confirmed by the new Corporate Governance Code (formerly known as the Self-Regulatory Code) approved by the Italian Corporate Governance Committee in January 2020, and which for Unieuro came into force from the 2021/22 financial year. Among the objectives pursued by the aforementioned Italian Corporate Governance Committee, in the overall revision of the Corporate Governance Code, is the greater relevance and centrality of the “principle of sustainability of business activities”.

On 18 March 2021, the Board of Directors of Unieuro S.p.A., taking into account the opinion of the Remuneration and Appointments Committee and considering the already respected diversity of the composition of the corporate bodies in the facts, decided not to proceed with the adoption of a

specific policy on diversity. The set of legislative and regulatory provisions – including the provisions of the Self-Regulatory Code and the Corporate Governance Code, which is in continuity with the previous code – concerning the composition of corporate bodies already allow for an adequate representation of gender, age, experience, professional and personal characteristics.

With regard to respect for diversity in corporate bodies, it should be noted that:

1. on 20 December 2021, the Board of Directors approved its own Regulation<sup>11</sup> which expressly provides that: *"In the composition of the Committees, the Board shall take into account the independence requirements, the professional characteristics of the Directors and their experience, so that each Committee is made up of members whose competence and professionalism are appropriate to the tasks assigned to the Committee of which they are members. The Board of Directors also takes into account the respect of gender parity and therefore recommends that the chairmanship of the Committees be divided equally between different genders"*.
2. On 12 January 2022 and 13 January 2022, respectively, the Board of Statutory Auditors and the Board of Directors approved the Guidelines to Shareholders on the composition of the relevant bodies, in view of their renewal at the Shareholders' Meeting called to approve the financial statements as at 28 February 2022<sup>12</sup>.

In both documents, the corporate bodies express the importance of diversity in their composition, both in terms of gender and professional diversity.

For further information on the Governance system, refer to the Report on Corporate Governance and ownership structures as at 28 February 2022.

### 2.1.1. Board of Directors

The management of the Company is entrusted to a Board of Directors, pursuant to art. 12 of the Articles of Association, consisting of an odd number of members of not less than seven and not more than fifteen.

The Shareholders' Meeting determines, from time to time, the number of members of the Board of Directors, prior to their appointment, and within the above-mentioned limit may increase the number of directors whose term of office ends together with those in office. Directors remain in office for the term set by the shareholders' resolution appointing them, subject to a maximum of three financial years and are re-eligible for office. The members of the Board of Directors must possess the requisites of professionalism and honourableness provided for by the regulations, also regulatory, in force and a minimum number, not less than that established by the pro tempore legislation in force, must meet the independence requisites prescribed by the applicable provisions.

The Company's Articles of Association provide that the appointment of directors takes place through the list voting mechanism and that the current Board of Directors as well as the shareholders who alone or in concert represent the percentage of share capital required by applicable regulations are entitled to submit lists. Article 14 of the Articles of Association also provides that, if at the end of the vote the balance between genders is not ensured, in accordance with the law, the candidate of the most represented gender elected as the last in progressive order from the list obtaining the highest number of votes will be excluded and will be replaced by the first candidate not elected from the same list of the least represented gender in progressive order. If the number of candidates elected on the basis of the lists submitted is less than the number of directors to be elected, the remainder shall be elected by the Shareholders' Meeting, which shall resolve to ensure the presence of the minimum number of independent directors as well as the gender balance required by law.

<sup>11</sup> See the document on the Board Regulation, available on the Corporate Governance section of Unieuro's corporate website (Unieuro\_REGULATIONS-OF-THE-BoD.pdf (unieurospa.com)).

<sup>12</sup> For further details, please refer to the Corporate Governance section of the corporate site of Unieuro, and to the Board of Statutory Auditors' guidelines for the composition of the new Board of Statutory Auditors (Unieuro\_GUIDELINES-BoS-SIZE-COMPOSITION-NEW-BoS.pdf) and to the document on qualitative guidelines for the appointment of the Board of Directors (Unieuro\_GUIDELINES-BoD-SIZE-AND-COMPOSITION-NEW-BoD.pdf).

If no lists are submitted or if the directors are not appointed for any reason in accordance with the procedures established herein, the shareholders' meeting will act according to the statutory majority, in compliance with any minimum allotment ratio between genders (male and female) provided by law and regulations.

The Board of Directors, appointed on 18 June 2019 and supplemented on 20 February 2020 following the resignation of three directors, originally consisted of 9 members. Following the resolution of the Shareholders' Meeting of 15 June 2021, the Board was expanded to 11 members (7 men and 4 women) and expires with the approval of the financial statements for the year ending 28 February 2022. As of the date of this Statement, the Board of Directors is therefore composed as shown in the table below:

### Members of the Board of Directors

| Assignment                            | Age | Gender | Type          | Independence              | Membership of groups of stakeholder |
|---------------------------------------|-----|--------|---------------|---------------------------|-------------------------------------|
| Chair                                 | 73  | M      | Non-Executive | Independent <sup>13</sup> | -                                   |
| Chief Executive Officer <sup>14</sup> | 63  | M      | Executive     | Not independent           | Management                          |
| Director                              | 60  | M      | Non-Executive | Independent               | -                                   |
| Director                              | 57  | M      | Non-Executive | Independent               | Assogestioni                        |
| Director                              | 55  | F      | Non-Executive | Independent               | -                                   |
| Director                              | 64  | F      | Non-Executive | Independent               | -                                   |
| Director                              | 34  | M      | Non-Executive | Not independent           | -                                   |
| Director                              | 54  | M      | Non-Executive | Independent               | -                                   |
| Director                              | 53  | F      | Non-Executive | Independent               | -                                   |
| Director                              | 43  | M      | Non-Executive | Not independent           | -                                   |
| Director                              | 52  | F      | Non-Executive | Not independent           | -                                   |

### Members of the Board of Directors by age group

| Age range               | u.m. | 28 February 2022 |          |           | 28 February 2021 |          |          | 29 February 2020 |          |          |
|-------------------------|------|------------------|----------|-----------|------------------|----------|----------|------------------|----------|----------|
|                         |      | Man              | Woman    | Total     | Man              | Woman    | Total    | Man              | Woman    | Total    |
| between 30 and 50 years |      | 2                | -        | 2         | -                | -        | -        | -                | 1        | 1        |
| age over 50 years       |      | 5                | 4        | 9         | 5                | 4        | 9        | 5                | 3        | 8        |
| <b>Total</b>            |      | <b>7</b>         | <b>4</b> | <b>11</b> | <b>5</b>         | <b>4</b> | <b>9</b> | <b>5</b>         | <b>4</b> | <b>9</b> |

### 2.1.2. Sustainability governance

During the financial year ending 28 February 2022, the Unieuro Group once again strengthened its commitment to sustainability, launching a series of projects and actions aimed at improving its management and responding promptly to the increased demands coming from the external context and stakeholders.

Thanks to the creation, at the end of 2020, of the Sustainability Committee, in 2021, Unieuro launched several initiatives that contributed to spreading the culture of sustainability within the organisation and promoting the adoption of a more structured approach, which subsequently found expression in the preparation of the Sustainability Plan. The Committee is composed of 3 non-

<sup>13</sup> Both in accordance with the law and the Corporate Governance Code.

<sup>14</sup> CEO of Unieuro S.p.A. and Sole Director of Monclick S.r.l., a wholly-owned subsidiary of Unieuro S.p.A.

executive and independent directors (1 man and 2 women, all over 50 years of age) and the chairmanship was assigned to a woman.

Also in 2021, ESG oversight was further strengthened with the appointment of a manager responsible for sustainability, reporting directly to the Chief Financial Officer, and the creation of an internal Sustainability Committee, a high-level cross-sector management team.

This strengthening of the organisational structure responsible for overseeing complex and strongly interrelated issues such as those related to sustainability, is aimed at making the Group's approach more organic and coordinated, guaranteeing the necessary connection between the corporate functions involved in the various projects, giving due continuity to the initiatives under development and ensuring that environmental, social and governance factors are fully integrated in the corporate activities and aligned with the guidelines of the Strategic Plan.

### 2.1.3. Other Committees

The Committee for Transactions with Related Parties, appointed by the Board of Directors on 26 June 2019, mainly has the task of formulating specific reasoned opinions on the interest of Unieuro in the performance of Transactions with Related Parties, whether these are of greater or lesser importance, expressing a judgement regarding the convenience and substantial correctness of the relative conditions, upon receipt of timely and adequate information flows.

As of the date of this Statement, the Related Party Transactions Committee is composed of 3 directors (2 men and 1 woman, all aged over 50) who are non-executive and independent.

The Control and Risk Committee, appointed by the Board of Directors on 26 June 2019 and integrated in its current composition on 4 March 2020, has the task of assisting the Board of Directors with investigative functions, of a propositional and advisory nature, in evaluations and decisions relating to the internal control and risk management system, as well as those relating to the approval of periodic financial reports.

As of the date of this Statement, the Control and Risk Committee is composed of 3 non-executive and independent directors (1 man and 2 women, all over 50 years of age).

The Remuneration and Appointments Committee was appointed by the Board of Directors on 26 June 2019 and integrated into its current composition on 6 February 2020.

As a Remuneration Committee, the task is to assist the Board of Directors with preparatory, advisory and consultative functions, in evaluations and decisions relating to the remuneration policy of directors and managers with strategic responsibilities, evaluating periodically the adequacy, the overall consistency and the concrete application of the remuneration policy.

As an Appointments Committee, the task is instead to assist the Board of Directors with preparatory, advisory and consultative functions, in preparing the criteria for the designation of its members and in formulating opinions on the size and composition thereof. The Committee also formulates assessments on the designations of the managers and members of the corporate bodies and boards.

The Remuneration and Appointments Committees are composed of three directors (2 men and 1 woman, all over 50 years of age) non-executive and independent.

### 2.1.4. Board of Statutory Auditors

The Board of Statutory Auditors is appointed by the ordinary Shareholders' Meeting of the Company, pursuant to articles 21 and 22 of the Articles of Association, through a transparent procedure that guarantees, among other things, adequate and timely information on the personal and professional characteristics of the candidates for the position. As long as the Company's shares are listed on an Italian regulated market or other member states of the European Union, the Board of Statutory

Auditors is elected by the ordinary Meeting on the basis of lists presented by shareholders and ensuring gender balance according to the provisions of applicable regulations. If the balance between the genders is not insured according to the provisions of regulations, the necessary substitutions will be carried out according to the progressive order in which the candidates are listed. The Statutory Auditors shall remain in office for three financial years and therefore until the date of the Shareholders' Meeting called to approve the financial statements for the third year of their office.

The Board of Statutory Auditors, appointed on 18 June 2019 and in office for a period of three financial years, is made up of 5 statutory auditors including the Chairman, 3 statutory auditors and 2 alternate auditors.

#### Members of the Board of Statutory Auditors

| Assignment        | Age | Gender | Independence | Membership of groups of stakeholder |
|-------------------|-----|--------|--------------|-------------------------------------|
| Chair             | 41  | F      | Independent  | Assogestioni                        |
| Statutory Auditor | 49  | F      | Independent  | -                                   |
| Statutory Auditor | 46  | M      | Independent  | -                                   |
| Alternate auditor | 38  | M      | Independent  | -                                   |
| Alternate auditor | 41  | F      | Independent  | -                                   |

#### Members of the Board of Statutory Auditors by age group

| Age range               | u.m. | 28 February 2022 |          |          | 28 February 2021 |          |          | 29 February 2020 |          |          |
|-------------------------|------|------------------|----------|----------|------------------|----------|----------|------------------|----------|----------|
|                         |      | Man              | Woman    | Total    | Man              | Woman    | Total    | Man              | Woman    | Total    |
| between 30 and 50 years |      | 2                | 3        | 5        | 2                | 3        | 5        | 2                | 3        | 5        |
| age over 50 years       |      | -                | -        | -        | -                | -        | -        | -                | -        | -        |
| <b>Total</b>            |      | <b>2</b>         | <b>3</b> | <b>5</b> | <b>2</b>         | <b>3</b> | <b>5</b> | <b>2</b>         | <b>3</b> | <b>5</b> |

## 2.2. Business model and regulatory compliance

The Group is characterised by a centralised and scalable business model, based on the complementarity and omnichannel integration of the various distribution channels, which together guarantee territorial coverage and proximity to the customer. The management and administrative functions are centralised in the Forlì headquarters, while in Piacenza the supply activities of all channels are concentrated in a single logistics hub. The shop format is adaptable and modular according to the size and characteristics of the local market. The above-mentioned operational flexibility, together with the size achieved with the leadership of the Italian market, allow an effective absorption of fixed costs, which translates into a profitability higher than the market average and a proven ability to compete, even against pan-European and global operators active in Italy. In addition to this, the brand is remarkably resilient to external shocks, as demonstrated even during the acute phase of the COVID-19 epidemic, thanks to its articulated and consistent omnichannel presence, which covers all the touchpoints through which customers can decide to satisfy their purchasing needs for consumer electronics and household appliances. The omnichannel strategy offers seamless integration between channels, overcoming the offline/online dichotomy, and guarantees customers a personalised and seamless shopping experience. The business model, which is constantly evolving also in the light of the new five-year Strategic Plan, is not, however, risk-free, as highlighted in the relevant section. For further details on the strategy and business model, please refer to the 2021/22 Annual Financial Report.

### 2.2.1. Organisation, Management and Control Model and corporate regulatory system

In order to ensure conditions of fairness and transparency in the conduct of business activities, to protect its image and reputation, the expectations of its stakeholders and the work of its employees, the Company has adopted an Organisation, Management and Control Model pursuant to Legislative

#### THE UNIEURO PRESIDUM

- Organisation, Management and Control Model pursuant to Legislative Decree 231/2001
- Code of Ethics
- Whistleblowing policy
- Anti-corruption policy

Decree 231/2001 (hereinafter also "Model 231"), suitable for preventing unlawful conduct on the part of its directors, employees and collaborators subject to management or supervision by the Company. Although the introduction of the Model 231 at the time of its adoption was not an obligation, but rather an optional choice made by each individual entity, the Company has decided to adapt by launching a project to analyse its organisational, management and control tools, in order to verify the correspondence of the existing behavioural principles and controls with the

requirements of Legislative Decree 231/2001 and, where necessary, proceed with the integration of the system in force. Through the adoption of the Model 231, Unieuro S.p.A. intends to prevent and combat the commission of crimes and to promote a corporate culture based on legality, compliance with regulations and internal regulations.

The Company has appointed a Supervisory Board (SB), currently composed of a man (Chairman) and two women, which has been entrusted with the task of supervising the widespread and effective implementation of Model 231, its observance by the recipients, as well as proposing its updating in order to improve the efficiency of crime and offence prevention. The Unieuro SB is configured as a multi-subject body with autonomous powers of initiative and control.

The Organisation, Management and Control Model is constantly updated in order to incorporate the new types of offenses which, from time to time, are introduced in the catalog of predicate offenses 231. The latest update dates back to November 2020, in respect of which the Company has adapted to the new tax and smuggling offences.

In compliance with the provisions on whistleblowing (Law no. 179 of 30 November 2017 - "*Provisions for the protection of the authors of reports of crimes or irregularities of which they have become aware in the context of a public or private employment relationship*" ), a reporting system is made available to the recipients of Model 231 in order to highlight unlawful conduct, on the basis of specific and consistent facts (article 6, paragraph 2-bis of Legislative Decree no. 231/2001). The reports are collected through specific channels (the whistleblowing portal, made available on the company Intranet and the e-mail address odv@unieuro.com) and managed in line with the provisions of the Whistleblowing Policy (adopted starting from March 2019 and updated to November 2020). The Internal Audit Director prepares, at least every six months (on the occasion of the periodic meetings of the SB), a report summarising the reports received, the possible outcome of the analyses carried out and those in progress and sends them to the SB of the Company.

The Legal Director deals with updating and any revision of the Policy and undertakes to ensure that it is correctly disseminated and applied.

To share values, principles and behavioural rules with their collaborators and communicate them to all other stakeholders in order to build a transparent reality geared towards compliance with ethical and behavioural standards, Unieuro has also adopted a Code of Ethics in which it requires its employees and collaborators to operate in compliance with the laws in force, professional ethics and internal regulations, in no way justifying conduct contrary to the principles of fairness and honesty. Unieuro's success cannot be separated from ethics in the conduct of business and, consequently, the competitive context in which it operates must be inextricably linked with ethical sensitivity, social involvement and respect for the environment. The principles, sanctioned by the Company's Code of Ethics, concern transparency, fairness and honesty, impartiality, protection of competition, prevention of conflict of interest, confidentiality and protection of privacy, compliance with current

regulations, workplace safety and environmental protection, accounting control and transparency, prevention of money laundering, prevention of computer crimes, protection of intellectual property and protection of company assets. Compliance with the provisions of the Code of Ethics is considered an essential part of the contractual obligations of the Company's employees (pursuant to and for the purposes of Articles 2104 and 2105 of the Italian Civil Code) and of all those who have business relations with the Company. Therefore, any breach of the above provisions may constitute non-fulfilment of these obligations, with all legal consequences.

### 2.2.2. The fight against corruption

As required by the Code of Ethics, no employee must directly or indirectly accept, solicit, offer or pay sums of money or other benefits, even as a result of illicit pressures. Unieuro does not tolerate any kind of bribery of public officials, or any other party connected with public officials, in any form or manner, in any relevant jurisdiction, including those where such activities are permitted in practice or not prosecuted.

In addition to the principles and rules of conduct outlined in the Code of Ethics, Model 231 identifies the activities "sensitive" to the commission of the offenses referred to in Legislative Decree 231/2001, including the crime of corruption. It defines specific control measures to support the instrumental processes deemed exposed to the potential risk of commission of crimes. A sanctioning system is also adopted to ensure the effective implementation of Model 231 and information and training activities on its contents are outlined. The training courses are generally provided in the classroom with regard to the top managers (Directors and Area Managers) and through the e-learning platform for the remaining employees.

Training activities pursuant to Legislative Decree 231/2001 were carried out in 2021, providing a total of 71.5 hours for 143 employees<sup>15</sup> (of which 0.7% were managers, 0.7% middle managers and 98.6% office workers), excluding members of the Board of Directors. The difference compared to the previous year (2,157 hours for 4,314 employees<sup>15</sup>) is attributable to the cyclical nature of training obligations.

Thanks to the whistleblowing system implemented, Unieuro also establishes the procedures through which to report illegal or illegitimate conduct or behaviour, commission or omission, which constitute or may constitute a violation, or induce a violation of the Group's control measures.

On the basis of the principles defined in the Code of Ethics and in addition to Model 231, in March 2019, Unieuro defined a specific Anti-corruption Policy. It dictates to personnel a series of rules to follow in order to strengthen the anti-corruption controls. In particular, the Policy establishes the obligation to adhere to anti-corruption regulations, providing a definition of what can be interpreted as corruption and establishing the obligation to report illegal practices in which personnel may be actively or passively involved. This Policy was subsequently updated in November 2020, on the occasion of the updating of Model 231.

During the risk assessment activities carried out by the Company during the year 2020/21 in order to identify "sensitive" activities and processes deemed to be exposed to the potential risk of commission of offences pursuant to Legislative Decree 231/2001, 34 sensitive activities have been mapped out, 25 of which are potentially at risk of committing the offence of corruption (about 74%), considering both offences in relations with the Public Administration and offences of corruption between private individuals. At the same time, the related procedures and controls were defined. During the 2021/22 financial year, no reports were found for the Group that concerned incidents involving corruption.

<sup>15</sup> This value does not represent the actual number of employees trained in the fiscal year, but the number of times they took part in training courses.



### 2.2.3. The management of non-financial risks

For Unieuro, risk management is a priority. In addition to financial risks, the Group also pays attention to environmental, social and governance risks, in the belief that an effective risk management process can no longer disregard these aspects as enablers of sustainable success.

In consideration of the activities carried out by Unieuro and the characteristics of the reference market, the main non-financial risks, i.e. ESG risks, of the Group and the relative management methods are outlined below.



#### **Environment**

The Group companies operate in the retail sector of small and large household appliances, mainly through the retail and e-commerce channel, where there are environmental risks related above all to compliance with applicable regulations on correct waste disposal, which could imply limitations on business activity or significant additional costs. Specifically, there is the risk of incorrect or non-disposal of waste, in particular of WEEE (Waste Electrical and Electronic Equipment). Unieuro is in fact among the subjects that are obliged to the free collection of WEEE, as well as the possession of the technical requirements for carrying out the activities of preliminary deposit, collection, subsequent transport and conferment.

The Group's Code of Ethics promotes waste management in compliance with current legislation through selected suppliers, requiring verification of the authorisations, registrations and communications of third parties necessary for the exercise of the activities and the traceability of the process and control of the supply chain. To control this risk, the Group also has a specific operating manual that defines roles, responsibilities and operating methods for:

- initial and periodic verification of the possession and validity of communications/registrations required by regulations for the pick-up/collection/transport of WEEE and the relative deadlines and timing for renewal requests;
- correct management of activities in compliance with current regulations, with reference to: types of WEEE collected, compliance of the grouping place with the applicable regulatory requirements, maintenance of the documentation required by regulations;
- verification of compliance with the obligations required by regulations for third parties entrusted with the collection of WEEE;
- traceability of all activities relating to the pick-up/transport /collection of WEEE.

In addition, in order to limit any risks of co-responsibility in the disposal of waste (not WEEE), specific mitigation actions have been implemented, such as: the definition of a master contract (to be adapted on the basis of the suppliers and outlets involved) that allows the Company to free itself from the supplier, with the possibility of terminating the contract at any time and for any reason (e.g. reasons for the supplier's actions, commercial choices etc.); the carrying out of audits on the supplier and their respective subcontractors, as well as the identification of a new supplier for diversification of the service. For further details, refer to the section on Waste management.

Other possible environmental risks concern atmospheric emissions caused by mains gas systems and leaks of refrigerant gas from "rooftop refrigeration units" (air conditioners and/or air conditioners). However, given the nature of its business, the management of energy consumption and related emissions does not represent a high risk factor for Unieuro.

With reference to the latter aspects, as recalled by the Code of Ethics, Unieuro carries out its activities taking into consideration the need to protect the environment and the sustainable use of natural resources, in compliance with the provisions of the environmental regulations in force. For further details, please refer to the paragraph "Energy consumption and emissions" of this document. Climate-related risks are discussed in the Annual Report 2021/22 in the section "Main risks and uncertainties to which the Group is exposed".

## Clients



As a retailer of consumer goods, the Group is exposed to the risk of actions for lack of conformity of the product under the provisions of the Consumer Code – Legislative Decree 205/2006 – (legal warranty) or to liability for breach of contract assumed with the sale of conventional warranties (extended warranties).

For products that the Group has manufactured abroad and imported and to which it applies its own brand name, the Group is also exposed to the risk of product liability actions.

In addition to the defective or non-functioning product itself, possible violations may also arise from: (i) advertising messages concerning the characteristics and quality of the products or about the mechanics of prize operations, published at points of sale and/or e-commerce site and/or media channels; (ii) warranty extension agreements; (iii) information contained in the product labels or in the illustrative documents inside the packages.

The distribution of products – purchased from suppliers – that are potentially harmful to health or not in line with European safety and/or product quality standards, even if governed by the framework supply agreements and subject to certification by third party bodies, could expose Unieuro S.p.A. to sanctions by Authorities or bodies (e.g. Chambers of Commerce) as well as the risk of compensation claims, as well as criminal or administrative proceedings, for damages caused by defects in the products sold, as well as negative repercussions on its reputation, with possible negative effects on its economic, equity and financial situation. Similarly, Unieuro S.p.A. could be exposed to reports to consumer associations or to the Competition and Market Authority (AGCM) for complaints of various kinds.

The Code of Ethics of Unieuro S.p.A. as well as promoting relations with consumers based on full transparency and satisfaction with respect to the products and services offered, guarantees the Group's commitment to preserving the safety and security of its customers. The high standing that characterises the selected suppliers and the stringent sector regulations currently in force in Europe for the marketing of products (in particular the RoHs Directive<sup>16</sup>), guarantee the maximum possible control over said risks. For further details, refer to the section on Health and safety of customers.

Being particularly active in online sales, further potential risks for Unieuro S.p.A. can be linked to hacker attacks and the cloning of credit cards or personal data of customers, but also to malfunctions or interruptions of computer systems. Unieuro S.p.A. is in fact exposed to the risk of negative repercussions on the perception of the quality of the e-commerce service offered, caused by potential computer fraud perpetrated by third parties. Likewise, it is exposed to the risk that the personal data of customers and subjects with whom the Company entertains relationships might be damaged, stolen, lost, disclosed or processed for purposes other than those permitted.

The Group Code of Ethics requires particular caution in the processing of information relating to corporate activity and the data of employees and third parties in general (including customers), and undertakes to protect information generated or acquired within the corporate structure and/or during the management of business relationships. Unieuro S.p.A. has in fact implemented specific control systems to monitor physical and IT access, the data center, as well as e-mail. The Company has also implemented and shared a Disaster Recovery Plan with all corporate functions. This Plan, in addition to including a series of activities to be implemented in the event of an emergency, also includes a series of measures to be implemented periodically to verify their validity.

In addition, already in 2018, Unieuro started a process of continuous adaptation to the Data Protection Regulation (GDPR), also equipping itself with a privacy organisational model aimed at better managing the risks related to the processing of personal data. For further details on privacy aspects, refer to the section on Security and protection of customer data.

Finally, with reference to the pandemic crisis, further risks may concern the health and safety of its customers at points of sale. To this end, Unieuro S.p.A. has introduced new services designed to regulate entry flows to the points of sale in order to contain the risk of contagion as much as possible

<sup>16</sup> The Restriction of Hazardous Substances (RoHS) Directive establishes rules concerning the restriction of the use of hazardous substances in electrical and electronic equipment (EEE) in order to contribute to the protection of human health and the environment, including the environmentally sound recovery and disposal of waste EEE.

and therefore guarantee maximum safety. For further information, please refer to the “Customers” section of this document and to the 2021/22 Annual Financial Report in the section “Main risks and uncertainties to which the Group is exposed”.



### **Staff**

Unieuro considers its people as valuable resources. In fact, the Group's results and success also depend on the ability to attract and retain qualified personnel and those who have held key positions in the business development stages. In this sense, the main risks relating to personnel management are connected to: difficulties in finding resources with specific IT and digital skills; loss of key resources with possible negative effects (albeit temporary) on company operations; possible changes and interpretability of the reference legislation (labour law, social security, tax and administrative practices related to personnel management); excessive branching of the sales network throughout the national territory and distance from the head office.

Further risks may be related to inadequate or inefficient internal communication processes, inadequate staff training and occupational injuries and/or illnesses, mainly resulting from the manual handling of loads in shops.

The Group is also very attentive to respect for the fundamental principles relating to human rights, universally recognised to all human beings indistinctly and ratified by the most important international declarations and agreements. From the assessments carried out by management, no activities directly carried out by the Group have emerged that present risks of violation of human rights (equality, life and safety, personal freedom, economic, social and cultural freedoms).

Within the Code of Ethics, the Group undertakes to respect a series of fundamental principles for the management of human resources. Among these is the principle of equal opportunity and non-discrimination, to be respected both at the time of hiring and in the continuation of the employment relationship, ensuring fair and merit-based treatment. Unieuro undertakes to comply, in all personnel management policies, with the National Collective Labour Agreement and current labour legislation. In addition to the Code of Ethics, the Group has also formalised a Company Regulation with the aim of sharing and disseminating the Group's values, principles and rules of conduct to all its collaborators.

In order to attract and retain its employees, Unieuro offers managerial and professional training courses for both shop and headquarter staff; moreover, to facilitate the achievement of its business objectives, Unieuro has adopted an individual performance evaluation system that examines organisational and professional behaviours and offers managerial and professional training courses and assesses the level of achievement of personal targets (for headquarters staff).

The Group is also committed to building a work environment open to dialogue and discussion, giving all of its employees and collaborators the opportunity to contact their direct manager or the HR function when necessary, by direct contact, by telephone or by e-mail. Furthermore, thanks to the whistleblowing system implemented, Unieuro provides its employees with the possibility of reporting unlawful or illegitimate conduct or behaviour. For further information, refer to the sections on “Staff training and career development” and “Organisation, Management and Control Model and company regulatory system”.

To control the risk of occupational accidents and/or illnesses, Unieuro S.p.A. has adopted an Organisation, Management and Control Model pursuant to Legislative Decree 231/2001 and related verification protocols, in compliance with Legislative Decree 81/2008. For further information, refer to the section on Well-being, health and safety.

Consistent with Monclick's business, the risk of occupational accidents and illnesses is not significant.

Still on the subject of health and safety at work, in response to the pandemic crisis, Unieuro has promptly issued and disseminated specific protocols and operating procedures to all persons, in accordance with the “*Shared Protocol for the regulation of measures to combat and contain the spread of the COVID-19 virus in the workplace*” of 14/03/2020 as amended on 24/04/2020 and

subsequent amendments and additions, in order to inform workers on the subject of COVID-19. The protocols and operating procedures can be consulted by all employees in their personal area of the Zucchetti management system.

In the context of a health emergency, Unieuro S.p.A. has managed its personnel by making choices aimed at safeguarding health and has taken steps to ensure that employees at the head office can work remotely, where possible. For shop personnel, the Company has introduced “aTUpper TU” and “CIAOfila” services designed to regulate the flow of people entering the shop and guarantee maximum security for workers and customers.

A special Committee has been set up in which the following actively participate: Employer, Head of the Prevention and Protection Service (RSPP), Company Doctor (MC) and Workers' Safety Representatives (RLS).

In addition, Unieuro has made available to all personnel the Personal Protective Equipment (PPE) required by the legislation, hydroalcoholic solutions for hand sanitation, barriers in checkout and financing areas, guarantee of daily cleaning and sanitation, quota rules for access to common areas. and related signage. For further information, refer to the section on Well-being, health and safety.



### **Corruption**

Among the activities identified by the Company as potentially susceptible to corruption, we highlight the relationships that the company may have with the authorities and public officials for the opening of new stores, for the organisation of promotional events or during tax audits. There may also be incidents of corruption during inspections on health and safety at work, on the protection of personal data or on the correct disposal of waste.

Risks of corruption among individuals can instead be generated in the relationships established for the identification of the properties for the points of sale and in the definition of the related contractual conditions, in relations with third parties in situations of litigation undertaken against the Company as well as in the negotiation of contracts of purchase with suppliers, to obtain advantageous conditions as well as during the verification of customs formalities.

In order to minimise the risk of conduct that may be attributable to corruption, the Unieuro Group has adopted a specific Anti-corruption Policy, in compliance with its Code of Ethics and in line with the best practices in terms of Anti-corruption Compliance Program and with the international standard ISO 37001:2016.

Furthermore, in order to encourage the collaboration of workers to encourage the emergence of corruption, the Group has implemented a whistleblowing process. It has been formalised in a specific company policy (Whistleblowing Policy), which provides stakeholders with tools for reporting of unlawful conduct or violations of Model 231, of the Code of Ethics, of the Anti-corruption Policy and, in general, of all internal company regulations adopted by the Company.

For further details, refer to the sections on Organisation, Management and Control Model and company regulatory system and The combat against corruption.



### **Supply chain**

The Unieuro Group markets a wide range of products supplied by a large number of third parties, including the leading global manufacturers of home appliances, IT equipment and consumer electronic goods. Almost all the products marketed by the Company, as widely happens in the reference market, are produced in countries at risk of political, economic and social instability or potentially subject to possible import restrictions. The Company's success also depends on its ability to maintain lasting commercial relationships with these suppliers: otherwise, it could have an impact on the company's reputation and operations, with possible negative repercussions on its economic, equity and financial situation.

Furthermore, given the location of the main suppliers, the main environmental risks along the supply chain are the risks associated with the typical activities of manufacturers of household appliances

and consumer electronic goods. Among these, the main ones are soil and water pollution due to incorrect disposal of water and liquids, pollution in the atmosphere caused by the fumes from the processing of materials and by the consumption of electricity and fuels, as well as incorrect waste disposal (e.g. processing and packaging waste).

From a social point of view and respect for human rights, the risks associated with the supply chain mainly refer to non-compliance with reference regulations. Especially in some countries characterised by social instability, they can concern risks of violation of human rights (e.g. child labour, forced labour and freedom of association and bargaining).

Other risks related to procurement may refer to delays in the arrival of goods or the receipt of goods in conditions that do not comply with the order (in terms of quantity and quality).

With specific reference to direct imports, products follow a qualification process during the production phase. Subsequently, they are certified by third parties to be able to enter the market in compliance with all the sector regulations in force in Europe (in particular the RoHs Directive). For further details, refer to the section on Health and safety of customers.

To mitigate these risks, the Group has set out in the Code of Ethics a series of principles that must be respected both by its employees when selecting new suppliers, and by suppliers in the context of relations with the Group. For further details, refer to the section on Selection and management of suppliers.

## 2.3. Economic and financial responsibility

### 2.3.1. Economic value generated and distributed

The Unieuro Group recognises the importance of a balanced distribution of the value generated by its activities towards the stakeholders with whom it interfaces on a daily basis, a value which they, directly or indirectly, contribute to producing.

By analysing the economic value generated and distributed, the Unieuro Group highlights the economic resources that originate from management, the amount of resources allocated to its stakeholders – employees, suppliers, customers, shareholders, lenders, the community and local communities – and the resources reinvested in the company in order to preserve and increase the organisation's assets.

In 2021/22, the Total Economic Value Generated, i.e. the wealth created by the Unieuro Group in the course of its business, amounts to Euro 2,951 million, +10% compared to FY 2020/21, and consists of:

- from sales revenue Euro 2,950 million (compared to Euro 2,685 million in the previous year);
- other income of Euro 1 million (compared to Euro 1 million), which mainly includes income from leasing computer equipment to franchisees and insurance reimbursements relating to theft or damage caused to shops.

Distributed Economic Value, an element in the assessment of the Group's economic and social impact, amounts to Euro 2,870 million, +13% compared to FY 2020/21, and is divided between the following stakeholders:

- Euro 2,584 million (compared to Euro 2,341 million) to suppliers, consisting of costs incurred for the purchase of services, raw materials and consumables;
- Euro 207 million (compared to Euro 176 million) to employees for wages, salaries, social security contributions and severance pay;
- Euro 13 million (compared to Euro 8 million) to the public administration, paid to the Treasury and local authorities for direct and indirect taxes;
- Euro 54 million to shareholders in the form of dividends (no dividend paid in FY 2020/21);
- Euro 11 million to lenders (compared to Euro 12 million);

- Euro 329 thousand (compared to Euro 469 thousand) to the community in terms of sponsorships and donations.

Retained Value, wealth retained for the purposes of the Group's own sustenance, was Euro 81 million, -46% compared to FY 2020/21 and is comprised of depreciation and amortisation, risk provisions and self-financing consisting of profits reinvested in the business.

### 2.3.2. Fiscal management

The Unieuro Group, in implementation of the general principles of transparency, correctness and truthfulness of information, applies Italian tax legislation (the only country in which the Group's companies are based) in a punctual manner in order to guarantee that the spirit and purpose that the norm or law provides for the subject being interpreted is observed. In cases where the tax legislation is not sufficiently clear or unambiguous in the meaning attributable to it, the competent tax unit pursues a reasonable interpretation thereof, inspired by the principles of legality and availing itself of the advice of external professionals.

The principles and general rules of the Code of Ethics are also complied with in the tax area and, following the introduction of tax offences (Article 25-*quinquiesdecies*) within the types of offences provided for in the catalogue of Legislative Decree 231/2001, a specific update of the Organisation, Management and Control Model has been envisaged, providing for a specific Special Part "O": Tax offenses. Accordingly, the Parent Company's Supervisory Board, as part of its activities, checks the safeguards to prevent tax offences, in order to ensure proper management of tax compliance.

In addition, the processes relating to tax compliance, with specific reference to the Parent Company, are audited in support of the issuance of certification pursuant to Law 262/2005 "Provisions for the protection of savings and the regulation of financial markets", which provides for specific monitoring, control and responsibility obligations for listed companies with regard to the preparation of accounting documents and financial disclosures to the market. The organisation of the Parent Company provides for a Tax Manager on staff to the Administration & Control Director who reports directly to the Chief Financial Officer. With reference to the subsidiary Monclick, tax activities report directly to the Head of Administration.

In order to manage and contain the tax compliance risk, mapped as part of the Risk Assessment activity conducted by the Company, appropriate control measures and the associated risk owners have been defined. The Unieuro Group adopts a collaborative approach with the tax authorities and guarantees transparency and fairness in relations with them, both in the event of audits relating to Group companies and to third parties.

### 2.3.3. Taxonomy (Reg. EU 2020/852)

With reference to Article 8 of Regulation (EU) 2020/852 (so-called "European Taxonomy" or "Taxonomy Regulation") concerning the establishment of a framework to encourage sustainable investments and in light of the requirements of the ESMA recommendations, the Unieuro Group presents below information on how and to what extent its activities are associated with environmentally sustainable business activities.

The EU Regulation 2020/852 introduced in the European regulatory system the taxonomy of environmentally sustainable economic activities, a classification of activities that can be considered sustainable on the basis of their alignment with EU environmental objectives. With reference to the 3 pillars of ESG sustainability, the taxonomy currently focuses on the environmental pillar.

The European Taxonomy defines six environmental objectives to identify environmentally sustainable economic activities.

At the time of writing, of the six environmental objectives to identify sustainable economic activities<sup>17</sup>, the first two climate-related objectives have been mapped in detail by the legislator: 1. Climate

<sup>17</sup> 1. Climate change mitigation; 2. Climate change adaptation; 3. Sustainable use and protection of water and marine resources; 4. Transition to a circular economy; 5. Pollution prevention and control; 6. The protection of ecosystems and biodiversity

change mitigation and 2. Climate change adaptation. In particular, with the EU Delegated Regulation 2021/2139, specified technical screening criteria have been identified according to which specific economic activities can substantially contribute to these two objectives.

In the overall strategy outlined by the European Commission to finance sustainable growth, a central role is assigned to the harmonisation – at European level – of the criteria according to which an economic activity can be considered environmentally sustainable with respect to certain environmental objectives.

The identification of eco-sustainable activities for Unieuro was carried out according to the criteria set out in EU Delegated Regulation 2021/2178. This complements the Taxonomy Regulation by specifying the content and presentation of the information that companies must report on eco-sustainable economic activities and specifies the methodology for complying with this obligation, detailing the content, timing and manner in which this information must be published.

In particular, with reference to the current reporting period (which for Unieuro equals the fiscal year 2021/2022), in compliance with Article 10 of the said Delegated Regulation, non-financial enterprises are required to publish information on the share of economic activities<sup>18</sup> admissible (or eligible) to the taxonomy within their turnover, their capital expenditure (CapEx) and their total operating expenditure (OpEx).

Activities deemed eligible, from the following reporting periods (from FY 2022/2023 onwards) will be examined according to the criteria of Article 3 of the previously mentioned Taxonomy Regulation, to verify alignment with the objectives of the Taxonomy, for which eligibility is a necessary but not sufficient condition.

On the basis of Annexes I and II of the EU Delegated Regulation 2021/2139, Unieuro has ascertained that at a first level of analysis, the NACE code<sup>19</sup> of its business (G 47.19 – Retail in other non-specialised stores) is not currently included in the sectors covered by the European Taxonomy. At a further level of analysis, Unieuro carried out an assessment of its economic activities. The assessment included the analysis of its core business and the management of its assets and corporate resources. In this way, a part of these activities was brought within the categories of economic activities presented in the above-mentioned annexes, and therefore “eligible” for the purposes of the Taxonomy.

The remaining activities were considered as “ineligible” as no correspondence was identified with the annexes of the EU Delegated Regulation 2021/2139. It is reasonably expected that further activities may be reported as part of the Taxonomy in the future, once the four remaining objectives are regulated in detail.

### Calculation of taxonomic indicators

The values provided in the table below reflect a conservative approach to the interpretation of the regulations in force and have also been prepared taking into account the information available and the requirements for the two objectives mentioned above. The scope of analysis of the values presented concerns Unieuro.

<sup>18</sup> Economic activities have been broken down as follows:

— **ELIGIBLE or ADMISSIBLE:** any activity explicitly included in the list of economic activities in Annexes I and II of Delegated Regulation 2021/2139, regardless of whether that economic activity meets any or all of the screening criteria set out in the Delegated Regulation for alignment with climate change mitigation or adaptation targets. Failure to cover all sustainability objectives and all economic activities in the current legislation may significantly affect the data collected, which could vary greatly in subsequent years.

— **NOT ELIGIBLE or INELIGIBLE:** this residual category includes by difference any economic activity for which technical screening criteria are not yet available, as the relevant Delegated Regulations have not yet been published by the European Commission.

<sup>19</sup> General classification system used to systematise and standardise the definitions of economic/industrial activities in the States that are part of the European Union.

**INDICATORS**
**DESCRIPTION OF ELIGIBLE ACTIVITY**

| <b>Eligible activity 4.1 – Production of Electricity Using Photovoltaic Solar Technology</b>  |  |
|---|--|
| <b>CAPEX 0.63%</b><br><b>OPEX 0.0013%</b>   | For the activity of Production of Electricity Using Photovoltaic Solar Technology, the costs deriving from the installation and management of the photovoltaic plant located in Rome owned by Unieuro and used for the generation of green energy are considered. This includes the relevant non-capitalised costs in the OPEX indicator.  |
| <b>Eligible activity 6.4 – Management of Personal Mobility Devices, Cycling</b>   |  |
| <b>TURNOVER 0.77%</b>   | The activity is considered to be the sale of transport or personal mobility devices whose propulsion derives from the physical activity of the user, from a zero-emission engine or from a combination of the two, i.e. the product category of both traditional and electric bicycles and scooters marketed by Unieuro both in shops and on e-commerce.   |
| <b>Eligible activity 7.2 – Renovation of Existing Buildings</b>   |  |
| <b>CAPEX 3.95%</b><br><b>OPEX 0.0034%</b>   | With reference to this activity, the renovations that concerned both the technology components and the environments (walls, furniture, doors and windows, pallets, floors, frescoes) in the new headquarters in Forlì in Palazzo Hercolani were considered. This activity also includes the renovation of the warehouse located in Via Zampeschi and similar activities carried out for the new Monclick headquarters. This includes the relevant non-capitalised costs in the OPEX indicator. |
| <b>Eligible activity 7.3 – Installation, Maintenance and Repair of Energy Efficiency Devices</b>  |  |
| <b>CAPEX 4.67%</b>  | Unieuro's activities included the replacement of obsolete lighting systems with LED fixtures and the replacement of air conditioning systems with high-efficiency machines for Unieuro stores.   |
| <b>Eligible activity 7.5 – Installation, Maintenance and Repair of Instruments and Devices for Measuring, Regulating and Monitoring the Energy Performance of Buildings</b> |  |
| <b>CAPEX 1.08%</b>  | With regard to this activity, please refer to Chapter 4, Environmental Performance, in which the description of the project to extend the building automation system in the points of sale is detailed.  |
| <b>Eligible activity 8.1 – Data Processing, Hosting and Related Activities</b>  |  |
| <b>CAPEX 3.77%</b>  | Expenditure on the modernisation of the IT structure, including a project dedicated to the replacement of printing machines, was included as eligible.   |
| <b>Eligible activity 13.1 – Creative Artistic and Entertainment Activities</b>  |  |
| <b>OPEX 0.0794%</b>   | This item includes expenses related to cultural education and awareness-raising projects that involved a tour of nine live-streaming meetings during the four-month term in lower and upper secondary schools, a national live-streaming event as well as participation, with a dedicated stand, at the Rimini Meeting.  |



## TURNOVER

For the determination of the turnover indicator eligible for the Taxonomy, in order to highlight the revenues deriving from the activity of selling personal mobility devices, Unieuro made use of SAP reporting on the period of analysis relating to the year just ended (fiscal year 2021 from 1 March 2021 to 28 February 2022). Starting from the total revenue, the values for the said assets were extrapolated for the numerator. Total revenues were shown as the denominator.

## CAPEX

At the numerator, for each of the aforementioned assets, the increases in assets against investments, identified by specific investment orders and assets, were entered with reference to the asset sheet for the fiscal year 2021/2022. The values were then summed up to arrive at the total allowable, which was compared to the total CapEx.

## OPEX

The amounts determining this indicator are of negligible impact in terms of proportion of total operating expenditure and have been identified by the relevant business functions on the basis of invoices recorded against individual activities.

| Indicators of proportion of economic activities eligible for the Taxonomy      | Proportion of activities eligible under the Taxonomy (%) |
|--|--|
| <b><i>TURNOVER (turnover from eligible activities over total turnover)</i></b> | 0.77%  |
| <b><i>CAPEX (CapEx related to eligible activities out of total CapEx)</i></b>  | 14.09%   |
| <b><i>OPEX (OpEx related to eligible activities out of total OpEx)</i></b>     | 0.08%  |

The currently available definitions included in the European Taxonomy framework lead companies to interpret how these formulations apply to their business activities and their impact on eligibility. To the best of its knowledge and understanding Unieuro has applied judgements, interpretations and assumptions based on currently available information.

During 2022, the analysis of all requirements and criteria necessary to define the alignment with the European Taxonomy will start, and a first assessment is currently underway with the relevant functions to define the necessary actions to ensure a better alignment with the criteria for the next reporting year.

In the future, the publication of further guidance documents may lead to more accurate definitions and new decision-making processes in fulfilling disclosure obligations, with possible impacts also on the reporting of the EU taxonomy.

### 3. SOCIAL PERFORMANCE



|   |  |
|---|--|
| <p>Unieuro has developed a programme to listen to and monitor the level of satisfaction of its employees: the UniVersus Project</p> | <p>47%<br/>Female presence within the Group</p>  |
| <p>In 2021, the Academy had a record presence, involving about 24% of the Direct Network Store Managers</p>                         | <p>Unieuro has extended insurance cover to 2022 for employees infected by COVID-19</p> |

#### 3.1. Management of Unieuro’s workforce

**SUSTAINABILITY PLAN 2022–2026**  
Digital Workplace project with the launch of a new corporate portal

**CREATE CONNECTIONS** to ensure information, listening, involvement and unity

**TO ENSURE A STRUCTURED, MULTIDIRECTIONAL FLOW OF COMMUNICATION** that conveys Unieuro’s values and spirit

The introduction of the new Intranet site aims to create an advanced and efficient space that can improve communication, increase the involvement of all resources, facilitate processes and make it easier to find information.

**Administration of the eNPS (employee Net Promoter Score) business climate survey – UNIVERSUS PROJECT –**

**MEASURING PEOPLE’S LEVEL OF SATISFACTION** and intervening in potentially critical areas

**ATTRACTING AND RETAINING TALENT**, growing and improving

The planning and, in particular, the periodic monitoring of company sentiment help to promote a people engagement strategy and to enhance human capital.

##### 3.1.1. Staff composition

The Unieuro Group employs 5,784 resources, an increase of approximately 7% compared to the previous year. Employees are divided between business activities (salespeople, cashiers, warehouse staff, sector managers and shop managers), totalling 5,357 employees, and support activities (clerks, specialists, coordinators, managers, directors of head office functions – central corporate area functions), totalling 427 employees. The majority of the resources (80%) are employed on permanent contracts, guaranteeing the Group the possibility to retain qualified personnel within the company. All employees are covered by collective bargaining agreements.

Effective employee management is central to Unieuro's success. The competence and commitment that every single individual dedicates to company activity are at the base of the competitive advantage achieved by the Group, to the point of considering the costs for professional growth and training among the most significant investments in intangible capital (in this respect, refer to section "Staff training and career development").

The dissemination of a real shared culture is promoted by the Code of Ethics, addressed to all employees and approved by the Board of Directors, in which the Group establishes the principles of equal opportunities and non-discrimination, health and safety of workers, prevention of corruption risk and conflicts of interest, correct remuneration policies and, finally, the centrality of employee orientation towards the client. All personnel management policies are also defined in the utmost compliance with the applied National Collective Labour Contract and of the current labour regulations.

As far as targeted employment is concerned, Unieuro liaises with the various provincial officials to activate conventions aimed at the insertion and real work integration of members of protected categories (see Law No. 68/1999 and Legislative Decree No. 151/2015). The Company is willing to evaluate requests for work on a part-time basis, so long as customer service is not affected, guaranteeing sustainability of employment in the organisational unit.

In particular, the Company requires all the functions responsible for processes or procedures concerning personnel management to:

- adopt selection criteria based on merit and competence;
- select, hire, train and remunerate employees without discrimination;
- comply with employment laws and standards.
- guarantee the physical and moral integrity of the collaborators;
- guarantee the right to working conditions that respect the dignity of the person.

Through the e-mail address managed by the Supervisory Body and communicated to all employees, it is possible to send reports for violations of the Code of Ethics or Model 231. This tool allows to establish a direct dialogue with the supervisors and guarantees the anonymity of the reporter.

Unieuro offers all its employees an open and transparent climate of dialogue based on mutual respect. Every year there are opportunities for an exchange of views (appraisal interviews) between managers and employees, designed to ensure that business and personal goals are being met, as are the professional growth objectives for the company population as a whole. Where possible and where top management are concerned, the Human Resources department supervises these occasions, offering advice and support. In addition, second-tier managers are also invited, whenever possible, to supervise staff interviews.

Personnel management also involves the well-being and satisfaction of its employees. On 11 February 2021, the ambitious "FUTURA" smart working project was presented to the more than 300 employees of the central functions during a digital event via live streaming. The project is intended to revolutionise the methods of work and integration between people, placing them at the centre of an innovative, rewarding and more sustainable work experience. The project, implemented with the support of a specialist external consultancy, was born from listening to the needs of employees through surveys, interviews and focus groups. Thanks to the adoption of cutting-edge technologies, during the transfer to the new Forlì office to Palazzo Hercolani, it was possible to start a more flexible way of working in terms of hours and spaces. There is a minimum requirement for employees to spend at least 45 days in the office during the year, and every employee is able to benefit from considerable time flexibility during the day, as well as the right to go offline. By focusing on trust and individual responsibility in achieving the objectives, Unieuro is evolving its offices into places of collaboration, sociality and support for the corporate culture, with significant benefits in terms of motivation of people, balance between private and working life and lower emissions related to transport.

One year after the launch of the Futura project, Unieuro has assessed the results and the effects on company operations as positive, opting to renew the smart working agreement for another year. The response by those involved confirmed the value of the path adopted: in fact, all employees who had signed up in 2021 confirmed their decision. Experience is thus confirming that the new way work is organised is perfectly compatible with the corporate environment.

## UNIEURO PEOPLE AT THE CENTRE



Whether they are customers or employees, Unieuro places people at the centre. Since 2017, the level of customer satisfaction has been measured through the “Net Promoter Score” (NPS). From 2022, with the UniVersus project, the Company has started to listen to and monitor, using a similar methodology, the level of satisfaction of its employees by calculating an “employee Net Promoter Score” (eNPS). UniVersus is, therefore, the strategic project with which Unieuro intends to improve the well-being and work experience of its employees. By carrying out internal surveys on a regular basis, it will be possible to measure the level of employee satisfaction and identify the main areas for intervention, in a process of continuous improvement.

The first survey was launched in February 2022, preceded by a pilot test in September. The survey involved all Unieuro and Monclick employees and measured satisfaction levels in 8 areas, including working conditions, training, health and safety, environment, and knowledge of the company’s values and objectives.

The outside company charged with collecting the information formally undertook to ensure complete confidentiality of the answers and to respect the freedom of employees to choose whether or not to take part.

## Performance indicators<sup>20</sup>

### Employees divided by age group, gender and function

| Employees  | u.m. | 28 February 2022 |              |              | 28 February 2021 |              |              | 29 February 2020 |              |              |
|--|------|------------------|--------------|--------------|------------------|--------------|--------------|------------------|--------------|--------------|
|  |      | Man              | Woman        | Total        | Man              | Woman        | Total        | Man              | Woman        | Total        |
| <b>Employees employed in support functions</b>   |      | <b>229</b>       | <b>198</b>   | <b>427</b>   | <b>217</b>       | <b>183</b>   | <b>400</b>   | <b>196</b>       | <b>171</b>   | <b>367</b>   |
| under the age of 30                              |      | 10               | 27           | 37           | 16               | 28           | 44           | 15               | 24           | 39           |
| between 30 and 50 years                          |      | 158              | 145          | 303          | 143              | 132          | 275          | 136              | 124          | 260          |
| age over 50 years                                |      | 61               | 26           | 87           | 58               | 23           | 81           | 45               | 23           | 68           |
| <b>Employees employed in business activities</b> | N°   | <b>2,815</b>     | <b>2,542</b> | <b>5,357</b> | <b>2,581</b>     | <b>2,410</b> | <b>4,991</b> | <b>2,442</b>     | <b>2,225</b> | <b>4,667</b> |
| under the age of 30                              |      | 472              | 342          | 814          | 404              | 310          | 714          | 351              | 259          | 610          |
| between 30 and 50 years                          |      | 1,830            | 1,757        | 3,587        | 1,753            | 1,736        | 3,489        | 1,730            | 1,675        | 3,405        |
| age over 50 years                                |      | 513              | 443          | 956          | 424              | 364          | 788          | 361              | 291          | 652          |
| <b>Total</b>                                     |      | <b>3,044</b>     | <b>2,740</b> | <b>5,784</b> | <b>2,798</b>     | <b>2,593</b> | <b>5,391</b> | <b>2,638</b>     | <b>2,396</b> | <b>5,034</b> |

<sup>20</sup> The data for the fiscal year 2021/22 do not take into account the data for employees; some of them will therefore be at variance with data for previous fiscal years.

**Number of employees by type of contract and geographical area<sup>21</sup>**

| Employees                  | u.m. | 28 February 2022 |              |              | 28 February 2021 |              |              | 29 February 2020 |              |              |
|----------------------------|------|------------------|--------------|--------------|------------------|--------------|--------------|------------------|--------------|--------------|
|                            |      | Man              | Woman        | Total        | Man              | Woman        | Total        | Man              | Woman        | Total        |
| <b>Fixed-term contract</b> |      | <b>639</b>       | <b>546</b>   | <b>1,185</b> | <b>453</b>       | <b>420</b>   | <b>873</b>   | <b>375</b>       | <b>304</b>   | <b>679</b>   |
| North                      |      | 400              | 352          | 752          | 297              | 288          | 585          | 231              | 195          | 426          |
| Centre                     |      | 159              | 140          | 299          | 90               | 83           | 173          | 89               | 53           | 142          |
| South and Islands          |      | 80               | 54           | 134          | 66               | 49           | 115          | 55               | 56           | 111          |
| <b>Permanent contract</b>  |      | <b>2,405</b>     | <b>2,194</b> | <b>4,599</b> | <b>2,345</b>     | <b>2,173</b> | <b>4,518</b> | <b>2,263</b>     | <b>2,092</b> | <b>4,355</b> |
| North                      | N°   | 1,359            | 1,355        | 2,714        | 1,369            | 1,366        | 2,735        | 1,286            | 1,284        | 2,570        |
| Centre                     |      | 578              | 542          | 1,120        | 583              | 532          | 1,115        | 586              | 542          | 1,128        |
| South and Islands          |      | 468              | 297          | 765          | 393              | 275          | 668          | 391              | 266          | 657          |
| <b>Total</b>               |      | <b>3,044</b>     | <b>2,740</b> | <b>5,784</b> | <b>2,798</b>     | <b>2,593</b> | <b>5,391</b> | <b>2,638</b>     | <b>2,396</b> | <b>5,034</b> |

**Employees per region**

| Employees             | u.m. | 28 February 2022 |              |              | 28 February 2021 |              |              | 29 February 2020 |              |              |
|-----------------------|------|------------------|--------------|--------------|------------------|--------------|--------------|------------------|--------------|--------------|
|                       |      | Man              | Woman        | Total        | Man              | Woman        | Total        | Man              | Woman        | Total        |
| Valle d'Aosta         |      | 7                | 11           | 18           | 7                | 10           | 17           | 5                | 10           | 15           |
| Lombardy              |      | 549              | 483          | 1,032        | 488              | 459          | 947          | 381              | 338          | 719          |
| Piedmont              |      | 249              | 289          | 538          | 229              | 291          | 520          | 193              | 257          | 450          |
| Trentino Alto Adige   |      | 24               | 18           | 42           | 25               | 20           | 45           | 23               | 20           | 43           |
| Veneto                |      | 309              | 279          | 588          | 298              | 273          | 571          | 305              | 258          | 563          |
| Friuli-Venezia-Giulia |      | 65               | 67           | 132          | 61               | 61           | 122          | 62               | 61           | 123          |
| Liguria               |      | 133              | 153          | 286          | 135              | 142          | 277          | 125              | 144          | 269          |
| Emilia-Romagna        |      | 423              | 407          | 830          | 423              | 398          | 821          | 423              | 391          | 814          |
| Tuscany               |      | 102              | 120          | 222          | 100              | 116          | 216          | 95               | 114          | 209          |
| Abruzzo               |      | 26               | 31           | 57           | 27               | 29           | 56           | 28               | 30           | 58           |
| Marche                | N°   | 120              | 107          | 227          | 118              | 102          | 220          | 112              | 101          | 213          |
| Umbria                |      | 19               | 19           | 38           | 20               | 15           | 35           | 18               | 15           | 33           |
| Molise                |      | 27               | 15           | 42           | 22               | 15           | 37           | 24               | 15           | 39           |
| Lazio                 |      | 443              | 390          | 833          | 386              | 338          | 724          | 398              | 320          | 718          |
| Sardinia              |      | 68               | 67           | 135          | 64               | 66           | 130          | 67               | 66           | 133          |
| Campania              |      | 38               | 22           | 60           | 17               | 12           | 29           | 18               | 10           | 28           |
| Apulia                |      | 86               | 48           | 134          | 86               | 51           | 137          | 88               | 47           | 135          |
| Basilicata            |      | 36               | 22           | 58           | 36               | 24           | 60           | 35               | 24           | 59           |
| Calabria              |      | 8                | 14           | 22           | 9                | 14           | 23           | 10               | 14           | 24           |
| Sicily                |      | 312              | 178          | 490          | 247              | 157          | 404          | 228              | 161          | 389          |
| <b>Total</b>          |      | <b>3,044</b>     | <b>2,740</b> | <b>5,784</b> | <b>2,798</b>     | <b>2,593</b> | <b>5,391</b> | <b>2,638</b>     | <b>2,396</b> | <b>5,034</b> |

<sup>21</sup> The subdivision by geographical areas is distributed as follows:

North: Valle d'Aosta, Piedmont, Lombardy, Trentino Alto Adige, Friuli Venezia Giulia, Veneto, Emilia Romagna, Liguria

Centre: Tuscany, Abruzzo, Marche, Umbria, Molise, Lazio

South and Islands: Sardinia, Campania, Apulia, Basilicata, Calabria, Sicily

### 3.1.2. Diversity, equal opportunities and respect for human rights

For Unieuro, diversity represents a real value. This is why it constantly strives to guarantee its respect in all phases of personnel selection, ensuring that there is no room for discrimination on grounds of race, gender, nationality, sexual orientation, social status, physical appearance, religion and political orientation.

Unieuro's goal is to build a transparent reality oriented towards compliance with ethical and behavioural standards, in the belief that the success of the company cannot be separated from ethics in the conduct of business and that competitiveness must not only indissolubly accompany ethical sensitivity, but also social involvement and respect for the environment.

To this end, a Code of Ethics and Company Regulations have been formalised to share the values, principles and rules of conduct with their collaborators and communicate them to all other interlocutors. The Company has also adopted specific selection procedures based on the principles of impartiality, speed and economy in the performance of the selection and selection publication process. The processes are based on the adoption of objective and transparent criteria, suitable to ascertain the correspondence of the professional skills, abilities and aptitudes of the candidates to the characteristics of the positions to be filled, ensuring equal opportunities in access to employment and avoiding any type of discrimination. In specific cases, such as the selection of managerial or executive profiles, Unieuro can avail itself of specialised companies in order to speed up the selection process and ensure the best possible search for potential candidates on the market.

Unieuro's commitment to respect diversity and equal opportunities does not end with the selection phase but is reaffirmed in every phase of the relationship with its employees, adopting criteria based on merit and competence also in its remuneration policies. As indicated in the Code of Ethics, the physical and moral integrity of employees is considered a primary value for the Group, which aims to guarantee its employees the right to working conditions that always respect personal dignity. In addition, discussions are underway to define a policy aimed at protecting gender.

Since November 2020, the Internal Auditing Department has introduced a Whistleblowing portal dedicated to reports of violations of the Code of Ethics, Anti-Corruption Policy, Model 231/2001 and/or Company policies and procedures, open to all Unieuro S.p.A. employees. Access to the Whistleblowing portal guarantees the anonymity of the whistleblower, unless they intend to provide their contact details when reporting. Moreover, an online training course on the above-mentioned issues has been prepared for the whole company network.

In line with the previous year, training courses were provided for managers, focused on personnel management and labour regulations, aimed at guaranteeing all workers the same opportunities, so that everyone can enjoy fair treatment based on merit criteria and strict compliance with the law. In addition, for employees in business functions working in smart working mode, training was organised on the subject of 'working by objectives'.

Confirming the Group's commitment to equal opportunities, female presence within the company is 47%. The age group that is composed of the largest number of employees is between 30 and 50 years (67%) for both female and male staff. During the last financial year, 1,360 resources were included, of which 43% were women, with a prevalence of the under-30s age group (60%).

It should also be noted that the percentage of senior managers working and residing in the local community recruited in the 2021/22 financial year is 50% and that as at 28 February 2022, 72% of the senior managers employed by Unieuro work and reside in the local community.

## Performance indicators<sup>22</sup>

### Employees divided by age group, gender and level

| Employees                      | u.m. | 28 February 2022 |              |              | 28 February 2021 |              |              | 29 February 2020 |              |              |
|--------------------------------|------|------------------|--------------|--------------|------------------|--------------|--------------|------------------|--------------|--------------|
|                                |      | Man              | Woman        | Total        | Man              | Woman        | Total        | Man              | Woman        | Total        |
| <b>Executives</b>              |      | <b>28</b>        | <b>2</b>     | <b>30</b>    | <b>27</b>        | <b>1</b>     | <b>28</b>    | <b>24</b>        | <b>1</b>     | <b>25</b>    |
| <i>under the age of 30</i>     |      | -                | -            | -            | -                | -            | -            | -                | -            | -            |
| <i>between 30 and 50 years</i> |      | 10               | 1            | 11           | 11               | 1            | 12           | 15               | 1            | 16           |
| <i>age over 50 years</i>       |      | 18               | 1            | 19           | 16               | -            | 16           | 9                | -            | 9            |
| <b>Middle managers</b>         |      | <b>53</b>        | <b>23</b>    | <b>76</b>    | <b>45</b>        | <b>18</b>    | <b>63</b>    | <b>39</b>        | <b>15</b>    | <b>54</b>    |
| <i>under the age of 30</i>     |      | -                | -            | -            | -                | -            | -            | -                | -            | -            |
| <i>between 30 and 50 years</i> |      | 35               | 15           | 50           | 32               | 13           | 45           | 29               | 10           | 39           |
| <i>age over 50 years</i>       |      | 18               | 8            | 26           | 13               | 5            | 18           | 10               | 5            | 15           |
| <b>Office workers</b>          |      | <b>2,963</b>     | <b>2,714</b> | <b>5,677</b> | <b>2,726</b>     | <b>2,573</b> | <b>5,299</b> | <b>2,505</b>     | <b>2,359</b> | <b>4,864</b> |
| <i>under the age of 30</i>     |      | 482              | 369          | 851          | 420              | 338          | 758          | 359              | 281          | 640          |
| <i>between 30 and 50 years</i> | N°   | 1,943            | 1,886        | 3,829        | 1,835            | 1,854        | 3,707        | 1,762            | 1,773        | 3,535        |
| <i>age over 50 years</i>       |      | 538              | 459          | 997          | 453              | 381          | 834          | 384              | 305          | 689          |
| <b>Factory workers</b>         |      | <b>-</b>         | <b>1</b>     | <b>1</b>     | <b>-</b>         | <b>1</b>     | <b>1</b>     | <b>70</b>        | <b>21</b>    | <b>91</b>    |
| <i>under the age of 30</i>     |      | -                | -            | -            | -                | -            | -            | 7                | 2            | 9            |
| <i>between 30 and 50 years</i> |      | -                | -            | -            | -                | -            | -            | 60               | 15           | 75           |
| <i>age over 50 years</i>       |      | -                | 1            | 1            | -                | 1            | 1            | 3                | 4            | 7            |
| <b>Total</b>                   |      | <b>3,044</b>     | <b>2,740</b> | <b>5,784</b> | <b>2,798</b>     | <b>2,593</b> | <b>5,391</b> | <b>2,638</b>     | <b>2,396</b> | <b>5,034</b> |
| <i>under the age of 30</i>     |      | 482              | 369          | 851          | 420              | 338          | 758          | 366              | 283          | 649          |
| <i>between 30 and 50 years</i> |      | 1,988            | 1,902        | 3,890        | 1,896            | 1,868        | 3,764        | 1,866            | 1,799        | 3,665        |
| <i>age over 50 years</i>       |      | 574              | 469          | 1,043        | 482              | 387          | 869          | 406              | 314          | 720          |

### Employees divided by type of employment and gender

| Employees           | u.m. | 28 February 2022 |              |              | 28 February 2021 |              |              | 29 February 2020 |              |              |
|---------------------|------|------------------|--------------|--------------|------------------|--------------|--------------|------------------|--------------|--------------|
|                     |      | Man              | Woman        | Total        | Man              | Woman        | Total        | Man              | Woman        | Total        |
| Full-time employees |      | 2,152            | 1,210        | 3,362        | 2,126            | 1,193        | 3,319        | 2,036            | 1,141        | 3,177        |
| Part-time employees | N°   | 892              | 1,530        | 2,422        | 672              | 1,400        | 2,072        | 602              | 1,255        | 1,857        |
| <b>Total</b>        |      | <b>3,044</b>     | <b>2,740</b> | <b>5,784</b> | <b>2,798</b>     | <b>2,593</b> | <b>5,391</b> | <b>2,638</b>     | <b>2,396</b> | <b>5,034</b> |

### Proportion of senior managers hired by the local community<sup>23</sup>

| Senior managers hired by the local community | u.m. | 28 February 2022 |
|--|------|------------------|
| Percentage of senior managers                | %    | 50%              |

<sup>22</sup> Data for the fiscal year 2021/22 do not take into account the data relating to employees; therefore, changes will be observed with respect to data for previous fiscal years.

<sup>23</sup> Senior manager refers to managers hired in the fiscal year in question. Significant operating offices, for Unieuro, are the administrative offices with support functions of Forlì, Piacenza, Milan and Carini; by community the local area is defined as Emilia-Romagna, Lombardy and Sicily. With regard to Monclick, the significant operating area is defined as the administrative headquarters with support functions in Milan; local community is understood to refer to Lombardy.

**New hires, by age group, gender and geographical area**

| Number of new hires            | u.m. | 28 February 2022 |            |              | 28 February 2021 |            |              | 29 February 2020 |            |              |
|--------------------------------|------|------------------|------------|--------------|------------------|------------|--------------|------------------|------------|--------------|
|                                |      | Man              | Woman      | Total        | Man              | Woman      | Total        | Man              | Woman      | Total        |
| <b>North</b>                   | N°   | <b>469</b>       | <b>361</b> | <b>830</b>   | <b>495</b>       | <b>406</b> | <b>901</b>   | <b>363</b>       | <b>298</b> | <b>661</b>   |
| <i>under the age of 30</i>     |      | 340              | 230        | 570          | 341              | 272        | 613          | 229              | 180        | 409          |
| <i>between 30 and 50 years</i> |      | 118              | 121        | 239          | 147              | 121        | 268          | 111              | 100        | 211          |
| <i>age over 50 years</i>       |      | 11               | 10         | 21           | 7                | 13         | 20           | 23               | 18         | 41           |
| <b>Centre</b>                  |      | <b>191</b>       | <b>162</b> | <b>353</b>   | <b>149</b>       | <b>131</b> | <b>280</b>   | <b>151</b>       | <b>103</b> | <b>254</b>   |
| <i>under the age of 30</i>     |      | 129              | 95         | 224          | 106              | 81         | 187          | 98               | 58         | 156          |
| <i>between 30 and 50 years</i> |      | 56               | 59         | 115          | 40               | 50         | 90           | 50               | 45         | 95           |
| <i>age over 50 years</i>       |      | 6                | 8          | 14           | 3                | -          | 3            | 3                | 0          | 3            |
| <b>South and Islands</b>       |      | <b>113</b>       | <b>64</b>  | <b>177</b>   | <b>97</b>        | <b>81</b>  | <b>178</b>   | <b>72</b>        | <b>70</b>  | <b>142</b>   |
| <i>under the age of 30</i>     |      | 27               | 27         | 54           | 38               | 36         | 74           | 29               | 26         | 55           |
| <i>between 30 and 50 years</i> |      | 77               | 34         | 111          | 53               | 44         | 97           | 40               | 44         | 84           |
| <i>age over 50 years</i>       |      | 9                | 3          | 12           | 6                | 1          | 7            | 3                | 0          | 3            |
| <b>Total</b>                   |      | <b>773</b>       | <b>587</b> | <b>1,360</b> | <b>741</b>       | <b>618</b> | <b>1,359</b> | <b>586</b>       | <b>471</b> | <b>1,057</b> |
| <i>under the age of 30</i>     | 496  | 352              | 848        | 485          | 389              | 874        | 365          | 264              | 620        |              |
| <i>between 30 and 50 years</i> | 251  | 214              | 465        | 240          | 215              | 455        | 201          | 189              | 390        |              |
| <i>age over 50 years</i>       | 26   | 21               | 47         | 16           | 14               | 30         | 29           | 18               | 47         |              |

**Employees who have left the company, by age group, gender and geographical area**

| Employees who have left the company | u.m. | 28 February 2022 |            |              | 28 February 2021 |            |              | 29 February 2020 |            |              |
|-------------------------------------|------|------------------|------------|--------------|------------------|------------|--------------|------------------|------------|--------------|
|                                     |      | Man              | Woman      | Total        | Man              | Woman      | Total        | Man              | Woman      | Total        |
| <b>North</b>                        | N°   | <b>417</b>       | <b>341</b> | <b>758</b>   | <b>422</b>       | <b>310</b> | <b>732</b>   | <b>368</b>       | <b>274</b> | <b>642</b>   |
| <i>under the age of 30</i>          |      | 240              | 173        | 413          | 264              | 210        | 474          | 222              | 187        | 409          |
| <i>between 30 and 50 years</i>      |      | 156              | 147        | 303          | 145              | 87         | 232          | 129              | 79         | 208          |
| <i>age over 50 years</i>            |      | 21               | 21         | 42           | 13               | 13         | 26           | 17               | 8          | 25           |
| <b>Centre</b>                       |      | <b>127</b>       | <b>103</b> | <b>230</b>   | <b>143</b>       | <b>109</b> | <b>252</b>   | <b>166</b>       | <b>132</b> | <b>298</b>   |
| <i>under the age of 30</i>          |      | 82               | 62         | 144          | 87               | 58         | 145          | 98               | 50         | 148          |
| <i>between 30 and 50 years</i>      |      | 42               | 36         | 78           | 53               | 50         | 103          | 61               | 78         | 139          |
| <i>age over 50 years</i>            |      | 3                | 5          | 8            | 3                | 1          | 4            | 7                | 4          | 11           |
| <b>South and Islands</b>            |      | <b>64</b>        | <b>53</b>  | <b>117</b>   | <b>64</b>        | <b>62</b>  | <b>126</b>   | <b>63</b>        | <b>40</b>  | <b>103</b>   |
| <i>under the age of 30</i>          |      | 20               | 13         | 33           | 19               | 25         | 44           | 26               | 10         | 36           |
| <i>between 30 and 50 years</i>      |      | 38               | 36         | 74           | 39               | 37         | 76           | 33               | 30         | 63           |
| <i>age over 50 years</i>            |      | 6                | 4          | 10           | 6                | -          | 6            | 4                | -          | 4            |
| <b>Total</b>                        |      | <b>608</b>       | <b>497</b> | <b>1,105</b> | <b>629</b>       | <b>481</b> | <b>1,110</b> | <b>597</b>       | <b>446</b> | <b>1,043</b> |
| <i>under the age of 30</i>          | 342  | 248              | 590        | 370          | 293              | 663        | 346          | 247              | 593        |              |
| <i>between 30 and 50 years</i>      | 236  | 219              | 455        | 237          | 174              | 411        | 223          | 187              | 410        |              |
| <i>age over 50 years</i>            | 30   | 30               | 60         | 22           | 14               | 36         | 28           | 12               | 40         |              |



**Turnover rate<sup>24</sup>**

| Turnover rate          | u.m. | 28 February 2022 |       |       | 28 February 2021 |       |       | 29 February 2020 |       |       |
|------------------------|------|------------------|-------|-------|------------------|-------|-------|------------------|-------|-------|
|                        |      | Man              | Woman | Total | Man              | Woman | Total | Man              | Woman | Total |
| Inbound turnover rate  | %    | 25.4%            | 21.4% | 23.5% | 26.5%            | 23.8% | 25.2% | 22.2%            | 19.7% | 21.0% |
| Outgoing turnover rate | %    | 20.0%            | 18.1% | 19.1% | 22.5%            | 18.2% | 20.6% | 22.6%            | 18.6% | 20.7% |

**Gender relationship between the average basic salary and the average remuneration divided by level<sup>25</sup>**

| Employees by level | u.m. | 28 February 2022 |              | 28 February 2021 |              | 29 February 2020 |              |
|--------------------|------|------------------|--------------|------------------|--------------|------------------|--------------|
|                    |      | Basic salary     | Remuneration | Basic salary     | Remuneration | Basic salary     | Remuneration |
| Executives         |      | 130%             | 132%         | 189%             | 256%         | 192%             | 256%         |
| Middle managers    | %    | 94%              | 88%          | 91%              | 93%          | 93%              | 90%          |
| Office workers     |      | 85%              | 84%          | 83%              | 82%          | 83%              | 83%          |
| Factory workers    |      | -                | -            | -                | -            | 89%              | 93%          |

The incoming turnover rate increased compared to the year 2020/21, from 25.2% to 23.5%. Specifically, the incoming turnover rate broken down by geographical area is equal to 24% for the north, 25% for the centre and 20% for the south and islands; with reference to the breakdown by age group, it is equal to 100% for the age category under 30, 12% for the age category between 30 and 50, and 5% for the age category over 50 years.

The outgoing turnover rate also decreased slightly compared to 2020/21, settling at 19.1% compared to 20.6% for the previous year. Specifically, the incoming turnover rate broken down by geographical area is equal to 22% for the north, 16% for the centre and 13% for the south and islands; with reference to the breakdown by age group, it is equal to 69% for the age category under 30, 12% for the age category between 30 and 50, and 6% for the age category over 50 years.

In particular, it is noted that the turnover rate, taking into account voluntary resignation by permanent staff, stands at 2.7%.

The indicators referring to personnel remuneration should be read in conjunction with the composition of the company population, the high incidence of part-time contracts on the total of female employees (approximately 63%) and the limited presence of women in the managerial population (executives and middle managers). Specifically, the table "Gender relationship between the average basic salary and average remuneration divided by level" shows a higher value for the male gender for office workers and middle managers categories, both as regards the basic salary and remuneration. For the office workers category, the difference in average remuneration between men and women is 15% for the basic salary and 16% for remuneration. This gap is mainly attributable to the part-time effect and to the organisational framework, as the directors and heads of sectors are predominantly men and only the former receive an MBO (which comprises the remuneration). For middle managers, the difference in average pay between men and women is 6% as regards the basic salary and 12% as regards remuneration. This gap is mainly attributable to a female presence equal to 30% of the category, to the presence of a single female manager who works part-time and to the presence of 17 Area Managers, men, who by the very nature of the role receive a significant result bonus linked to the commercial performance of the network they oversee. For the executive category, the gender ratio relating to remuneration is not significant, as over 93% of the category is represented by men and one of the two women is a top manager who receives a basic salary and

<sup>24</sup> The figure is calculated as the ratio between total inbound/outgoing and total employees in the reference year. *In the count of employees, the staff acquired as a result of corporate transactions were excluded.*

<sup>25</sup> A different calculation methodology has been used compared to previous reports, i.e.: the figure is calculated as the ratio between the average basic salary of women compared to that of men and between the average remuneration of women compared to that of men. For 2020/21 and 2021/22, the value for the "Workers" level is not reported as it is made up of only one resource. Remuneration is defined as the sum of the basic salary and additional amounts paid to the worker, such as early retirement incentives, conciliatory settlements and advance payments.

remuneration significantly above the average. In addition, the change for the category of executives between the data reported for the financial years 2020/21 and 2021/22, is due to new hires.

### 3.1.3. Staff training and career development

Training activity represents the instrument on which Unieuro bases its competitiveness and professionalism, which over the years has become an essential strategic lever for developing the potential of resources, creating a homogeneous corporate identity and culture, accompanying professional development paths and supporting business changes. Every year, Unieuro dedicates significant resources to the professional growth of employees through classroom-based lessons, on-the-job training, tutoring, synchronous and asynchronous distance training, and webinars. As of 2019, Unieuro S.p.A. also has an Academy for trainee Store Managers.

The Company aims, through training, to place its employees in the condition to perform their work in the best possible way, strengthen and develop professional skills and competences, create a homogeneous corporate identity and culture, as well as accompany the professional development paths and support changes.

In addition to the training courses provided or suggested for legal obligations (Health and Safety, Model 231, Privacy), the Group offers managerial and professional training courses, both for store and head office staff. The inclusion of employees in the company and their professional growth are supported through targeted training actions, activating insertion paths for new recruits, programmes to support continuous up-to-date product information in different product categories (staff training) as well as to improve Client relations. Among the training tools made available is the portal dedicated to training, Human Resources module - Training in Zucchetti, through which it is possible to register for the courses, to trace all the training/informative initiatives and to collect satisfaction questionnaires on the initiatives carried out. The protocols and procedures issued during the health emergency are also available and can be consulted by all employees on the Zucchetti portal. Any updates of the same are appropriately communicated to all employees.

As a part of the training offered, every year the Company offers an *Academy* for talents studying for the position of Store Manager, a path for identifying and developing skills within the Company. Inaugurated in 2009, the *Academy* is an intensive training project aimed at forming future Store Managers of Unieuro stores, as well as entrepreneurs and managers of affiliated distributors, operating in the territory under the Unieuro and Unieuro City brands. The format has a duration of six months, during which participants complete “training on the job” within some of the brand’s training shops. The course includes more than 90 hours of classroom instruction; during this time, aspiring Store Managers can learn all the tools necessary to manage a point of sale – from marketing concepts to safety regulations, from data analysis to personnel management; and finally, the course culminates with two weeks of independent management of a store, during which Store Manager trainees can put what they have learnt into practice. Following a year of interruption due to the COVID-19 outbreak, the *Academy* 2021 registered record attendance, involving about 24% of the Direct Network Store Managers. Thanks to the remote use, the participants were able to follow the courses in complete safety and without limitations. Compared to the traditional 80 hours, in 2021 the courses absorbed 92 hours of classroom with the aim of making the training even more complete.

#### THE ACADEMY FORMS THE STORE MANAGERS OF THE FUTURE

“We have believed in the *Academy* project since its inception and today this path becomes even more strategic to guarantee the acquisition of fundamental professionalism in the growth and expansion of our sales network. We are very satisfied with the numbers reached as well as with the fact that we have been able to remotely manage a training programme that is even broader and more qualified, thanks to the accessibility and security offered by the digital instruments. In the field of education, Unieuro has shown itself to be able to innovate in a digital perspective, transforming contemporary challenges into opportunities. Digital training will also be a cornerstone of our future training offerings, especially for certain types of courses. The hope is, however, to be able to return to classroom attendance as soon as possible, which is essential to facilitate empathy, confrontation and collaboration between people.”

*Paolo Botticelli, HR Director of Unieuro*

During the financial year 2021/22, 33,547 hours of training were provided, mainly for employees working in business functions. This figure shows a marked increase compared to the previous year, hindered by the most acute phase of the pandemic. The number of employees involved in training activities was 6,724<sup>26</sup>, a decrease of about 9% compared to the previous year. This variation is largely due to the cyclical nature of training obligations. However, in addition to the officially certified hours, the Company provided several hours<sup>27</sup> of product training, through webinars, in collaboration with some suppliers. In the financial year 2021/22, in addition to routine training courses, Unieuro S.p.A. and Monclick concentrated on agile or smart working as well as the skills needed to deal with this type of organisation.

## Performance indicators<sup>28</sup>

### Hours of training provided

| Hours of training by gender and function | u.m.  | 28 February 2022 |               |               | 28 February 2021 |              |               | 29 February 2020 |               |               |
|--|-------|------------------|---------------|---------------|------------------|--------------|---------------|------------------|---------------|---------------|
|  |       | Man              | Woman         | Total         | Man              | Woman        | Total         | Man              | Woman         | Total         |
| Employees employed in support functions  |       | 2,090            | 1,872         | 3,961         | 1,963            | 2,299        | 4,282         | 934              | 196           | 1,130         |
| Employees employed in business functions | Hours | 19,904           | 9,683         | 29,586        | 3,835            | 2,399        | 6,233         | 34,637           | 18,296        | 52,932        |
| <b>Total</b>                             |       | <b>21,993</b>    | <b>11,554</b> | <b>33,547</b> | <b>5,818</b>     | <b>4,698</b> | <b>10,515</b> | <b>35,571</b>    | <b>18,491</b> | <b>54,062</b> |

### Number of participations in training activities by employees, broken down by gender and function

| Participation in training activities     | u.m. | 28 February 2022 |              |              | 28 February 2021 |              |              | 29 February 2020 |              |               |
|--|------|------------------|--------------|--------------|------------------|--------------|--------------|------------------|--------------|---------------|
|  |      | Man              | Woman        | Total        | Man              | Woman        | Total        | Man              | Woman        | Total         |
| Employees employed in support functions  |      | 808              | 815          | 1,623        | 1,050            | 1,173        | 2,233        | 169              | 59           | 228           |
| Employees employed in business functions | N.   | 3,090            | 2,011        | 5,101        | 2,752            | 2,421        | 5,173        | 7,889            | 5,956        | 13,845        |
| <b>Total</b>                             |      | <b>3,898</b>     | <b>2,826</b> | <b>6,724</b> | <b>3,802</b>     | <b>3,594</b> | <b>7,396</b> | <b>8,058</b>     | <b>6,015</b> | <b>14,073</b> |

### Hours of training by type

| Hours of training by type                                     | u.m.  | 28 February 2022 | 28 February 2021 | 29 February 2020 |
|---|-------|------------------|------------------|------------------|
| Products  |       | 3,877            | 554              | 28,036           |
| Commercial  |       | 4,191            | 304              | 3,380            |
| Management development  |       | -                | -                | 768              |
| Marketing   |       | 127              | -                | -                |
| Safety (pursuant to Legislative Decree 81/2008) <sup>29</sup> |       | 9,519            | 1,314            | 7,791            |
| Academy Aspiring Executives                                   | Hours | 6,085            | -                | 3,297            |
| Apprentices   |       | 5,408            | 1,396            | 5,148            |
| Legal obligations   |       | 680              | 523              | 326              |
| Training pursuant to Legislative Decree 231/2001              |       | 71.5             | 2,157            | 279              |
| Language  |       | 262.5            | 199              | 268              |
| Privacy   |       | 221              | 497              | 4,770            |

<sup>26</sup> This value does not represent the actual number of employees trained in the fiscal year, but the number of times they have taken part in training courses.

<sup>27</sup> This training has been provided to store staff.

<sup>28</sup> Data for the fiscal year 2021/22 do not include data for temporary workers. Therefore, there may be differences with data from previous fiscal years.

<sup>29</sup> Starting from March 2018, training relating to regulatory obligations regarding health and safety at work (pursuant to Legislative Decree 81/2008) is managed directly by the Unieuro Safety Office, resulting therefore outsourced by the HR Office.

|                                    |               |               |               |
|------------------------------------|---------------|---------------|---------------|
| IT <sup>30</sup>                   | 1,188         | 2,842         | -             |
| Smart working                      | 1,866         | 730           | -             |
| Corporate Governance <sup>31</sup> | 51            | -             | -             |
| <b>Total</b>                       | <b>33,547</b> | <b>10,515</b> | <b>54,062</b> |

#### Average hours of training divided by gender, level and function<sup>32</sup>

| Average hours of training by gender and category of employees |         | 28 February 2022 |             |              | 28 February 2021 |             |              | 29 February 2020 |             |              |
|---|---------|------------------|-------------|--------------|------------------|-------------|--------------|------------------|-------------|--------------|
|   |         | Man              | Woman       | Total        | Man              | Woman       | Total        | Man              | Woman       | Total        |
| u.m.  |         |                  |             |              |                  |             |              |                  |             |              |
| Employed in support functions                                 |         | 9.12             | 9.45        | <b>9.28</b>  | 9.14             | 12.56       | <b>10.71</b> | 4.77             | 1.14        | <b>3.08</b>  |
| Employees in business functions                               |         | 7.07             | 3.81        | <b>5.52</b>  | 1.49             | 1.00        | <b>1.25</b>  | 14.18            | 8.22        | <b>11.34</b> |
| Executives  | Hours/N | 18.09            | 4.25        | <b>17.17</b> | 15.22            | 1.50        | <b>14.73</b> | 11.44            | 2.00        | <b>11.06</b> |
| Middle managers   |         | 10.94            | 15.91       | <b>12.45</b> | 6.79             | 14.17       | <b>8.90</b>  | 19.89            | 8.38        | <b>16.69</b> |
| Office workers  |         | 7.06             | 4.12        | <b>5.65</b>  | 1.84             | 1.72        | <b>1.78</b>  | 13.34            | 7.66        | <b>10.59</b> |
| <b>Total</b>  |         | <b>7.23</b>      | <b>4.22</b> | <b>5.80</b>  | <b>2.08</b>      | <b>1.81</b> | <b>1.95</b>  | <b>13.48</b>     | <b>7.72</b> | <b>10.74</b> |

#### 3.1.4. Performance evaluation

The individual performance evaluation system adopted by Unieuro examines the organisational and professional behaviours implemented by the individual employee in light of the role held in the company, with the aim of:

- directing his performance and development towards corporate objectives and professional behaviour towards the corporate organisational culture;
- highlighting the need for training and develop its potential;
- strengthening his strengths and intervene on areas for improvement;
- developing a sense of belonging and identification in the company mission;
- building an organisational culture based on results and merit;
- collecting feedback.

Evaluation cycles are managed by a specific portal, which monitors all phases and can be accessed at any time by all employees. The performance evaluation interviews are individual and involve the collaborator with the related manager, to which the Human Resources function and/or the Head of the evaluation can be added. The evaluation is extended to all roles within company departments as well as stores (business functions). Furthermore, restricted to the business functions (shops), the participation of those employees who have completed at least six months of service during the fiscal year it is foreseen exclusively, in order to allow a proper assessment of performance. In the 2021/22 financial year, this practice justifies a percentage of appraisals that is lower than 100% in order to cover 4,613 employees or 80% of the company personnel (80% of men out of the total number of male employees, and 80% of women out of the total number of female employees).

<sup>30</sup> New training categories provided in 2020/21.

<sup>31</sup> New training categories provided in 2021/22.

<sup>32</sup> The figure is calculated as the ratio between the training hours provided and the total number of Group employees divided by gender, level and function. Furthermore, in the calculation of employees, the data for the financial year 2021/22 do not take into account the category of temporary workers. For this reason, the values are not comparable to those reported in the previous years.

**Performance indicators<sup>33</sup>**

**Performance evaluation<sup>34</sup>**

| Professional categories | u.m. | 28 February 2022 |       |            | 28 February 2021 |           |            | 29 February 2020 |           |           |
|-------------------------|------|------------------|-------|------------|------------------|-----------|------------|------------------|-----------|-----------|
|                         |      | Man              | Woman | Total      | Man              | Woman     | Total      | Man              | Woman     | Total     |
| Executives              |      | 89               | 50    | <b>87</b>  | 92               | 100       | <b>92</b>  | 88               | 100       | <b>88</b> |
| Middle managers         |      | 57               | 87    | <b>66</b>  | 100              | 100       | <b>100</b> | 47               | 79        | <b>56</b> |
| Office workers          | %    | 80               | 79    | <b>80</b>  | 84               | 82        | <b>83</b>  | 85               | 86        | <b>86</b> |
| Factory workers         |      | -                | 100   | <b>100</b> | 91               | 87        | <b>90</b>  | 87               | 74        | <b>84</b> |
| <b>Total</b>            |      | 80               | 80    | <b>80</b>  | <b>84</b>        | <b>82</b> | <b>83</b>  | <b>85</b>        | <b>86</b> | <b>85</b> |

**3.1.5. Well-being, health and safety**

For Unieuro, health and safety at work are essential values for the sustainable, effective and lasting development of one’s own business organisation. In particular, the Group undertakes to ensure working conditions that guarantee respect for the physical and moral integrity of workers, paying particular attention to the risks associated with carrying out activities in the workplace and deriving from the external environment.

The policies aimed at mitigating the risks have been structured and formalised on the basis of the internal management models used by the Company, or the Model 231 and the related verification protocols, in compliance with Legislative Decree 81/2008. Inspired by the phases of an Occupational Health and Safety Management System, the Company has in fact defined its own company control system suitable for the fulfilment of all legal obligations relating to occupational health and safety, in order to guarantee the best safety standards for its people, reduce or eliminate any accidents and illnesses deriving from work activities, as well as improve risk management.

**OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT**

The company’s occupational health and safety management control system, in compliance with Italian Legislative Decree 81/2008, provides:



- an organisation chart of roles and responsibilities;
- the creation and formalisation of the Risk Assessment Document (DVR), within which the risks relating to health and safety in the workplace are identified and assessed<sup>35</sup>. During the Covid-19 emergency, an appendix to the DVR dedicated to the pandemic risk was drawn up, with the aim of tracing the actions implemented, in order to combat and contain the spread of the Covid-19 virus in the workplace;
- the application of control protocols including the provision of infrastructural and individual security systems;
- the creation and dissemination of procedures relating to safety (present within the Zucchetti portal);
- the provision of specific training activities (carried out by an external certified company and contacted directly by the RSPP);
- health surveillance activities (organised directly by the RSPP);
- monitoring activity (carried out operationally by various company subjects: RSPP, Area Managers, Directors, etc.).

<sup>33</sup> Data for the fiscal year 2021/22 do not include data for temporary workers. Therefore, there may be differences with data from previous fiscal years.

<sup>34</sup>The figure posted as of 28/02/2022 is related to the performance appraisals for the period 01/03/2020 – 29/02/2021. For the period 01/03/2021 - 28/02/2022 the Company intends to pursue the same objectives as the previous year, but it will be possible to calculate the quantitative and qualitative data not before October 2022 (end of the evaluation cycles business). This note is in line with as reported in the previous NFD.

<sup>35</sup> As required by Legislative Decree 81/2008 (Consolidated Safety at Work Act), the DVR is processed by the Employer (DL), in collaboration with the Head of Safety, Prevention and Protection (RSPP), verified by the Company Doctor (MC) and brought to the attention of the Workers’ Safety Representatives (RLS), in order to highlight the severity and probability of occurrence of specific risk events for each individual role and activity carried out by employees.

With respect to the functions of occupational medicine, there is a centre for the latter that coordinates the health and safety of workers throughout the country. This is in synergy with the Safety office that plans and monitors activities, in compliance with applicable regulations, requirements and limitations indicated by coordinated physicians, providing information as well as PPE (Protective Personal Equipment). According to applicable legislation, the responsibility for defining the health protocol rests with the Company Doctor. The monitoring of the company health situation is guaranteed by the sending, by this figure, of the aggregated health data and information about the risk of workers subjected to health surveillance. Sending is by means of Annex 3B (as defined by article 40, paragraph 1 of Legislative Decree 81/2008) to the competent bodies. For each inspection carried out, the Company Doctor produces a report based on the findings. The RSPP and one or more Workers' Safety Representatives (RLS) also participate in the inspections. The processes aimed at facilitating worker participation and consultation on occupational health and safety are shared first and foremost with shop management and through regular safety meetings among the employer or their representative, worker representatives, the RSPP and the coordinating physician.

In order to correctly comply with the dictates of the Legislative Decree 81/2008, the Company also has the task of promoting the culture of safety within the Company through appropriate information and training actions towards all staff at different levels of the organisation. In order to avoid and mitigate significant negative impacts on occupational health and safety directly related to operational activities, the Company has implemented the drafting of the Risk Assessment Document (DVR) and the Single Interference Risk Assessment Document (DUVRI) linked to procurement, it pursues transparent communication and carries out checks on documentation.

Within the Company, information, training and cross-communication are used in order to communicate, manage and control any accidents or problems that may lead to accidents or occupational illnesses, which are monitored by the action of health surveillance, which is aimed at periodically monitoring the health and safety of workers and the presence of any problems related to work activity as well as to working conditions. During the year, therefore, all the training activities provided for in the current legislation on health and safety at work were carried out for a total of 9,519 hours of training given to 1,322 employees<sup>36</sup>, a net increase compared to the previous year. Of the employees involved, 53% are men and 47% are women (98% in the "office workers" category, 1% in the "middle managers" category and the remaining in the "executives" category). The training is carried out periodically both in e-learning mode, in the classroom, in mixed mode and video-conferencing. In addition to general and specific courses, training also covers the prevention and management of fire risks and first aid assistance. Other training activities are linked to the carrying out of particular activities, such as that of truckers and "smart working" workers (in this case ad hoc training is provided). With regard to Monclick, it should be noted that the training activities provided for by Article 37 of Italian Legislative Decree no. 81/08 were carried out in e-learning mode, as required by the State-Regions Agreement, while those provided for the emergency team (fire-fighting and first aid) were carried out in person.

In order to promote the health of its people, in addition to training activities, the Company provides its personnel with personal protection equipment, also aimed at mitigating the risk of accidents in the workplace, with the main reference to the activities carried out at the points of sale. Company insurance coverage for accidents at work and health services is also provided for all employees (e.g. access to Fondo Est for office workers, Quas for middle managers and Fasdac for executives).

To ensure the protection of the local community, specific insurance cover has been renewed for the year 2022 in the event of a Coronavirus infection, which provides compensation for hospitalisation and convalescence, as well as a package of post-graduation assistance, such as home delivery of medicines and shopping, to help with the recovery of health and practical aspects of life.

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<sup>36</sup> This value does not represent the actual number of employees trained in the fiscal year, but the number of times they have taken part in training courses.

### EXTENSION TO 2022 OF INSURANCE COVERAGE FOR EMPLOYEES AFFECTED BY COVID-19

“In light of the recurrence of the pandemic, we have decided to provide certainty and peace of mind to colleagues who may contract the virus, offering them compensation and practical support to help them cope with the stresses of family life at a particularly difficult time. Therefore, the extension of insurance coverage represents an acknowledgement of Unieuro’s particular economic and social value, further enhancing the relationship between the company and its people.”

*Paolo Botticelli, Human Resources Director of Unieuro*

### MEASURES TO LIMIT AND COMBAT THE SPREAD OF COVID-19<sup>37</sup>

In order to contain the spread of the Covid-19 virus in the workplace, the Company has also implemented specific control measures, outlined in detail in the operational procedures formalised by the RSPP, shared via video conference with the Direct Channel Directors and the Chief Operating Officer, as well as disseminated to the entire organisation. The main measures adopted include: distribution to its personnel of PPE (surgical and disposable masks); access to sites - head office and stores - with a quota and after measuring the temperature; adoption of specific signs on the floor and by means of information signs for customers both outside the point of sale and in the areas of greatest influx; transmission on Radio Unieuro of a specific message to recall the prevention measures; cleaning and sanitation of the company; shifts, smart working and reformulation of production levels.



The procedures have been drawn up for all employees and non-employees: for the Forlì office and the stores, for the Piacenza Logistics Centre for suppliers and external companies whose workers access and stay in the Company’s workplaces. In addition, specific policies have been introduced for Direct Channel Directors, Area Managers, Indirect Channel Directors, Franchising Area Managers and for the Order Planning Director, as the performance of their duties involves the need to carry out visits and inspections at the points of sale (both inside and outside the Region of residence/domicile), and for the site workers of the Technical and Services Office, as the performance of the task requires the supervision of the sites (both inside and outside the region of residence/domicile). The Company is also completing the drafting of the safety manual for the Directors.

Monclick also immediately implemented specific controls aimed at countering the spread of the virus in the workplace (e.g. shifts, quota access, temperature measurement, dissemination of sanitising gel stations, social distancing, access prohibited to personnel non-employee and suppliers, sanitation systems etc.) and has immediately implemented a “Smart Working” programme providing its employees with the necessary devices and company utilities, thereby reducing transit through the workplace as much as possible.

In order to promote suitable information flows on health and safety, in 2006, Unieuro S.p.A. activated a special “*Help Desk*” portal, accessible from all points of sale and managed centrally by the Technical and Services Office function. It aims to collect the requests of the points of sale regarding maintenance interventions, following failures or anomalies on plants and workplaces. Furthermore, any violations or problems in terms of health and safety can be reported through the whistleblowing system and/or communicated to the RSPP or RLS.

The Group’s commitment to ensuring optimal levels of health and safety management for its employees is also reflected in the constant objective of reducing the number of accidents recorded<sup>38</sup>.

<sup>37</sup> Regarding the other priority areas as specified in the 2021 Annual Declaration of the ESMA, please refer to the 2021/22 Annual Financial Report and the paragraph entitled “Taxonomy” of this NFD.

<sup>38</sup> Accidents are mainly related to the manual handling of loads: muscle pain, bumps, minor trauma of the lower and upper limbs.

The increase that occurred compared to the previous year could be due to the decrease in the closing days imposed by lockdowns and to the reduction in the use of smart working.

During the financial year, 7 accidents were recorded at work by external collaborators.

Lastly, it should be noted that no cases of occupational illnesses were recorded for Group employees and external collaborators for the year 2021/22.

### SUSTAINABILITY PLAN 2022–2026 Enhancing work-life balance initiatives

#### RENEWAL OF THE INDIVIDUAL SMART WORKING AGREEMENT for the employees concerned



The renewal project of the individual smart working agreement allows the strengthening of work-life balance initiatives.

### Performance indicators<sup>39</sup>

#### Employee accidents by type and gender

| Employees   | u.m. | 28 February 2022 |       |           | 28 February 2021 |       |           | 29 February 2020 |       |            |
|---|------|------------------|-------|-----------|------------------|-------|-----------|------------------|-------|------------|
|   |      | Man              | Woman | Total     | Man              | Woman | Total     | Man              | Woman | Total      |
| <b>Recordable occupational accidents<sup>40</sup></b><br><i>of which commuting<sup>41</sup></i> | N°   | 60               | 37    | <b>97</b> | 44               | 22    | <b>66</b> | 66               | 44    | <b>110</b> |
|   |      | 24               | 17    | <b>41</b> | 11               | 12    | <b>23</b> | 24               | 14    | <b>38</b>  |

#### Employee accident rates

| Accident indexes <sup>42</sup>                                 | 28 February 2022 |       |              | 28 February 2021 |       |             | 29 February 2020 |       |              |
|--|------------------|-------|--------------|------------------|-------|-------------|------------------|-------|--------------|
|  | Man              | Woman | Total        | Man              | Woman | Total       | Man              | Woman | Total        |
| <b>Lost working hours rate</b>                                 | 1.73             | 1.61  | <b>1.68</b>  | 2.00             | 0.95  | <b>1.55</b> | 1.67             | 1.75  | <b>1.70</b>  |
| <b>Absentee rate</b>   | 3.36             | 2.47  | <b>5.83</b>  | 3.29             | 1.18  | <b>4.46</b> | 2.86             | 2.27  | <b>5.13</b>  |
| <b>Rate of occupational diseases</b>                           | -                | -     | -            | -                | -     | -           | -                | -     | -            |
| <b>Rate of recordable occupational accidents</b>               | 12.32            | 9.65  | <b>11.15</b> | 10.70            | 7.07  | <b>9.13</b> | 15.36            | 13.58 | <b>14.59</b> |
| <b>Rate of occupational accidents with severe consequences</b> | -                | -     | -            | -                | -     | -           | -                | -     | -            |
| <b>Rate of deaths resulting from occupational accidents</b>    | -                | -     | -            | -                | -     | -           | -                | -     | -            |

<sup>39</sup> Data for the fiscal year 2021/22 do not include data for temporary workers. Therefore, there may be differences with data from previous fiscal years.

<sup>40</sup> As regards the subsidiary Monclick S.r.l., no occupational accidents or illnesses were recorded in the last two years.

<sup>41</sup> In line with the requirements of GRI 403-9, this item includes commuting accidents only when transport was arranged by the organisation.

<sup>42</sup> The accident rates take into account occupational accidents and commuting accidents and are calculated as follows:

Lost working hours rate: (total number of hours lost by accidents/total hours worked) \* 1,000

Absentee rate: (absence days / working days in the period)

Rate of occupational diseases (ODR): (total number of occupational illnesses/total hours worked) \*200,000

Rate of recordable occupational accidents: (total number of recordable accidents/ total hours worked) \*1,000,000

Rate of occupational accidents with severe consequences: (total number of recordable accidents with serious consequences / total hours worked) \*1,000,000

Rate of deaths resulting from occupational accidents (total number of deaths resulting from accidents / total hours worked) \*1,000,000



**Accidents of external collaborators by type and gender and accident indices**

| <b>External collaborators</b>   | <b>u.m.</b> | <b>28<br/>February<br/>2022</b> | <b>28<br/>February<br/>2021</b> | <b>29<br/>February<br/>2020</b> |
|---|-------------|---------------------------------|---------------------------------|---------------------------------|
| <b>Recordable occupational accidents</b>                                      | <b>N°</b>   | <b>7</b>                        | <b>-</b>                        | <b>9</b>                        |
| <i>of which commuting</i>   |             | 5                               | -                               | 2                               |
| <b>Occupational accidents with severe consequences<br/>(excluding deaths)</b> |             | -                               | -                               | -                               |
| <i>of which commuting</i>   |             | -                               | -                               | -                               |
| <b>Deaths resulting from occupational accidents</b>                           |             | -                               | -                               | -                               |
| <i>of which commuting</i>   |             | -                               | -                               | -                               |
| <b>Recordable occupational illnesses</b>                                      |             | -                               | -                               | -                               |
| <b>Deaths resulting from recordable occupational illnesses</b>                |             | -                               | -                               | -                               |

**Injury rates of external collaborators<sup>43</sup>**

| <b>Accident indexes</b>  | <b>28 February 2021</b> | <b>29 February 2020</b> |
|--|-------------------------|-------------------------|
| <i>Rate of recordable occupational accidents</i>               | -                       | 14.00                   |
| <i>Rate of occupational accidents with severe consequences</i> | -                       | -                       |
| <i>Rate of deaths resulting from occupational accidents</i>    | -                       | -                       |

**3.1.6. Relationship with the trade unions**

Operating in a labour-intensive sector, in which the quality of the relationship between sales personnel and customers is a fundamental element of the competitive advantage, the correct management of trade union relations represents an important issue for Unieuro, in order to guarantee positive and constructive dialogue with the workers' representatives. Over the years, Unieuro has always practised a policy of mutual exchange and direct and transparent dialogue with trade unions, both national and regional, signing second level agreements or solidarity contracts, comparing and presenting the results of the company or individual stores and data relating to staff.

During the year 2021/22, specific meetings were held with national and territorial trade union organisations. Among the main topics of discussion and sharing were: the subject of the previous agreements, company results, data relating to personnel, but also the performance of the single store or of the specifications relating to the local reference situations.

Unieuro is currently negotiating the renewal of the Company's supplementary agreement. The main points to be renewed are:

- Sunday overtime;
- protocol on gender safeguards;
- TFR advance;
- trade union relations;
- health and safety;
- right of precedence under Art. 24 of Italian Legislative Decree 81/2015 and subsequent amendments.

As required by applicable regulations and in line with the CCNL of reference, in the case of organisational changes, for example in the case of transfer of workers with executive management responsibilities that determine a change of residence, Unieuro agrees with its collaborators the timing of notice and, if there is no agreement between the parties, respects the provisions of article 170 of the CCNL that grants a written notice of 45 days or 70 days for those who have family dependants.

<sup>43</sup> With reference to the injury rates of external collaborators, the "Rate of recordable occupational accidents" is not available for this reporting year. For more information on the omission, please refer to the GRI Content Index of this document (specifically GRI 403-9).

**Performance indicators<sup>44</sup>****Employees covered by collective bargaining agreements**

| <b>Employees</b>   | <b>28 February 2022</b> | <b>28 February 2021</b> | <b>29 February 2020</b> |
|--|-------------------------|-------------------------|-------------------------|
| <i>Number of employees covered by collective bargaining agreements</i> | 5,784                   | 5,391                   | 5,034                   |
| <i>Total employees</i>   | 5,784                   | 5,391                   | 5,034                   |
| <b>Coverage rate</b>   | <b>100%</b>             | <b>100%</b>             | <b>100%</b>             |

<sup>44</sup> Data for the fiscal year 2021/22 do not include data for temporary workers. Therefore, there may be differences with data from previous fiscal years.

### 3.2. Clients

Unieuro has been awarded in the 10th edition of the NetComm Awards for the best multiple channel project



Unieuro has been awarded by the Association of Italian Art Directors for the "The Best Worst Social Media Manager ever" campaign

Unieuro presented the "Revolution" project in September 2021: A new site and distinctive app



Unieuro has won the Key Award for best social media video content



The creation of a lasting relationship with customers in a constantly changing retail scenario, made even more complex by the health emergency, is closely related not only to the extent of the products on offer and their accessibility, but also to the ability to establish a trusting relationship and to provide a quality service to customers. The Unieuro approach is therefore focused on the satisfaction and protection of its customers, with particular attention to those requests able to improve brand reputation and to promote a real increase in the quality of the service provided.

As required by the Code of Ethics, the Company operates with the aim of ensuring that all relations with customers are based on full transparency, fairness and professionalism and compliance with the law, with particular reference to the provisions on anti-money laundering, anti-usury and transparency. Thanks to these principles, the cornerstone of its business model, Unieuro is able to adequately manage the needs and expectations of its customers, responding promptly to any reports or complaints, always offering a transparent and quality service.

Unieuro's service model is designed and developed in light of the Group's strategic vision, which includes not only the continuous profitable growth of the business but also the enhancement of the customer's centrality and the multiple channel opportunities, each declined in all contact points through which the Company relates every day with its end customers.

In particular, "closeness to the customer" has a dual significance, of customer needs and of proximity. The latter, in turn, is realised on the physical level, both thanks to the capillarity of the network of stores, now close to 550, and thanks to the integration of the platform unieuro.it in the digital ecosystem, combining the functions offered by search engines and exploiting the interaction with the main social networks, from home, via mobile and near the store itself.

Five years after the launch of its first e-commerce platform, in September 2021 Unieuro presented the results of its "Revolution" project: a new distinctive website and app, designed with a "desktop last" perspective and strongly inspired by the style of navigation and use typical of social networks.

#### "REVOLUTION" PROJECT



"The *Revolution* project makes Unieuro the trend setter of Italian e-commerce. We have been very attentive about our clients, their needs and habits so we have developed a platform with a truly unique interface that is increasingly integrated into the omnichannel ecosystem that we are building and strengthening every day and that will make a difference once again in light of the important peak season."

*Antonio Lapesa, Chief Omni-Channel Officer of Unieuro*

From an omnichannel point of view, proximity also translates into the "click and collect" project, the withdrawal system at the physical points of sale of products purchased by customers on the online channel. Unieuro is in fact one of the first companies in Italy to have sensed the potential to use the almost 480 collection points, selected among its points of sale, for orders placed via the web, thus further getting close to its customers that wish to cut waiting times and additional delivery costs, and use alternative payment methods to e-money.



In 2021, Unieuro received the prize for the best multiple channel project during the Netcomm Award ceremony. The tenth edition of the award for excellence in Italian electronic commerce, organised by the Netcomm Italia Consortium with support from Oney and Publitalia'80, has presented the award for “*having optimally integrated a network of more than 270 stores and responding to new needs arising from the health emergency*”.

In response to the pandemic crisis, Unieuro S.p.A. had promptly launched an important project aimed at rethinking the customer experience in a global perspective, to support the drive-to-store by exploiting the engagement opportunities generated by the e-commerce channel and seizing the opportunities offered by the “new normal” in terms of purchasing habits, sales channels and in-store processes. The first two services, free and already active in all points of sale since June 2020, were designed to rationalise the flow of customers in the store, in a historical moment in which social distancing continues to be fundamental:

- **aTUpperTU** offers the possibility to book, via the website and app, a dedicated appointment with an employee for personalised assistance.
- **CIAOfila** instead, which can be activated both via the website and app and at the sales outlet using the appropriate QR code, allows booking the first entry time available, avoiding waiting and crowding.

In parallel, the figure of the steward was created, whose job was to supervise access to the store and the flow of traffic inside it, with method and courtesy, so as to guarantee compliance with all safety measures, taking into consideration the capacity limitations of each department, and, in general, of each point of sale.

In continuing its strategy of adapting the customer experience, in July 2020, the Company had also presented the new digital service “AUTOritiro” through which customers could collect purchases made online at the nearest store, without having to get out of their vehicle. Once the desired product was selected on the site and the purchase was finalised, the store was chosen. Once at the store, the customer showed up at the goods collection area and a Unieuro employee loaded everything into the car trunk.

In 2021, as a result of the minor restrictions linked to the development of the pandemic, these services ceased, except for aTUpperTU, which continues to be available to customers.

#### THE “BEST PROJECT AWARD FROM MULTIPLE CHANNELS”

“We are proud to have received this prestigious award that attests to our commitment to bringing the physical world, represented by our stores, closer to the possibilities offered by the digital world. The crisis caused by the emergency has accelerated our path of monitoring individual touchpoints in a constant and consistent presence across all channels. In this way, customers are able to search for their favourite and freely select the particular journey that is most fulfilling for them. The award also represents a special recognition of the work done by our omnichannel teams who have contributed – in a difficult period – to the launch and success of these initiatives.”



*Antonio Lapesa, Chief Omni-Channel Officer of Unieuro*

#### 3.2.1. Quality of services and customer centricity

It is crucial to not disregard the management and development of Customer Satisfaction, which the Group measures based on specific indicators, including: abandonment rate, number of incoming tickets<sup>45</sup>, management/resolution time for incoming tickets, number of incoming calls and backlog.

<sup>45</sup> Communication tool with the customer by completing an online form available on the Company's website.

Through Customer Care, belonging to the Customer Relationship Management (CRM) function, the Group constantly carries out monitoring activities also in order to avoid possible disruptions relating to home delivery of products and delivery times, especially during peak sales periods. Unieuro handles any problems related to order fulfilment with timely inter-functional war rooms and has developed a corrective action plan which has led to an order management project which optimises warehouse stock levels and responds to customer requests in a timely manner. Furthermore, Customer Care periodically carries out analyses on the defects of the individual product categories put on the market, based on the complaints received and on historical data, in order to inform the competent Category Manager about any suppliers that may have a high defect rate.

As for Monclick, the Care Team constantly monitors customer satisfaction through reports prepared by the figure in charge of customer support. The performance is analysed in terms of contacts received, e-mails, phone calls and messages on social networks. The entire passive cycle is monitored in the same way in terms of claims managed, such as transport anomalies, breakdowns and withdrawals. Customers' opinions are monitored and managed in terms of customer satisfaction, and the performance of the office is observed by reviewing customer opinions on contact received. On average, the number of monthly contacts that reach the Care Team is about 13 thousand e-mails received (of which 80% managed) and about 8 thousand telephone calls received (of which 80% managed). The Care Team also deals with all problems and requests concerning the "active cycle" and the "passive cycle" of orders placed on Monclick.it, that is customer management and care during the purchase process, from pre-sale product insights to assistance for browsing the web, from the completion of the transactions to the updating of information related to the tracking of shipments up to the management of any issues with the order. The treatment is reserved for all related platforms (private sales, external partners, eBay, Meta, etc.).

### Customer centricity and innovation

With its five-year Strategic Plan 2021–2026, Unieuro aims to complete its digital transformation by becoming a fully omnichannel retailer and implementing its “Omni-Journey” strategy. It is a new chapter in the history of the Company, which has the ambition to move from “Market Leader” to “Market Setter”, which means to become a player that drives the performance of the sector, anticipates market trends and influences the rest of the value chain, with the ultimate aim of consolidating the role of “natural destination” for technological purchases at every stage of the customer journey.

The “Omni-Journey” approach is based on four strategic pillars (*Omni-choice, Omni-Purchase, Omini-experience, Responsible Innovation*) that accompany the customer throughout his experience, before, during and after purchase.



In this path, maximum attention is directed to the strengthening of the tools available to the management, making the data-driven strategies and guaranteeing an extreme personalisation of the offer (in terms of assortment, price, promotions, communication) and of the customer experience in all its phases. A significant portion of the plan focuses on strengthening the management technology infrastructure, particularly in the *cybersecurity* area, as well as developing the *customer care* operating model, in order to enhance the level of service provided and optimise communication, even proactive, with customers.

With the strategic evolution of its operating model towards an advanced IT architecture and a Customer Relationship Management (CRM) ready to meet customer expectations, the Group intends to strengthen its position in the field of Responsible Innovation, putting technology at the service of people.

An important step in the construction of an ever more complete and integrated eco-system is the launch, in September 2021, of the new commerce site unieuro.it and the new app, which enrich the user experience thanks to an innovative interface (“desktop last”), strongly inspired by the style of navigation and enjoyment typical of social networks. The customer’s centrality is also witnessed by the constant attention paid to his level of satisfaction, which is regularly monitored, starting in 2017, through the calculation of the net score promoter (NSP). This measurement looks at a number of critical points, defined for both channels – offline and online – in order to have a detailed picture of all the key elements underlying the customer journey and which can positively or negatively influence the level of satisfaction overall. Unieuro’s recognition system is innovative because it is based on sending a questionnaire to all customers (each customer can only participate in one survey each year), regardless of the channel of purchase, which allows the accumulation of data over a wide period of time. The process of sending the questionnaire also takes place on a continuous basis, all year within 15 days of the purchase so as to allow to detect criticalities in a specific period and to reset possible “seasonality effects”. Thanks to the direct management of the whole process of data collection and processing, Unieuro has made NSP not only an important diagnostic tool and engine of strategic initiatives but a real company asset and a founding element of its “Customer Centrica” culture.

### 3.2.2. Health and safety of consumers

In addition to competitiveness and the level of service offered, Unieuro's strength is also based on the level of trust that customers develop in the products sold. The Group is committed to the highest level of quality and protection for consumers, both in terms of the safety of the products sold and the protection of data and information collected.

In the case of non-Electroline branded products, the trust in the product is protected primarily through the procurement of high profile and often international suppliers whose quality and reliability are fundamental to their position as market leaders. The conformity of the products with the laws and regulations on safety is also periodically monitored by means of sample checks by the external authorities. This is done in order to evaluate their real characteristics and certifications in the light of the European RoHS Directive (Restriction of Hazardous Substances Directive), laying down specific rules concerning the restriction on the use of hazardous substances in Electrical and Electronic Equipment in order to contribute to the protection of human health and the environment.

#### The management of non-compliances related to the health and safety of customers

In relation to the non-compliance of products and services with consumer health and safety requirements, we report the following:

1. In March 2021, an advance notice was received from the insurance company AXA, which for the first time announced that a fire occurred in April 2020 to the detriment of a consumer, caused by a hoverboard purchased at the Unieuro point of sale in Perugia. The details of the left and the quantification of the damage are not known at this time. To date, there have been no further developments and the practice is under management by the Unieuro Insurance Office.
2. The Chamber of Commerce of Ravenna initiated an administrative procedure for the inspection (investigations and laboratory tests are still ongoing) of an Electroline built-in electric oven in October 2021. The first analyses at IMQ showed that the product would not comply with EU Delegate Regulation 65/2014 Annex II, as the energy class on both the label and the documentation accompanying the product is more favourable than that measured (class B). The IMQ laboratory requested that three additional units of the product be investigated and tested in order to verify the substantial non-conformity with the values determined.

It should also be noted that two cases already reported in the 2020/2021 Non-Financial Statement are in progress, and some updates are shared below.

- During the financial year 2020/2021, an administrative procedure was initiated by the Milan Chamber of Commerce Monza Brianza<sup>46</sup> for the non-conformity of an Electroline product (non-conforming labelling and alleged lack of information documentation inside the product packaging). On 12 January 2021, the Chamber of Commerce of Forlì notified seven orders for injunctions in October 2021 for a total of Euro 84,000. Unieuro appealed to the Court of Forlì on the seven orders and the following hearing was held on 7 April 2022. At the outcome of the hearing on 7 April 2022, the Court of Forlì, in partial acceptance of Unieuro's appeal, reduced the penalty from Euro 12,000 to Euro 8,000, for each order of injunction.
- In February 2021, Unieuro S.p.A. received a request for a hearing for 1 April 2021, from the Venice-Rovigo Chamber of Commerce, for the discussion of the defensive deeds presented by the Company against a sanction notified in December 2016 for Euro 5,000. The dispute of the Chamber of Commerce was related to an electric mosquito net supplied by Euroequipe S.r.l., for the alleged lack of electrical safety and electromagnetic compatibility requirements. The Company sent defensive deeds with a request for a hearing. However, the Chamber of Commerce only found this request in February 2021. To date, there are no updates.

<sup>46</sup> See previous NFD.

As already indicated in the paragraph "Main ESG risks and management methods", the sale of products harmful to the health of citizens or not in line with European safety or product quality standards, albeit governed by framework agreements and certified by third parties, could in fact expose Unieuro to the risk of claims for compensation for damage and loss of trust by consumers. To control this risk, the Company has activated insurance contracts relating to aspects for which it could not legitimately claim against the supplier or the manufacturer.

### 3.2.3. Transparency of product information and business offers to customers

Marketing and advertising activities, structured and planned according to Unieuro's operations as an omnichannel distributor, are an essential component of the company's strategy. They not only contribute to the development and recognition of the brand, but also facilitate market growth and aid in customer relations.

The main advertising campaigns call for, alternatively or simultaneously, the distribution of promotional flyers, radio and television advertising and prize-based promotional operations, such as point collections, competitions, vouchers and targeted promotional operations such as the so-called "below cost".

Instead, Monclick promotes its business mainly on online channels, using content management and product marketing tools in order to guarantee its correctness in terms of product technical information and in terms of pricing of products on sale. All under the direct control of the company management. In addition, information and training on incorrect commercial practices was promoted and specific entries were inserted on the website to indicate the verification of the actual availability of the product once the order has been made and an icon for the energy labels on all the images that appear with a matched price.

Transparency in communications and offers, regulated by the Consumer Code, is one of the cardinal principles that Unieuro pursues in relations with the public. This is why, in line with the corporate ethical principles contained in the Model 231 and the Code of Ethics, the Company undertakes not to sell under any circumstances products with characteristics different from those indicated on the label (e.g. place of production, material), which may mislead the final consumer about the origin and provenance of the product, or to sell products whose quality is inferior or different from the one stated on the label.

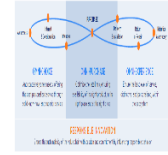
The management model adopted by the Company provides for the collaboration of experts, internal and external to the company, dedicated to the preventive verification of the feasibility of certain commercial operations. Specifically, the Company uses consultants to pre-verify the content of the award-based transaction regulations. Furthermore, the Legal Department is involved in the relevant functions, to pre-verify the feasibility of specific business operations (e.g. "below cost" sales) and for the verification of the content of the most relevant information regarding communication on leaflets, communications via the website etc. The Company also employs consultants for the publication of the technical data sheets for the products at the e-commerce site and for the preparation of the energy labels in cases where Unieuro S.p.A. acts as importer of the products manufactured outside the EU.

Specifically, the Marketing Department must guarantee the correspondence between the characteristics of the products presented in any communication of an advertising and/or promotional nature and those offered for sale, with particular reference to the quantity, quality, source or origin of the products.



**THE “BEST SOCIAL MEDIA VIDEO CONTENT” AWARD**

“The prize we have received is an important recognition of the creativity and constant commitment of our team in the construction of a fun and easy going language, which has become the distinctive tone of voice of the brand. The choice of irreverent-style communication has encouraged empathy with our consumers, making our campaigns memorable. This has rewarded our intuition and Unieuro’s ability to stand out in the vast panorama of online communication.”



*Enzo Panetta, Digital Marketing & Innovation Director of Unieuro*

In 2021, Unieuro received the “Key Award & Radio Key Award”, established by the Media Key editorial group and dedicated to advertising via the press, billboard, TV, cinema, radio, web and promotional events. The “Video Hero” ad, created by the brand on the occasion of the launch of the new e-commerce site and the new app in the context of the digital and social campaign entitled “Un sito MARAviglioso”, was elected the winner of the “W2 – Social Media Video Content” category. The company was also awarded by the Association of Italian Art Directors for the “the Best Worst Social Media Manager ever” campaign with a gold and two silver awards.

Although the Company has defined specific procedures aimed at guaranteeing the disclosure of correct, clear and transparent information, the Company undertakes to promptly implement the actions necessary to ensure an ever-increasing level of transparency.

**SUSTAINABILITY PLAN 2022–2026**  
**Introduction of electronic labels for in-store digitisation**

**502 HOURS/YEAR RELEASED IN EACH STORE equivalent to 73 FTES IN ONE YEAR OF THE TOTAL DIRECT STORES potentially redirecting to HIGHER VALUE ADDED ACTIVITIES FOR THE CUSTOMER**



**SAVE PRINTER TONER AND REDUCE PAPER USAGE**



*The project makes it possible to “free up” staff in the store to dedicate time to the customer, as well as to guarantee the latter benefits from up-to-date and timely price information, also reducing potential errors in the data displayed.*

**The management of non-conformities relating to the transparency of information on products and services**

Complaints from customers arriving at Unieuro’s registered office or at the certified email address are forwarded by the relevant functions to the Legal Department and/or to the other departments responsible for handling the complaint. The general objective of the Company is to contain disputes as much as possible, trying to manage complaints in the timeliest and least expensive way possible, in line with the obligations imposed by law. The Legal Department, together with the internal functions involved, analyses individual complaints in advance and verifies them on the basis of the cost/benefit criterion in relation to strengths and weaknesses.

In 2020/21, Unieuro<sup>47</sup> received a penalty of Euro 6,000 for collecting a cheque from a customer without the non-transferability clause. Unieuro did not pay the penalties and proposed defensive deeds. The outcome of the proceeding is awaited. In March and June 2021, Unieuro received two penalties of Euro 6,000 each (one for an alleged infringement committed in 2020) for collecting two

<sup>47</sup> See previous NFD.

cheques without the non-transferability clause. Unieuro did not pay the penalties and proposed defensive deeds. The outcome of the proceeding is awaited.

In addition, during the financial year 2020/21,<sup>48</sup> Unieuro received two penalties for selling products which were not permitted under the COVID-19 restrictions at the Novara outlets. One of the two penalties was not paid in error and, on 2 March 2022, an order by the Prefecture of Novara arrived with payment order of Euro 440 and an order to close the point of sale for 5 days. Unieuro immediately paid the administrative penalty and contacted the Prefecture to report the error. As the Prefecture considered that it could not file the proceedings, Unieuro brought an appeal to the Court of Novara requesting the withdrawal and/or cancellation of the ancillary closure penalty. The hearing is expected to be set.

Finally, with regard to the two outstanding complaints concerning the communication and *marketing* activities for sales “below cost” which were deemed irregular, it should be noted that one is still in the administrative phase at the Municipality of Osimo and the other has been appealed to the Court of Messina and is awaiting judgment. For the year 2021/22, there have been no further episodes of non-compliance with laws and/or internal regulations regarding communication and *marketing* activities.

In any event, non-conformities recorded represent an insignificant percentage of the volume of products sold by Unieuro.

#### 3.2.4. Security and protection of customer data

As Unieuro is acutely aware of the ever-increasing importance of the issue of personal data protection, it works with its Data Protection Officer (DPO) to constantly monitor and pay the utmost attention to the processing of personal data carried out within the scope of its activities, in compliance with applicable legislation.

As the Data Controller, Unieuro may incur risks related to possible security incidents that, in the abstract, could derive from: malfunctions and/or cyber attacks; human errors; illicit facts and criminal events; force majeure events. In addition, as a person responsible for the processing of personal data, Unieuro could incur risks related to the collection of personal data of consumers. If Unieuro incurs the aforementioned risks, in abstract, the prejudicial consequences could be: a) administrative sanctions for violations of the provisions on the protection of personal data; b) claims for compensation from interested parties/consumers who assume that their rights have been violated; c) reputational damage deriving both from the publication of any provisions of the Authorities, and from comments of various kinds published on social media or other information channels; d) complaints from any commercial *partners* of the company for non-compliance with contractual obligations relating to the management of personal data.

During 2021, Unieuro updated, where necessary, its policies and procedures, which aim to mitigate all risks by, for example:

- the imposition of more controlled flows of activities;
- the responsibility of the data processors and the data processors.

The procedures are published in the latest updated version on the company *intranet*

In addition, Unieuro has carried out impact assessments and interest balances, in the cases provided for by the law on the protection of personal data and, in order to ensure the information of its consumers, has updated the *privacy* statements where necessary.

Some of the procedures in areas relevant to the protection of personal data that Unieuro has provided require of employees, and in particular of the function directors, the collaboration and contribution to the maintenance of the *privacy* compliance system. Therefore, in order to ensure the effectiveness of these procedures, Unieuro has conferred specific delegations to those who hold roles of responsibility, drive and coordination in their respective roles or divisions. In addition,

<sup>48</sup> See previous NFD.

Unieuro S.p.A. has renewed its process of granting authorisation for the processing of personal data and instructions for the processing of personal data.

In the summer of 2021, Unieuro S.p.A. completed the second phase of the data update campaign project, launched at the end of September 2019 with the aim of pursuing the application of the principle of accuracy of its database (according to Art. 5, par. 1(d) of the GDPR) and to guarantee the correctness of the personal data of the customers registered in their systems<sup>49</sup>.

In addition to the system and procedures aimed at preventing the loss of customer data and information, also with the support of the DPO, Unieuro carries out information, training and awareness-raising activities for personnel in the field of privacy. Subject to the health emergency addressed, Unieuro has also continued the training programme in the field of protection of personal data aimed at its headquarters employees and, for Unieuro S.p.A. also the sales network, through an online course (on *e-learning* platform) and for some sales network employees (so-called *Academy*) also face to face. In addition, for employees of the Unieuro S.p.A. sales network, a specific training course has been created for managing loyalty cards which, by 2022, will be made available on the *e-learning* platform.

### The management of reports, complaints and requests concerning data processing

Customer reports, complaints and requests regarding data processing (modification or cancellation) can be sent to the Company by *email* to the addresses [privacy@unieuro.com](mailto:privacy@unieuro.com) (official channel published on the Company's *corporate* and consumer website) or [dpo@unieuro.com](mailto:dpo@unieuro.com) or by post. In addition, some reports may also be received at points of sale, by telephone *call centre*, at the Company's PEC address or at [info@unieuro.it](mailto:info@unieuro.it), published on the Company's *corporate* website. Regarding Monclick, reports and/or requests for the exercise of privacy rights are received at the *email* addresses [privacy@monclik.it](mailto:privacy@monclik.it) or [dpo@monclik.it](mailto:dpo@monclik.it) (DPO contact data).

Complaints and disputes are handled by the Legal Department. For claims deemed most risky, it can avail itself of the advice of the DPO and external subjects, experts in privacy.

Unieuro takes prompt action to better manage all customer requests in order to guarantee the protection of confidential data and information and avoid possible negative consequences, both in terms of reputation and sanctions.

On a daily basis, Unieuro S.p.A.'s Privacy channels receive numerous requests to exercise privacy rights. Between 28/02/2021 and 28/02/2022, around 8,000 were registered. Of these, in only two cases and in exercising their rights, the interested party involved, for its information only, the Authority for the Protection of Personal Data. These requests were promptly met whilst keeping the Authority informed. The Authority did not consider it appropriate to initiate any proceedings. As at 28/02/2022, Unieuro had no notice of any claim under Art. 77 of the GDPR.

However, between 28/02/2021 and 28/02/2022, following requests from interested parties and reports received from the Privacy Office, Customer Service or Point of Sale, Unieuro has encountered several security incidents. These lead to the loss of confidentiality and integrity of personal data, where the breach was unlikely to present a risk to the rights and freedoms of individuals. Therefore, there has never been notification of the breach of personal data to the Authority for the Protection of Personal Data or communication to interested parties (pursuant to Arts. 33 and 34 of the GDPR).

Unieuro S.p.A. is working on the implementation of a computer system that responds to the need to improve the process of managing the requests of persons concerned and security incidents.

Finally, in the last part of 2021, as part of the ordinary inspection programme by the Garante Privacy, Unieuro S.p.A. has been the subject of inspection by the above-mentioned authority. This procedure has not yet been completed.

As regards Monclick, however, in the financial year 2021/22, no complaints were received pursuant to art. 77 of the GDPR.

<sup>49</sup> See previous NFD.

### 3.2.5. Handling of complaints relating to improper commercial practices

The Company is committed to developing a constant dialogue with its customers in order to maintain the relationship on a level of excellence. The management of complaints and other instances with which customers express their dissatisfaction is governed by specific procedures that ensure the taking charge of individual complaints received both at the registered office and directly at the certified email address. In particular, the Legal Department, together with the internal departments involved, checks each complaint with the aim of handling it as promptly as possible, in line with the obligations imposed by law, and to contain litigation as far as possible. In addition to the principles of conduct, the Company has set up additional control measures to protect industrial and intellectual property, with particular attention to the application procedures related to the management of product sales activities. As a seller under the Consumer Code, the Company is subject to out-of-court complaints and disputes from consumers and their trade associations. In January 2021, proceedings were initiated by the Competition and Market Authority (AGCM) following the submission of reports by several consumers and consumer associations (approximately 180), concerning inefficiencies generated by the *e-commerce* sites of Unieuro and Monclick. The purpose of the proceeding is to investigate the existence of unfair commercial practices consisting in the cancellation of online orders despite the confirmation of their acceptance and the receipt of the price of the purchased products. Furthermore, excessive delays in the delivery of the products and in the reimbursement of the sums paid following the cancellation of the orders; insufficient or inadequate call centre service with respect to the number of customer service requests that, in the final analysis, also caused difficulties for some consumers in exercising the right of withdrawal. Unieuro responded by pointing out that the main causes of the increase in these case studies compared to what occurred during the moral suasion<sup>50</sup> procedure are due to the COVID-19 pandemic, which has dramatically increased online purchases and suddenly overburdened the existing structure. In any case, Unieuro has responded fully and within the deadlines to AGCM's requests for information, also sending its own defensive arguments and has proposed a list of commitments and corrective measures. On 23 December 2021, AGCM notified the decision to terminate the procedure which, while noting the rejection by AGCM of the undertakings submitted by Unieuro and Monclick. Nevertheless it takes account of them in the quantification of the penalty imposed for a total of Euro 4,300,000 (of which Euro 4,000,000 to Unieuro and Euro 300,000 to Monclick), net of the reduction of Euro 1,600,000 in consideration of the commitments undertaken by the companies. Unieuro and Monclick paid the penalty and on 21 February 2022 they sent a compliance report, explaining the measures implemented to remove the sanctioned conduct. The Companies have simultaneously filed an appeal against the sanctions measure with the TAR Lazio. AGCM requested a further hearing on 21 March 2022 in order to discuss the compatibility of the measures implemented by Unieuro and Monclick.

## 3.3. Providers

### 3.3.1. The Unieuro supply chain

Unieuro uses highly qualified and recognised suppliers, among the major players in the electronics and IT market, for the delivery of products that are marketed by the Group through direct and indirect channels.

The supply of products is mainly through direct purchases from subsidiaries of multinationals and national companies present and with headquarters in the EU territory: a residual share of acquisitions is through distributors present in the Italian territory.

Through the conclusion of commercial agreements of annual duration (solar and/or fiscal) with the panel of selected suppliers, formalised through direct orders to the companies, Unieuro acquires

<sup>50</sup> See previous NFD.

different types of goods, which are delivered via a logistics platform or directly to the point of sale, and subsequently sold to the end consumer.

In addition to what has been described above, Unieuro also directly imports EU/non-EU private-brand products (about 2.9% of total company turnover, net of VAT). All non-EU articles comply with existing European regulations (such as Directive 2002/95/EC or RoHS – *Restriction of Hazardous Substances Directive*) and are therefore subject to analysis and subsequent certification by third parties. The certificates are available on a portal accessible by Unieuro and from its intermediary on the Italian market. Therefore, the risk index in terms of non-product safety is almost minimal, also confirmed by the fact that Unieuro uses producers of high size and production standards.

### 3.3.2. How suppliers are managed

The supplier selection system plays a key role in the competitiveness of Unieuro's supply on the market.

Considering the high reputational standing of the main suppliers with which Unieuro interfaces, the selection of these is based exclusively on economic criteria, although in the coming years it is intended to introduce a system that also takes into account social and environmental aspects.

The policy of selection of suppliers also includes respect for the principles of transparency, correctness and honesty, as regulated by the Code of Ethics. New potential suppliers are evaluated and chosen according to certain objective criteria, such as: the quality, the costs and services offered, the integrity, the reputation and the professionalism, as well as the absence of involvement in illicit activities. In the context of relations with the Group, suppliers are committed to ensuring the protection of child labour and workers' rights as well as the protection of a safe working environment.

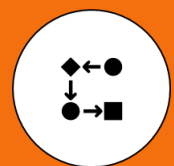
Due to the multinational nature of these suppliers, there are currently no business procedures for the prior verification of product safety and of the information to be provided during the marketing phase. This type of control is carried out by external bodies that check, at random, the real characteristics and certification of the homologation of the products in light of the current European legislation.

Unieuro is constantly communicates with its suppliers through direct meetings and telephone *calls*. The frequency – even weekly, as in the case of the relationship with Monclick – is determined on the basis of the type of supplier and the activities undertaken (product development/production). As part of these discussions, the following issues were discussed: the ability to produce and/or maintain previous commitments; the impact of logistics costs on the value of goods; and, more generally, issues related to the entire product life cycle. From these moments of discussion, no critical issues related to the quality of the product and/or the relationship with customers emerged.

With reference to the purchase of Electroline, Joiahome and Teklio exclusive brand products, Unieuro S.p.A. has entrusted the scouting and pre-selection process to an intermediary company present throughout Italy which, starting from 2018, has committed (through the signing of specific contracts) to selecting vendors who meet high quality standards and comply with the regulations in force in China, where production takes place.

## THE INTRODUCTION OF THE PRIVATE LABEL MANAGER

Since December 2020, the Company has appointed a **Private Label Manager**, who has been entrusted with the responsibility of completely redesigning the role of the brand and the processes (including the drafting of the necessary contractual *formats* such as: General conditions of supply and logistics and/or Code of Ethics, in addition to specific certifications) and the model of supply and distribution. The resource, in collaboration with Category Managers and external consultants, will need to examine in detail the current process and identify the “gaps” in order to establish appropriate improvement action plans.



## Performance indicators

### Percentage of expenditure for local suppliers (direct suppliers of Unieuro branded products)<sup>51</sup>

| Expenditure on procurement from suppliers | u.m. | 28 February 2022  | % | 28 February 2021  | %           | 29 February 2020  | %           |
|---|------|-------------------|---|-------------------|-------------|-------------------|-------------|
| Local (Italy)                             |      | 3,230,000         |   | 3,000,000         | 12%         | 3,000,000         | 11%         |
| Foreign                                   | Euro | 14,078,000        |   | 22,800,000        | 88%         | 24,500,000        | 89%         |
| <b>Total</b>                              |      | <b>17,308,000</b> |   | <b>25,800,000</b> | <b>100%</b> | <b>27,500,000</b> | <b>100%</b> |

The decline in the purchase volume (total expenditure for procurement from suppliers) relating to the year 2021/22, compared to the previous year, is mainly attributable to the effect of the COVID-19 pandemic on the development path of own-brand products. The pandemic crisis has, in fact, caused objective relational difficulties with the main suppliers, causing a slowdown in the development and import of own-brand products.

With regard to Monclick, it should be noted that, following the progressive increase in the drop ship percentage<sup>52</sup> from Unieuro (in the year 2021/22, it reached peaks of 85%), the purchases of goods made by the company independently, in which other suppliers are added, have a lesser impact. Among the number of suppliers other than Unieuro, are Techdata, Ingram Micro and Vela. All Monclick suppliers are carefully chosen, preferring those who have implemented rating and quality systems. The total cost of provision from suppliers (all local) amounts to about Euro 64.3 million.

The handling of the goods and the shipment take place at the Piacenza site and the service is regulated by market conditions, on the basis of intercompany contracts. The purchase order from the supplier is completed only after the sales order has been made to the customer.

In Monclick's procurement activities, the main risk is theft or loss of goods from the logistics site or courier en route to the customer: both the carriers and the logistics site have taken all necessary precautions (including insurance coverage) in order to mitigate this risk. During the period considered, there were no significant episodes of this type.

### 3.4. Community

After the success of the first two books, the third volume "#Cuoricone - il coraggio di alzare lo sguardo" was presented



Unieuro participated as platinum sponsor in the exhibition "Dante, la visione dell'arte" in the city of Forlì



Unieuro has sought to engage in the PRIME CENTER project (Prevention Rehabilitation Integration in Medicine), a multifunctional centre for rehabilitation and integrative medicine.



<sup>51</sup> For the FY 2021-22, the data refer to Unieuro S.p.A., with reference exclusively to the Electroline and Joiahome brands.

<sup>52</sup> Sales model by which the seller sells a product to an end user without having a stock of ownership, so as to remain flexible and without fixed costs due to warehousing. Certification and homologation of products are directly borne by the distributor or, more generally, the person who places the goods on the market first. Monclick runs no such risk.

### 3.4.1. The project #Cuoriconnessi

“Fostering an ever-positive experience with technology in everyday life” implies deep responsibility and commitment, which goes beyond a simple mission. The Company is in fact aware of the fact that the evolution of digital technologies in recent years and the extraordinary diffusion of devices connected to the network are today indispensable tools for communication, work, study and entertainment.

At the same time, however, distorted behaviour such as cyberbullying has been generated. This term is an act of violence that, through the use of online applications (messaging platforms, social networks, specific sites, email), mostly involves adolescents. For young people, being connected is vital and overshadows any risk. Cyberbullying differs from bullying in the pre-digital era due to the extent of its diffusion and the anonymity behind which one can hide, which fosters indifference and amplifies aggression.

For this reason, in 2016 the #Cuoriconnessi project against cyberbullying was born, alongside the state police. This initiative confirms the company’s commitment to promoting and activating responsible behaviour in relation to technology. This is to raise awareness and inform young people, teachers and parents on a more conscious and correct use of digital devices, and to contribute to spreading the values that are at the basis of a modern and civil society.

To be able to reach everyone by speaking from the heart, to leave a mark and to create awareness through an open and sincere debate: this is the goal of #Cuoriconnessi, which tells stories and experiences of online life of children in a pragmatic, simple and direct way. Adolescents are more likely to prepare themselves for the truth if it comes from stories told by those who’ve lived it themselves.

The project, started in the first years with a series of meetings in schools and theatres all over Italy, in 2021 passed from the stage to the web because of the pandemic, which has not halted the desire to reach the new generations. On the occasion of *Safer Internet Day*, the company organised a live-streaming event that has reached more than 265 thousand students and teachers, connected from all over Italy.

In 2021/22, #Cuoriconnessi consolidated its growth path with a series of activities that today make it the national information and dissemination platform on cyberbullying and all forms of distorted use of the network. From the dedicated YouTube channel to the website [cuoriconnessi.it](http://cuoriconnessi.it), to a series of docufilms with stories lived by teenagers who have had the courage to share their experiences, to the three free books – both in print and online – containing stories from the children and their families.

The [cuoriconnessi.it](http://cuoriconnessi.it) site is at the heart of the platform. Here, in fact, all the contents that can be used, downloaded or viewed by teachers are present. In particular, you can get information about the different activities, download the three books that have been published, listen to audio stories, view docufilms or subscribe to events. All #Cuoriconnessi content is available to students, teachers and parents free of charge.

Several activities were carried out during the year:

- virtual meetings with schools (Virtual Tour): this is a unique experience, realised with the support of the State Police, that has allowed #Cuoriconnessi to meet more than tens of thousands of students from secondary schools throughout Italy. These meetings, lasting about 50 minutes, were carried out with the collaboration of the teachers, during teaching hours, with ample opportunity for students to ask specific questions to the psychologists from the State Police.
- Dedicated page on YouTube - #Cuoriconnessi WebTV: Every Tuesday at 2 p.m. on the channel dedicated to #Cuoriconnessi, interviews and further information on the subject continued.
- Books: There are three books by #Cuoriconnessi, based on real stories lived by teenagers and their parents. The books, all signed by Luca Pagliari, are today didactic texts used in hundreds of schools. 200,000 copies of the second publication “*Tu da che parte stai*” (Where do you stand?), issued in February 2021, have been distributed free of charge at all Unieuro points of sale in Italy and at the postal police and telecommunications departments in the regional capitals. The digital version of the book is available for free from [www.cuoriconnessi.it](http://www.cuoriconnessi.it) and from

major eBook stores. The third publication, “*Il coraggio di alzare lo sguardo*” (The courage to look up), which was issued in February 2022, is divided into three parts. The first, ‘Stories’, dedicated to the testimonies of young people who wanted to share their experiences, the ‘Travel notebook’ with the stories of people related to #Cuoriconnessi and the ‘Stories of the after’ with the voice of the protagonists who, in the past, have been part of this great project.

- Rimini Meeting: #Cuoriconnessi in August 2021, participated in the Rimini Meeting, with its own stand at which visitors could read and listen to the stories of #Cuoriconnessi, a very important experience that allowed the project to be brought closer to an audience which is sensitive to this subject.
- National event #Cuoriconnessi 2022: On 8 February 2022 on the occasion of *Safer Internet Day*, the company organised, for the second consecutive year, a live-streaming meeting with Italian schools, broadcast by the Teatro della Garbatella in Rome. The live-streaming meeting was attended by over 270,000 connected students, the Chief of Police Director General of Public Safety, the Head of Human Resources, Instrumental and Financial Resources Department of the Ministry of Education and the Managing Director of Unieuro.

### #CUORICONNESSI VIRTUAL TOUR

“The extraordinary participation in this event confirms the value of the “Cuoriconnessi” project and strengthens our choice to continue on the path undertaken five years ago with the State Police. Informing and sensitising children to a more conscious and correct use of technology, countering all forms of network distortion, is our commitment to spreading those values on which a modern and, above all, civil society must be based.”

*Marco Titi, Director of Marketing at Unieuro*

### SAFER INTERNET DAY 2022: THE DIRECT STREAMING OF CUORICONNESSI

“The stories of #Cuoriconnessi manage to transmit messages that would otherwise remain unheard, because we have experienced that the children open themselves to the truth only if it comes from stories told by those who have lived them themselves. The sometimes dramatic testimonies of the children gathered in recent years and all those who have seen in our activity an inspiration to start on a different path, are sufficient to justify our commitment, because everyone can and must have the opportunity to find a way out. Relationships are the most important thing: that is why “good technology” is the one that allows us to broaden horizons and break down barriers, because it represents the progress that counts. “Good technology” is knowledge and awareness, and it must enable us to become better people.”

*Giancarlo Nicosanti, Unieuro CEO*

### SUSTAINABILITY PLAN 2022–2026

#### Maintenance and development of the NoCyberbullismo project

#### CONTINUE TO PROMOTE AWARENESS-RAISING AND DIGITAL EDUCATION INITIATIVES



*The project makes it possible to increase the contacts reached with the #Cuoriconnessi initiative, and to be even closer to the community to generate shared value.*



### 3.4.2. Local community management and support

In parallel with the commitment to awareness campaigns, the Company devotes particular attention to supporting the sports in the area in which it operates and promoting the values of sport.

In 2021/22, Unieuro S.p.A., in fact, supported some teams that are protagonists of local sport. In particular, the basketball team, as the main *sponsor*, and the volleyball team. Unieuro has also sponsored the sports hall of the city of Forlì, called Unieuro Arena.

In 2021, Unieuro supported a new important initiative to promote the city of Forlì and participated as a platinum sponsor at the “Dante, la visione dell’arte” exhibition at the San Domenico Museums by the Cassa di Risparmio Foundation in Forlì in partnership with the Uffizi Gallery in Florence. The event, symbol of redemption and rebirth of the art world in a complex and difficult context that the whole world lives, allows the Society to reaffirm its closeness to the city of Forlì and its territory. The participation chosen by Unieuro provides support for the solidarity projects of Mediafriends Onlus – La Fabbrica del Sorriso, dedicated to less fortunate children. The tribute of the exhibition in Forlì is in keeping with the strong link of Unieuro to the city that has seen it grow and commit to its enhancement both in sports such as basketball and volleyball and in numerous initiatives in support of the community.

The new headquarters of Palazzo Hercolani in Forlì, officially inaugurated in May 2021, will also be a reference point and a positive exchange for the whole citizenship, in a continuous and positive flow of growth for the whole community.

## Performance indicators

### Investments for the community

| <i>Investments for the community</i> | u.m. | 28 February<br>2022 | 28 February<br>2021 | 29 February<br>2020 |
|--------------------------------------|------|---------------------|---------------------|---------------------|
| <i>Sponsorships</i>                  | Euro | 329,490             | 388,010             | 310,000             |
| <i>Donations</i>                     |      | -                   | 81,355              | -                   |

Unieuro, in addition, has chosen to engage in the PRIME CENTER (Prevention of Rehabilitation Integration in Medicine) project, a multifunctional centre dedicated to prevention of rehabilitation and integrative medicine. The centre was born from the redevelopment of a disused building located in Cesena and aims to offer those who are undergoing oncological therapies support to tolerate them better, multidisciplinary maintenance paths with high quality standards and also to healthy people so that they have the opportunity to learn to behave in a way that prevents the disease. The PRIME CENTER, besides hosting activities on nutrition, in the teaching kitchen, offers courses on integrative medicine and also physical and rehabilitative activities at the gym and the outdoor spaces of the green area. It aims to become the planning centre of a prevention team formed of biologists and psychologists that, to date, deal with prevention in the schools of Romagna but also an operational space, a physical place, dedicated to children and young people.

## 4. ENVIRONMENTAL PERFORMANCE



Approximately **99.8%** of waste is subject to **recovery, recycling or reuse**



Unieuro has implemented a **building automation** system that has **reduced the energy consumed by 20%**



Unieuro has installed **12 posts** for recharging electric vehicles at direct points of sale, **4** are in the activation and installation phase and **9** are in the processing and permitting phase



In light of the characteristics of its business, Unieuro does not detect any particular impact related to the consumption of materials. However, the Company focuses on the protection of the environment and the sustainable use of natural resources, in accordance with the environmental legislation in force.

As described in the Code of Ethics, Unieuro is committed to limiting the potential negative impacts on the surrounding territory: in fact, any type of action or behaviour potentially damaging to the environment in which it operates is condemned.

### 2.1. Waste management

Unieuro, as a distributor of electrical and electronic equipment, falls within the regulatory obligations of Legislative Decree 121/2016 and 49/2014, which regulate the management of the so-called WEEE – waste electrical and electronic equipment – from collection to collection and transportation of the same by distributors. Failure to do so may lead to administrative and criminal penalties.

The collection methods vary according to the “size” of the WEEE: if they are small<sup>53</sup>, they can be delivered free of charge by the customer to any Unieuro point of sale with no obligation to buy a new equivalent appliance (so-called “one-for-zero”). The subsequent collection and disposal of these WEEE is entrusted to an external company. In the case of large WEEE, however, the customer can only return the appliance if they purchase a new product with the same usage conditions (so-called “one-for-one”).

To ensure the application and consequent compliance with the various regulations, Unieuro uses a specific operating manual that details the roles and responsibilities involved in managing WEEE disposal in specific areas within the Company’s sales outlets: in these areas are special containers for disposing of WEEE waste, which indicate whether the equipment is dangerous or not. The use of “UNICONSEGNA” management software by Unieuro ensures the traceability of the operation, sending an alert if such waste remains in the warehouse for more than 45 days or reaches a maximum weight of 3.5 tons. Once these limits have been reached, the waste is delivered to the conveyor for disposal.

Monclick has entrusted the collection of WEEE to specialised external companies, which provide cards for the disposal of the equipment. Once deposited and having reached the above limits, WEEE is delivered to the conveyor for disposal.

<sup>53</sup> Small WEEE are those with the longest side less than 25 cm.

Logistics is responsible for managing the WEEE disposal process on a local level by employing operators employed by the company for the continuous monitoring of procedures. Logistics employees carry out audits on the stores to verify compliance with the “operating manual – WEEE procedures” as well as the correct filing of documentation. To facilitate management, the Company uses the RAEEgest portal through which it is possible to consult manuals and other necessary information.

Among the management systems adopted to assess the achievement of objectives and to collect reports/complaints from stakeholders, a team e-mail address has been created to which the points of sale can send the inefficiencies recorded by Unieuro employees.

In addition to the WEEE, the Company produces urban waste deriving from ordinary office activities and the operational management of the stores, which mainly consist of mixed packaging, toners and cartridges. The Company has a company policy regarding waste management, as indicated also in the Code of Ethics. This aims at ensuring the continuous improvement of the service provided to the points of sale, evaluating and testing new suppliers to compare the levels of service and necessity, and verifying that they have the necessary authorisations, registrations or communications to carry out the activities. In addition to this, effectively controlling the waste management process avoids the risk of loss in the transport chain (from the manufacturer to the provider who carries out the correct disposal).

In addition, the rules for the correct differentiation of municipal solid waste (MSW) have been posted in the Group's internal rooms: paper, plastic and aluminium, wet and undifferentiated fraction. Specifically, to reduce the amount of space occupied and promote circularity, compactors and presses for paper and cardboard waste have been installed. All types of waste are collected in accordance with the laws in force through specialised companies authorised for the purpose: waste is managed by a third party in circumstances where a public service is not available or a high cost is involved or the operating conditions are not compatible with the normal activities of the points of sale. In the case of a third party, verification of the correct conclusion of the collection and disposal cycle is ensured by the collection (also via web) of the fourth copy of the waste collection forms. With regard to hazardous waste, represented by the air conditioning filters, a dedicated collection service has been launched with quantity tracking on the appropriate record.

## Performance indicators

### Total weight of WEEE waste disposed of<sup>54</sup>

| <i>WEEE waste disposed of</i> | <i>u.m.</i> | <b>28 February<br/>2022</b> | <b>28 February<br/>2021</b> | <b>29 February<br/>2020</b> |
|-------------------------------|-------------|-----------------------------|-----------------------------|-----------------------------|
| <i>Disposal</i>               |             | 21,038                      | 17,377                      | 14,556                      |
| <b>Total</b>                  | <i>ton</i>  | <b>21,038</b>               | <b>17,377</b>               | <b>14,556</b>               |

The increase in the amount of WEEE waste disposed between 2020/21 and 2021/22 is largely due to the higher amount of WEEE collected and managed by the Group as a result of increased point-of-sale and web sales activity.

<sup>54</sup> The data in tons was calculated as “number of pieces product category per estimated average weight product category”. The data of the company Monclick are the result of estimates, calculated from the data provided by the company that manages waste disposal.

**Total weight of waste by type and disposal methods<sup>55</sup>**

| <b>Waste produced</b>            | <b>u.m.</b> | <b>28 February 2022</b> | <b>28 February 2021</b> |
|----------------------------------|-------------|-------------------------|-------------------------|
| <i>Total non-hazardous waste</i> | <i>ton</i>  | 3,403                   | 2,816                   |
| <i>Total hazardous waste</i>     |             | 5                       | 5                       |
| <b>Total waste produced</b>      | <b>ton</b>  | <b>3,408</b>            | <b>2,821</b>            |

| <b>Waste intended for disposal</b>         | <b>u.m.</b> | <b>28 February 2022</b> | <b>28 February 2021</b> |
|--|-------------|-------------------------|-------------------------|
| <b>Non-hazardous waste</b>                 |             |                         |                         |
| <i>Landfill</i>                            | <i>ton</i>  | -                       | 1                       |
| <i>Other disposal operations</i>           |             | 5                       | -                       |
| <b>Total non-hazardous waste</b>           | <b>ton</b>  | <b>5</b>                | <b>1</b>                |
| <b>Hazardous waste</b>                     |             |                         |                         |
| <i>Landfill</i>                            | <i>ton</i>  | -                       | 5                       |
| <i>Incineration (with energy recovery)</i> |             | 1                       | -                       |
| <b>Total hazardous waste</b>               | <b>ton</b>  | <b>1</b>                | <b>5</b>                |
| <b>Total waste intended for disposal</b>   | <b>ton</b>  | <b>6</b>                | <b>6</b>                |

| <b>Waste not intended for disposal</b>       | <b>u.m.</b> | <b>28 February 2022</b> | <b>28 February 2021</b> |
|--|-------------|-------------------------|-------------------------|
| <b>Non-hazardous waste</b>                   |             |                         |                         |
| <i>Other recovery operations</i>             | <i>ton</i>  | 2,956                   | 2,815                   |
| <i>Recycling</i>                             |             | 438                     | -                       |
| <i>Preparation for reuse</i>                 |             | 4                       | -                       |
| <b>Total non-hazardous waste</b>             | <b>ton</b>  | <b>3,398</b>            | <b>2,815</b>            |
| <b>Hazardous waste</b>                       |             |                         |                         |
| <i>Other recovery operations</i>             |             | 4                       | -                       |
| <b>Total hazardous waste</b>                 | <b>ton</b>  | <b>4</b>                | <b>-</b>                |
| <b>Total waste not intended for disposal</b> | <b>ton</b>  | <b>3,402</b>            | <b>2,815</b>            |

During the financial year 2021/22, the quantity of waste produced, equal to 3,408 tons, increased by 21% compared to the previous year, although 99.8% is intended for recovery, recycling or reuse. Almost all of the waste produced by Unieuro belongs to the category of non-hazardous waste (99.9%). The latter, in large part, is not intended for disposal: about 87% of the waste has been recovered, while the remaining 13% is subject to recycling or reuse. Similarly, hazardous waste is also intended to be recovered. All waste treatment operations take place at an external site.

<sup>55</sup> In the light of the update of the waste standard (GRI 306 waste version 2020), it was considered appropriate to update the data for FY 2020-21 according to the new requirements. The data refer to Unieuro S.p.A. and were provided by the company that is responsible for the collection of waste, which releases a document monthly at each store stating the weight of the waste collected. The subsidiary Monclick S.r.l., during the reference period, produced around 0.72 tons of non-hazardous waste, which was disposed of on-site, except for 0.15 tons that was disposed of at an external site.

## SUSTAINABILITY PLAN 2022–2026

### Circular economy: reduction of plastic

In order to promote a circular economy in which the use of plastic products has been discouraged, Unieuro has set itself the objective of acting in this respect, in response to the so-called “Plastic Tax”, through a gradual reduction of plastic for the packaging of Electroline and Teklio (Private Label).



In order to comply with the Sustainability Plan, Unieuro will establish an ad-hoc measurement system in FY 2022-23 to track the quintals of eco-friendly plastics used.

## 2.2. Energy consumption and emissions

The increasingly strong correlation between climate change and energy use has prompted Unieuro to launch an ambitious project aimed at limiting the Group’s carbon impact on the environment through initiatives that envisage the reduction of CO<sub>2</sub> emissions at both Scope 1 and Scope 2 levels. The reduction of emissions from proprietary/controlled sources (Scope 1) is mainly pursued through a plan to optimise the energy efficiency of the point of sale network, while the reduction of emissions in Scope 2 is achieved through the purchase of energy from renewable sources.

With regard to the first initiative, Unieuro has committed itself to innovating its energy consumption models with the aim of optimising the most energy-efficient systems during the necessary maintenance and maintaining and/or increasing economic savings. This is pursued through various actions of energy efficiency, including extending the installations of building automation systems in points of sale that make it possible to manage, in an integrated and intelligent way, all the plants of a given building, effectively controlling the electrical systems such as lighting, heating and air conditioning, intrusion and fire alarms<sup>56</sup>. The installation of efficiency systems has therefore enabled a reduction in consumption of about 20%. In addition, the obsolete lighting systems have been replaced with LED devices that allow an estimated energy saving of about 50% and the air conditioning systems replaced with high-efficiency machines.

The second initiative, on the other hand, aims to purchase electricity with “green” certification at source. In the fiscal year 2021/22, these purchases covered 58% of the total with the objective of reaching 100% by the current year. Both of these actions are included in the 2022–2026 Sustainability Plan.

The Monclick office is located in a low environmental impact building, “LEED platinum” certified, and equipped with the most modern systems for the improvement and optimisation of energy consumption.

## ENERGY EFFICIENCY INITIATIVES

Also with Enel X, Unieuro S.p.A. has launched an energy efficiency project that involves the installation of stations for charging electric vehicles outside at direct points of sale. To date 12 posts are active, 4 are in the activation and installation phase and further 9 are in the processing and *permitting* phase.



The Company is evaluating the possibility of extending the project in order to contribute, albeit indirectly, to the spread of electric mobility with benefits in terms of reducing emissions, but also creating the loyalty of new customers (owners of electric vehicles).

<sup>56</sup> For further details, please refer to the Annual Report 2021/22 and the “Taxonomy” paragraph of this NFD.

As shown in the tables below, electricity consumption (249,396 GJ) increased by about 7% compared to the previous year following the post-COVID-19 recovery, which saw first a partial recovery, and then the complete reopening of the stores. However, compared to higher consumption, the relative emissions, equal to 15,502 tCO<sub>2</sub>e (calculated according to the *location-based* approach), were down by 54% compared to the previous year thanks to the increased use of electricity from renewable sources (certified with GO) that, by its nature, it has zero emissions. These certified purchases, which began during FY 2020/21, will continue in the current year in order to cover all requirements.

On the other hand, as a consequence of an increase in the number of days the Roma Settebagni shop is open, with a consequent increase in the operating hours of the power generation plant, diesel consumption increased by 17% compared to last year, resulting in 349 tCO<sub>2</sub>e of carbon dioxide being emitted. With the aim of reducing the negative impact on the environment, Unieuro is considering the construction of a transformation booth, although delays have occurred due to the prolonged pandemic situation.

Finally, the resumption of post-pandemic business activity has led to an increase in staff movements, highlighted by a 52% increase in mileage. This has meant that the emissions related to fuel consumption for the movement of Unieuro S.p.A. personnel are more than doubled compared to the previous year.

## Performance indicators

### Indirect energy consumption<sup>57</sup>

| <b>Electricity for the operation of offices</b> | <b>u.m.</b> | <b>28 February 2022</b> | <b>28 February 2021</b> | <b>29 February 2020</b> |
|---|-------------|-------------------------|-------------------------|-------------------------|
| <i>Electricity</i>                              | <i>kWh</i>  | 69,276,642              | 64,612,473              | 67,550,741              |
|   | <i>GJ</i>   | 249,396                 | 232,605                 | 243,183                 |
| <i>of which from non-renewable sources</i>      | <i>%</i>    | 43%                     | 100%                    | 100%                    |

### Emissions generated by indirect energy consumption<sup>58</sup>

| <b>Indirect emissions - Scope 2</b>           | <b>u.m.</b>              | <b>28 February 2022</b> | <b>28 February 2021</b> | <b>29 February 2020</b> |
|---|--------------------------|-------------------------|-------------------------|-------------------------|
| <b>Location-based approach</b>                |                          |                         |                         |                         |
| <i>Emissions from electricity consumption</i> | <i>t CO<sub>2</sub>e</i> | 15,502                  | 33,405                  | 22,697                  |
| <b>Market-based approach</b>                  |                          |                         |                         |                         |
| <i>Emissions from electricity consumption</i> | <i>t CO<sub>2</sub>e</i> | 13,762                  | 29,657                  | 31,479                  |

### Direct fuel consumption for the operation of offices and points of sale<sup>59</sup>

| <b>Fuel from non-renewable sources</b> | <b>u.m.</b>   | <b>28 February 2022</b> | <b>28 February 2021</b> | <b>29 February 2020</b> |
|--|---------------|-------------------------|-------------------------|-------------------------|
| <i>Diesel</i>                          | <i>Litres</i> | 139,000                 | 118,995                 | 119,103                 |
|  | <i>GJ</i>     | 4,996                   | 4,534                   | 4,544                   |

<sup>57</sup> Unieuro S.p.A. data was obtained by accessing the energy supplier portal. *Monclick* was calculated using actual consumption for the months of 2021, while an estimate was made for the months of 2022 due to the company's relocation.

<sup>58</sup> As suggested by the standard, the calculation was carried out according to the market-based and location-based methodologies using the European Residual Mixes sources "AIB" Update, respectively. 31.05.2021 (MB value) and Terna International comparisons 2019-2020 (LB value). Therefore, the data for FY 2020/21 and FY 2019/20 have also been corrected in line with the requirements of the standard.

<sup>59</sup> Data obtained from the utility bills sent by the supplier. The figure excludes the subsidiary *Monclick S.r.l.* as it does not consume fuels.

**Emissions generated by direct fuel consumption<sup>60</sup>**

| <b>Direct emissions - Scope 1</b> | <b>u.m.</b>                   | <b>28 February 2022</b> | <b>28 February 2021</b> | <b>29 February 2020</b> |
|-----------------------------------|-------------------------------|-------------------------|-------------------------|-------------------------|
|                                   | <i>t</i><br>CO <sub>2</sub> e | 349                     | 303                     | 309                     |

**Personnel journey mileage<sup>61</sup>**

| <b>Personnel journey mileage</b> | <b>u.m.</b> | <b>28 February 2022</b> | <b>28 February 2021</b> | <b>29 February 2020</b> |
|----------------------------------|-------------|-------------------------|-------------------------|-------------------------|
| <i>Private cars</i>              |             | 295,686                 | 232,333                 | 728,772                 |
| <i>Company cars</i>              | <i>km</i>   | 3,380,385               | 2,178,262               | 3,758,756               |
| <b>Total mileage</b>             |             | <b>3,676,071</b>        | <b>2,410,595</b>        | <b>4,487,528</b>        |

**Emissions generated by direct and indirect fuel consumption<sup>62</sup>**

| <b>Direct and indirect emissions - Scope 3</b>              | <b>u.m.</b>                   | <b>28 February 2022</b> | <b>28 February 2021</b> | <b>29 February 2020</b> |
|---|-------------------------------|-------------------------|-------------------------|-------------------------|
| <i>Indirect emissions for consumption with private cars</i> | <i>t</i><br>CO <sub>2</sub> e | 52                      | 41                      | 132                     |
| <i>Direct emissions for consumption with company cars</i>   | <i>t</i><br>CO <sub>2</sub> e | 955                     | 383                     | 679                     |
| <b>Total emissions for staff travel</b>                     | <i>t</i><br>CO <sub>2</sub> e | <b>1,007</b>            | <b>424</b>              | <b>811</b>              |

**2.3. Consumption of resources**

Unieuro, not carrying out production activities in the strict sense, does not have any particular impact on material consumption.

The printing of advertising leaflets, commissioned to third-party suppliers, represents the most significant activity in terms of consumption of raw materials for Unieuro S.p.A., unlike Monclick, which mainly carries out its advertising activities online.

In the financial year 2021/22, approximately 26 million copies of advertising material were distributed nationwide, a decrease of 43% compared to the previous year (46 million).

The Company, in fact, has decided to implement a series of activities aimed at promoting the reduction of material consumption. During the COVID-19 pandemic, Unieuro's initiative on the cutting of paper copies continued, with the launch of three promotional campaigns in paper/digitally optimised mode, with the objective of reducing paper use to 60%. The remaining promotional campaigns were delivered exclusively in full digital mode, net of the newly opened campaigns, relocation and refurbishment that still use traditional printing.

**Performance indicators****Consumption of resources<sup>63</sup>**

| <b>Consumption of paper</b> | <b>u.m.</b> | <b>28 February 2022</b> | <b>28 February 2021</b> | <b>29 February 2020</b> |
|-----------------------------|-------------|-------------------------|-------------------------|-------------------------|
| <i>Consumption of paper</i> | <i>q</i>    | 5,720                   | 10,733                  | 69,300                  |

<sup>60</sup> The conversion factors of the Department for Environment, Food and Rural Affairs (DEFRA) 2021 were used to calculate the emissions.

<sup>61</sup> The mileage of company cars is derived from the fuel cards; the mileage of private cars is estimated starting from employee expense reimbursements and dividing the total monetary value by the average cost of fuel Euro 0.28. For the year 2021/22, in line with the previous year, the figure shown excludes taxi costs as not available. The figure excludes the subsidiary Monclick S.r.l. as not significant.

<sup>62</sup> The conversion factors of the Department for Environment, Food and Rural Affairs (DEFRA) 2021 were used to calculate the emissions.

<sup>63</sup> The calculation of paper consumption was estimated by multiplying the number of copies purchased and distributed (26 million) by the average weight of 22 grams.

### SUSTAINABILITY PLAN 2022–2026

#### Initiatives to reduce resource consumption

In line with the Sustainability Plan, in 2022 Unieuro continued its pallet recovery project for reuse in relation to the “HUB circuit” (Territorial Logistic Platforms that manage Home Delivery).

Unieuro’s goal for the next few years will be to recover 60% of the total pallets acquired (compared to about 35% in FY 2021/22) and to purchase 50% of the pallets made of recycled plastic. As far as product lines are concerned, Unieuro has set itself the objective of gradually reducing the use of plastics for the packaging of Electroline and Teklio (Private Label) with the development, by the end of 2023, of a related measurement system.





## PROCEDURAL NOTE

The Consolidated Non-Financial Statement (hereinafter also referred to as the “Disclosure” or “NFD”) of the Unieuro Group (hereinafter also referred to as the “Group”), drawn up in accordance with Italian Legislative Decree 254/2016 implementing Directive 2014/95/EU, presents information and data on the policies practised and the management of environmental, social, personnel-related issues, respect for human rights and the fight against active and passive corruption, useful to ensure the understanding of the activities carried out by the Group in these areas, its performance, the results achieved and the impacts deriving from them. The Disclosure also illustrates the main non-financial risks, i.e. ESG (Environmental, Social and Governance) risks and the related management methods.

The Disclosure is prepared in compliance with the GRI Sustainability Reporting Standards defined by the Global Reporting Initiative<sup>64</sup> (GRI), according to the “in accordance Core” option. At the end of the NFD is the GRI Content Index table, which provides a summary of the GRI Standards used and lists all the information included in this document. The recommendations, “priorities related to non-financial statements”, which ESMA has published in its 2021 Annual Declaration, have also been considered in the preparation of this document.

The extent and quality of the reporting reflect the principle of materiality, an element foreseen by the relevant legislation and characterising the GRI Standards: the topics dealt with in the Disclosure are those that, after careful evaluation, have been considered relevant as able to reflect the social and environmental impacts of the Group's activities or to influence the decisions of its stakeholders.

From FY 2020/21, as provided for in art. 5 of Italian Legislative Decree 254/2016 *“Placement of the Disclosure and advertising regime”*, this document constitutes a separate report from the Report on Operations and therefore marked with specific wording, in order to be clearly identified as the document that contains the non-financial information required by regulations.

For information on the NFD, contact [investor.relations@unieuro.it](mailto:investor.relations@unieuro.it). The document is also available on the corporate website [www.unieurospa.com](http://www.unieurospa.com), in the “Sustainability” section.

As required by Legislative Decree 254/2016, the Disclosure is published annually and is subject to a judgement of conformity of the information provided with respect to the requests of the aforementioned Decree and the standard used by the statutory auditor of the statutory financial statements.

The letter to the stakeholders of this Disclosure integrates and completes the letters from the Chair and the Chief Executive Officer included at the opening of the Financial Report as at 28 February 2022

### Reporting scope

The qualitative and quantitative information contained in the Disclosure refers to the performance of the Unieuro Group for the year ended 28 February 2022. The term “Unieuro” or “Group” refers to the group of companies composed of the parent company Unieuro S.p.A. and its wholly-owned subsidiary Monclick S.r.l., while the term “Unieuro S.p.A.” or “Company” refers exclusively to the parent company Unieuro S.p.A.

In order to facilitate understanding on the evolution of sustainability performance, quantitative information is presented over a three-year period.

Finally, it should be noted that some issues and indicators may have a different reporting scope compared to the one relating to the Group, if these have been assessed by management as not relevant for a specific company in consideration of its activities carried out. In this case, in the text, the reference scope of the topic/indicator is clearly explained.

<sup>64</sup> The Global Reporting Initiative is a non-profit organisation founded in Boston in 1997 with the aim of creating a useful support to the reporting of the sustainable performance of organisations of any size, belonging to any sector and country in the world. In 2001, it was recognised as an Independent Body by the United Nations and in 2002 the UNEP (United Nations Environment Program) formally recognised and shared its principles by inviting all UN Member States to identify an official headquarters as a body recognised by the United Nations.

## Perimeter of material issues of the Group

The following table summarises the scope of each material issue, highlighting the entities within and outside the Group that are involved in the possible impacts that these imply. Furthermore, it should be noted that, where the issue does not concern the entire Group, the company excluded from the scope of consolidation was considered irrelevant in consideration of the type of activity performed.

| Material issues   | Internal perimeter | External perimeter    |
|---|--------------------|-----------------------|
| <b>Safety of products on the market</b>                         | <b>Group</b>       | <b>Providers</b>      |
| <b>Combat against corruption</b>                                | <b>Group</b>       | <b>-</b>              |
| <b>Consumer privacy protection</b>                              | <b>Group</b>       | <b>Clients</b>        |
| Health and safety of employees and collaborators                | Group              | Logistics cooperative |
| Transparency of information on products and offers to customers | Group              | Providers             |
| Diversity and equal opportunities                               | Group              | -                     |
| Staff training and career development                           | Group              | -                     |
| Selection and management of suppliers                           | Group              | Providers             |
| Waste management  | Group              | -                     |
| Consumption of resources and emissions                          | Group              | -                     |
| Support for local communities                                   | Unieuro S.p.A.     | -                     |
| Resilience and economic balance                                 | Group              | -                     |
| Customer centricity and innovation                              | Group              | Clients               |

The table below shows the correlation between the aspects of Legislative Decree 254/2016, the material issues and indicators envisaged by the GRI Standards Sustainability Reporting Guidelines.

| Aspects of Legislative Decree 254/2016 | Material issues                        | Perimeter of material issues             | Number and title of the GRI information               | GRI Standards   |
|--|--|--|---|---|
| <b>Environment</b>                     | Consumption of resources and emissions | Unieuro Group                            | GRI 301: Materials (2016)                             | GRI 301-1   |
|  |  |  | GRI 302: Energy (2016)                                | GRI 302-1   |
|  |  |  | GRI 305: Emissions (2016)                             | GRI 305-1<br>GRI 305-2<br>GRI 305-3                           |
|  | Waste management                       | Unieuro Group                            | GRI 306: Waste (2020)                                 | GRI 306-1<br>GRI 306-2<br>GRI 306-3<br>GRI 306-4<br>GRI 306-5 |
| -                                      | Unieuro Group                          | GRI 307: Environmental Compliance (2016) | GRI 307-1   |   |
| <b>Company</b>                         | Selection and management of suppliers  | Unieuro Group                            | GRI 102: General Information (2016)                   | GRI 102-9   |
|  |  |  | GRI 308: Environmental assessment of suppliers (2016) | GRI 308-1   |
|  |  |  | GRI 414: Social assessment of suppliers               | GRI 414-1   |

| Aspects of Legislative Decree 254/2016 | Material issues   | Perimeter of material issues | Number and title of the GRI information  | GRI Standards   |
|--|---|------------------------------|--|---|
|  |   |                              | (2016)   |   |
|  | Consumer privacy protection                                     | Unieuro Group                | GRI 418: Customer privacy (2016)   | GRI 418-1   |
|  | Safety of products on the market                                | Unieuro Group                | GRI 416: Health and safety of consumers (2016)   | GRI 416-2   |
|  | Support for local communities                                   | Unieuro S.p.A.               | GRI 413: Local communities (2016)  | GRI 413-1   |
|  |   | Unieuro Group                | GRI 207: Taxes (2019)  | GRI 207-1<br>GRI 207-2<br>GRI 207-3<br>GRI 207-4  |
|  | Transparency of information on products and offers to customers | Unieuro Group                | GRI 417: Marketing and labelling (2016)  | GRI 417-1<br>GRI 417-2<br>GRI 417-3   |
|  | -   | Unieuro Group                | GRI 206: Anti-Corruption Conduct (2016)  | GRI 206-1   |
|  | -   | Unieuro Group                | GRI 419: Socio-economic Compliance (2016)  | GRI 419-1   |
|  | Resilience and economic balance                                 | Unieuro Group                | GRI 201: Economic value generated and distributed (2016)<br>GRI 207: Tax (2019)          | GRI 201-1<br>GRI 207-1<br>GRI 207-2<br>GRI 207-3<br>GRI 207-4                           |
|  | Customer centricity and innovation                              | Unieuro Group                | GRI 103: management approach<br>NPS project (for more details see Annual Report 2021/22) | GRI 103   |
| <b>Personal</b>                        | Diversity and equal opportunities                               | Unieuro Group                | GRI 102: General Information (2016)  | GRI 102-8   |
|  |   |                              | GRI 401: Employment (2016)   | GRI 401-1   |
|  |   |                              | GRI 405: Diversity and equal opportunities (2016)  | GRI 405-1<br>GRI 405-2  |
|  | Staff training and career development                           | Unieuro Group                | GRI 404: Training and education (2016)   | GRI 404-1<br>GRI 404-3  |
|  | Health and safety of employees and collaborators                | Unieuro Group                | GRI 403: Occupational health and safety (2018)   | GRI 403-1<br>GRI 403-2<br>GRI 403-3<br>GRI 403-4<br>GRI 403-5<br>GRI 403-6<br>GRI 403-7 |

| Aspects of Legislative Decree 254/2016            | Material issues                   | Perimeter of material issues | Number and title of the GRI information           | GRI Standards                       |
|---|-----------------------------------|------------------------------|---|-------------------------------------|
|   |                                   |                              |   | GRI 403-9<br>GRI 403-10             |
| <b>Diversity of governance and control bodies</b> | Diversity and equal opportunities | Unieuro Group                | GRI 102: General Information (2016)               | GRI 102-22                          |
|   |                                   |                              | GRI 405: Diversity and equal opportunities (2016) | GRI 405-1                           |
| <b>Combat against corruption</b>                  | Combat against corruption         | Unieuro Group                | GRI 205: Anti-corruption (2016)                   | GRI 205-1<br>GRI 205-2<br>GRI 205-3 |
| <b>Human Rights</b>                               | -                                 | Unieuro Group                | GRI 406: Non-discrimination (2016)                | GRI 406-1                           |

## GRI CONTENT INDEX

The following table summarises the Group's information using the "in accordance Core" option of the GRI Standards. For each information, the following are indicated: the reference number of the information, the page numbers where the information can be found in this document or in other reference documents, as well as any notes and/or omissions, where applicable.

| GRI Standard  | Description   | References  | Notes/omissions |
|---------------|---|---|-----------------|
|               | <b>General Standards</b>                                      |   |                 |
| <b>102</b>    | <b>General Disclosure (2016)</b>                              |   |                 |
|               | <b>Organisational Profile</b>                                 |   |                 |
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| <b>102-2</b>  | Activities, brands, products, and services                    | pp 6-8  |                 |
| <b>102-3</b>  | Location of headquarters                                      | p 6   |                 |
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| <b>102-7</b>  | Scale of the organization                                     | pp 6-8; 60-62;<br>Annual Financial Report as at February 2022   |                 |
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| <b>102-13</b> | Membership of associations                                    | pp 6-8  |                 |
|               | <b>Strategy</b>   |   |                 |
| <b>102-14</b> | Statement from senior decision-maker                          | Letter to the stakeholders<br>Annual Financial Report as at February 2022 ( <i>Letter from the Chair to the shareholders, Letter from the CEO to the shareholders</i> ) |                 |
| <b>102-15</b> | Key impacts, risks, and opportunities                         | pp 25-29<br>Annual Financial Report as at February 2022   |                 |
|               | <b>Ethics and Integrity</b>                                   |   |                 |
| <b>102-16</b> | Values, principles, standards, and norms of behavior          | pp 6-7; 23-24   |                 |
|               | <b>Governance</b>   |   |                 |
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| <b>102-22</b> | Composition of the highest governance body and its committees | pp 18-22  |                 |
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|               | <b>Stakeholder Engagement</b>                                 |   |                 |
| <b>102-40</b> | List of stakeholder groups                                    | pp 8-10   |                 |
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| <b>102-44</b> | Key topics and concerns raised                                | pp 8-10   |                 |
|               | <b>Reporting Process</b>                                      |   |                 |
| <b>102-45</b> | Entities included in the consolidated financial statements    | pp 73-76  |                 |
| <b>102-46</b> | Defining report content and topic Boundaries                  | pp 74-76  |                 |

|        |  |                         |  |
|--------|--|-------------------------|--|
| 102-47 | List of material topics                                  | pp 13; 74-76            |  |
| 102-48 | Restatements of information                              | pp 73-76                |  |
| 102-49 | Changes in reporting                                     | pp 73-76                |  |
| 102-50 | Reporting period   | pp 73-76                |  |
| 102-51 | Date of most recent report                               | pp 73-76                |  |
| 102-52 | Reporting cycle  | pp 73-76                |  |
| 102-53 | Contact point for questions regarding the report         | pp 73-76                |  |
| 102-54 | Claims of reporting in accordance with the GRI Standards | pp 73-76                |  |
| 102-55 | GRI content index  | pp 77-80                |  |
| 102-56 | External assurance                                       | Independent Report KPMG |  |

### Topic Specific Standards

| GRI Standard | Description   | References | Notes/omissions  |
|--------------|---|------------|--|
| <b>200</b>   | <b>Economic Performance (2016)</b>  |            |  |
| 103          | Management approach   | pp 29; 38  |  |
| 201-1        | Direct economic value generated and distributed                                 | pp 29-30   |  |
| <b>202</b>   | <b>Market Presence (2016)</b>   |            |  |
| 103          | Management approach   | p 38       |  |
| 202-2        | Proportion of senior management hired from the local community                  | p 39       |  |
| <b>203</b>   | <b>Indirect economic impacts (2016)</b>   |            |  |
| 103          | Management approach   | pp 62-65   |  |
| 203-1        | Infrastructure investments and services supported                               | pp 62-65   |  |
| <b>204</b>   | <b>Procurement Practices (2016)</b>   |            |  |
| 103          | Management approach   | pp 60-61   |  |
| 204-1        | Proportion of spending on local suppliers                                       | p 62       |  |
| <b>205</b>   | <b>Anti-corruption (2016)</b>   |            |  |
| 103          | Management approach   | pp 22-24   |  |
| 205-1        | Operations assessed for risks related to corruption                             | p 24       |  |
| 205-2        | Communication and training about anti-corruption policies and procedures        | pp 22-24   |  |
| 205-3        | Confirmed incidents of corruption and actions taken                             | p 24       |  |
| <b>206</b>   | <b>Anti-competitive Behavior (2016)</b>   |            |  |
| 103          | Management approach   | p 60       |  |
| 206-1        | Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | p 60       |  |
| <b>207</b>   | <b>Tax (2019)</b>   |            |  |
| 103          | Management approach   | p 30       |  |
| 207-1        | Approach to tax   | p 30       |  |
| 207-2        | Tax governance, control, and risk management                                    | p 30       |  |
| 207-3        | Stakeholder engagement and management of concerns related to tax                | p 30       |  |
| 207-4        | Country-by-country reporting  | N/A        | The companies of the Group are based exclusively within the Italian tax jurisdiction. Therefore, country-by-country reporting does not appear to be applicable to Unieuro. |

|              |  |              |   |
|--------------|--|--------------|---|
| <b>300</b>   | <b>Environmental Performance</b>                                   |              |   |
| <b>301</b>   | <b>Materials (2016)</b>  |              |   |
| <b>103</b>   | Management approach  | pp 66; 71-72 |   |
| <b>301-1</b> | Materials used by weight or volume                                 | pp 71-72     |   |
| <b>302</b>   | <b>Energy (2016)</b>   |              |   |
| <b>103</b>   | Management approach  | pp 66; 69-70 |   |
| <b>302-1</b> | Energy consumption within the organization                         | p 70         |   |
| <b>305</b>   | <b>Emissions (2016)</b>  |              |   |
| <b>103</b>   | Management approach  | pp 66; 70-71 |   |
| <b>305-1</b> | Direct (Scope 1) GHG emissions                                     | p 71         |   |
| <b>305-2</b> | Energy indirect (Scope 2) GHG emissions                            | p 70         |   |
| <b>305-3</b> | Other indirect (Scope 3) GHG emissions                             | p 71         |   |
| <b>306</b>   | <b>Waste (2020)</b>  |              |   |
| <b>103</b>   | Management approach  | pp 66-68     |   |
| <b>306-1</b> | Waste generation and significant waste-related impacts             | pp 66-67     |   |
| <b>306-2</b> | Management of significant waste-related impacts                    | pp 66-67     |   |
| <b>306-3</b> | Waste generated  | pp 67-68     |   |
| <b>306-4</b> | Waste diverted from disposal                                       | pp 67-68     |   |
| <b>306-5</b> | Waste directed to disposal   | pp 67-68     |   |
| <b>307</b>   | <b>Environmental Compliance (2016)</b>                             |              |   |
| <b>103</b>   | Management approach  | p 66         |   |
| <b>307-1</b> | Non-compliance with environmental laws and regulations             | -            | During the year 2021/22, there were no environmental sanctions. |
| <b>308</b>   | <b>Supplier Environmental Assessment (2016)</b>                    |              |   |
| <b>103</b>   | Management approach  | pp 61-62     |   |
| <b>308-1</b> | New suppliers that were screened using environmental criteria      | pp 61-62     |   |
| <b>400</b>   | <b>Social Performance</b>  |              |   |
| <b>401</b>   | <b>Employment (2016)</b>   |              |   |
| <b>103</b>   | Management approach  | pp 34-38     |   |
| <b>401-1</b> | New employee hires and employee turnover                           | pp 40-41     |   |
| <b>402</b>   | <b>Labor Management Relations (2016)</b>                           |              |   |
| <b>103</b>   | Management approach  | pp 49-50     |   |
| <b>402-1</b> | Minimum notice periods regarding operational changes               | pp 49-50     |   |
| <b>403</b>   | <b>Occupational Health and Safety (2018)</b>                       |              |   |
| <b>103</b>   | Management approach  | pp 45-49     |   |
| <b>403-1</b> | Occupational health and safety management system                   | pp 45-49     |   |
| <b>403-2</b> | Hazard identification, risk assessment, and incident investigation | pp 45-49     |   |
| <b>403-3</b> | Occupational health services                                       | pp 45-49     |   |
| <b>403-4</b> | Worker participation, consultation, and communication on           | pp 45-49     |   |

|        |   |                 |  |
|--------|---|-----------------|--|
|        | occupational health and safety  |                 |  |
| 403-5  | Worker training on occupational health and safety   | pp 45-49        |  |
| 403-6  | Promotion of worker health  | pp 45-49        |  |
| 403-7  | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | pp 45-49        |  |
| 403-9  | Work-related injuries   | pp 45-49        | The total number of hours worked by non-employees for fiscal year 2021/22 is unavailable because trainees' attendance hours are recorded on paper registers at the point of sale.                |
| 403-10 | Work-related ill health   | pp 45-49        |  |
| 404    | <b>Training and Education (2016)</b>  |                 |  |
| 103    | Management approach   | pp 42; 44       |  |
| 404-1  | Average hours of training per year per employee   | p 44            |  |
| 404-2  | Programs for upgrading employee skills and transition assistance programs                                     | pp 42-43        |  |
| 404-3  | Percentage of employees receiving regular performance and career development reviews                          | p 45            |  |
| 405    | <b>Diversity and Equal Opportunities (2016)</b>   |                 |  |
| 103    | Management approach   | pp 18-19; 38-39 |  |
| 405-1  | Diversity of governance bodies and employees  | pp 20-22; 38-42 | During the year 2021/22, the information relating to employees belonging to protected categories is not available. Unieuro is committed to reporting this information in future financial years. |
| 405-2  | Ratio of basic salary and remuneration of women to men  | p 41            |  |
| 406    | <b>Non-Discrimination (2016)</b>  |                 |  |
| 103    | Management approach   | p 38            |  |
| 406-1  | Incidents of discrimination and corrective actions taken  | -               | No episodes of discrimination occurred during the 2021/22 financial year.  |
| 413    | <b>Local Communities (2016)</b>   |                 |  |
| 103    | Management approach   | pp 62-65        |  |
| 413-1  | Operations with local community engagement, impact assessments, and development programs                      | pp 62-65        |  |
| 414    | <b>Supplier Social Assessment (2016)</b>  |                 |  |
| 103    | Management approach   | pp 61-62        |  |
| 414-1  | New suppliers that were screened using social criteria  | pp 61-62        |  |
| 416    | <b>Customer Health and Safety (2016)</b>  |                 |  |
| 103    | Management approach   | pp 55-56        |  |
| 416-2  | Incidents of non-compliance concerning the health and safety impacts of products and services                 | pp 55-56        |  |
| 417    | <b>Marketing and Labeling (2016)</b>  |                 |  |
| 103    | Management approach   | pp 56-58        |  |



|       |  |          |  |
|-------|--|----------|--|
| 417-1 | Requirements for product and service information and labeling                                | pp 56-58 |  |
| 417-2 | Incidents of non-compliance concerning product and service information and labeling          | pp 56-58 |  |
| 417-3 | Incidents of non-compliance concerning marketing communications                              | pp 56-58 |  |
| 418   | <b>Customer Privacy (2016)</b>   |          |  |
| 103   | Management approach  | pp 58-59 |  |
| 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | pp 58-59 |  |
| 419   | <b>Socioeconomic Compliance (2016)</b>   |          |  |
| 103   | Management approach  | pp 57-58 |  |
| 419-1 | Non-compliance with laws and regulations in the social and economic area                     | pp 57-58 |  |

Milano 11 May 2022



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(This independent auditors' report has been translated into English solely for the convenience of international readers. Accordingly, only the original Italian version is authoritative.)

## **Independent auditors' report on the consolidated non-financial statement pursuant to article 3.10 of Legislative decree no. 254 of 30 December 2016 and article 5 of the Consob Regulation adopted with Resolution no. 20267 of 18 January 2018**

*To the board of directors of  
Unieuro S.p.A.*

Pursuant to article 3.10 of Legislative decree no. 254 of 30 December 2016 (the "decree") and article 5 of the Consob (the Italian Commission for listed companies and the stock exchange) Regulation adopted with Resolution no. 20267 of 18 January 2018, we have been engaged to perform a limited assurance engagement on the 2022 consolidated non-financial statement of the Unieuro Group (the "group") prepared in accordance with article 4 of the decree and approved by the board of directors on 11 May 2022 (the "NFS").

Our procedures did not cover the information set out in paragraph "2.3.3 Taxonomy (Reg. EU 2020/852)" of the NFS required by article 8 of Regulation (EU) 852 of 18 June 2020.

### ***Responsibilities of the directors and board of statutory auditors ("Collegio Sindacale") of Unieuro S.p.A. (the "parent") for the NFS***

The directors are responsible for the preparation of an NFS in accordance with articles 3 and 4 of the decree and the "Global Reporting Initiative Sustainability Reporting Standards", issued by GRI - Global Reporting Initiative, using the "core" option, as described in the "Procedural note" section of the NFS (the "GRI Standards"), which they have identified as the reporting standards.

The directors are also responsible, within the terms established by the Italian law, for such internal control as they determine is necessary to enable the preparation of an NFS that is free from material misstatement, whether due to fraud or error.



Moreover, the directors are responsible for the identification of the content of the NFS, considering the aspects indicated in article 3.1 of the decree and the group's business and characteristics, to the extent necessary to enable an understanding of the group's business, performance, results and the impacts it generates.

The directors' responsibility also includes the design of an internal model for the management and organisation of the group's activities, as well as, with reference to the aspects identified and disclosed in the NFS, the group's policies and the identification and management of the risks generated or borne.

The *Collegio Sindacale* is responsible for overseeing, within the terms established by the Italian law, compliance with the decree's provisions.

### ***Auditors' independence and quality control***

We are independent in compliance with the independence and all other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards, the IESBA Code) issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. Our company applies International Standard on Quality Control 1 (ISQC Italia 1) and, accordingly, maintains a system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### ***Auditors' responsibility***

Our responsibility is to express a conclusion, based on the procedures performed, about the compliance of the NFS with the requirements of the decree and the GRI Standards. We carried out our work in accordance with the criteria established by "International Standard on Assurance Engagements 3000 (revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000 revised"), issued by the International Auditing and Assurance Standards Board applicable to limited assurance engagements. This standard requires that we plan and perform the engagement to obtain limited assurance about whether the NFS is free from material misstatement. A limited assurance engagement is less in scope than a reasonable assurance engagement carried out in accordance with ISAE 3000 revised, and consequently does not enable us to obtain assurance that we would become aware of all significant matters and events that might be identified in a reasonable assurance engagement.

The procedures we performed on the NFS are based on our professional judgement and include inquiries, primarily of the parent's personnel responsible for the preparation of the information presented in the NFS, documental analyses, recalculations and other evidence gathering procedures, as appropriate.



Specifically, we carried out the following procedures:

1. Analysing the material aspects based on the group's business and characteristics disclosed in the NFS, in order to assess the reasonableness of the identification process adopted on the basis of the provisions of article 3 of the decree and taking into account the reporting standards applied.
2. Analysing and assessing the identification criteria for the reporting scope, in order to check their compliance with the decree.
3. Comparing the financial disclosures presented in the NFS with those included in the group's consolidated financial statements.
4. Gaining an understanding of the following:
  - the group's business management and organisational model, with reference to the management of the aspects set out in article 3 of the decree;
  - the entity's policies in connection with the aspects set out in article 3 of the decree, the achieved results and the related key performance indicators;
  - the main risks generated or borne in connection with the aspects set out in article 3 of the decree.

Moreover, we checked the above against the disclosures presented in the NFS and carried out the procedures described in point 5.a).

5. Understanding the processes underlying the generation, recording and management of the significant qualitative and quantitative information disclosed in the NFS.

Specifically, we held interviews and discussions with the parent's management personnel. We also performed selected procedures on documentation to gather information on the processes and procedures used to gather, combine, process and transmit non-financial data and information to the office that prepares the NFS.

Furthermore, with respect to significant information, considering the group's business and characteristics:

- at parent and the subsidiary Monclick S.r.l. level:
  - a) we held interviews and obtained supporting documentation to check the qualitative information presented in the NFS and, specifically, the business model, the policies applied and main risks for consistency with available evidence,
  - b) we carried out analytical and limited procedures to check, on a sample basis, the correct aggregation of data in the quantitative information.

### **Conclusion**

Based on the procedures performed, nothing has come to our attention that causes us to believe that the 2022 consolidated non-financial statement of the Unieuro Group has not been prepared, in all material respects, in accordance with the requirements of articles 3 and 4 of the decree and the GRI Standards.



**Unieuro Group**  
*Independent auditors' report*  
28 February 2022

Our conclusion does not extend to the information set out in paragraph “2.3.3 Taxonomy (Reg. EU 2020/852)” of the NFS required by article 8 of Regulation (EU) 852 of 18 June 2020.

Bologna, 18 May 2022

KPMG S.p.A.

(signed on the original)

Andrea Polpettini  
Director of Audit