



SUSTAINABILITY REPORT 2025



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Letter to STAKEHOLDERS

In presenting the **second voluntary Sustainability Report** of the IVG Group, we wish to reaffirm the value of a path that we have chosen to undertake with conviction, responsibility and transparency.

Once again this year, we have decided to provide a concrete account of the activities, results and progress achieved across the various companies of the Group, despite the **complexity involved in integrating different experiences, organizations and sensitivities**. This very diversity represents, for us, a strength as well as a constant stimulus for improvement and for building a shared vision.

Over the past year, new milestones have been achieved in areas that are central to us: **attention to people, sustainable business development, environmental protection, safety, training, and relations with the local area and communities**.

This document **does not arise from a regulatory obligation**, but from the desire to consolidate a corporate culture founded on responsibility, consistency and long-term growth. For the IVG Group, sustainability is not a parallel project, but a way of doing business that involves every company and every person who is part of it.

With this Report, we aim to share the path we have embarked upon, acknowledging that continuous improvement is a long-term process driven by ongoing commitment, active collaboration, and a shared vision.



Daciano Aldinio-Colbachini

Chairman of the Board of Directors
and Chief Executive Officer



Dario Baessato

Executive Director and General Manager

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SUSTAINABILITY REPORT



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Sustainability in the IVG COLBACHINI GROUP



METHODOLOGICAL NOTE

This document is an **abstract** of the second voluntary Sustainability Report of the IVG Colbachini Group and describes the main ESG performance indicators for the financial year from January 1, 2025 to December 31, 2025.

Although it does not fall within the reporting obligations set out by the Corporate Sustainability Reporting Directive (CSRD) and its Italian transposition through Legislative Decree 125/2024, the IVG Colbachini Group has chosen to continue its ESG reporting journey, with the aim of promoting the progressive integration of sustainability topics across the Group's various companies.



The Report was prepared with reference to the European Sustainability Reporting Standards (ESRS) developed by EFRAG.



In 2025, a new digital platform was introduced for data collection and consolidation, with the aim of better structuring and monitoring information flows.



The reporting perimeter includes the Italian companies **Industessile Srl**, **IVG Colbachini SpA**, **Manifattura Tubi Gomma SpA**, **MIB Italiana SpA**, **Officina Meccanica Marchetti Srl**, **Rubber Pharm Srl**, **Silikoneurope Srl**, **Solera-Thermoform Group SpA** and **Transfer Gomma Srl**, as well as the foreign companies **IVG Colbachini CZ S.r.o.** and **MTG Innovative Hose Solutions Asia Pacific Ltd.**



The perimeter will be progressively extended to the Group's other foreign companies, in line with the consolidation path of ESG activities.



For further information, or to request the full version:
sustainability@ivgspa.it



INTRODUCTION

1.2.1 IVG Colbachini Parent Company

The entrepreneurial roots of IVG Colbachini date back to 1745, the year in which the historic Daciano Colbachini & Figli Bell Foundry – Pontificial Plant was founded.

The company entered the rubber and industrial hose sector in 1966, setting in motion a growth path that has led IVG Colbachini to become an international benchmark in the design and production of industrial rubber hoses.

Today the company operates globally, standing out for quality, reliability, customisation capability and service orientation. The experience gained in different industrial sectors enables IVG Colbachini to address even the most complex applications, while maintaining a strong focus on innovation, production efficiency and long-term relationships with customers and partners.



1745
Year of foundation



1966
Entry into the rubber and industrial hose sector



GLOBAL
International presence in various industrial sectors



FOCUS
Innovation, quality and customer focus



1.2.2 The IVG Colbachini Group

Over the years, IVG Colbachini has developed a growth path based on the integration of strategic activities and the entry of new complementary companies.

Today the Group brings together industrial businesses operating in different manufacturing sectors, with specialist expertise and diversified production, while sharing common values oriented towards quality, innovation, industrial solidity and sustainable growth.

The founders

Daciano Attilio Colbachini (1893–1982): Founder of IVG Colbachini, he was an entrepreneur, a pioneer of military aviation and an Olympic athlete. With an innovative vision, he guided the evolution of the historic family business towards modern industrial production of flexible rubber hoses.

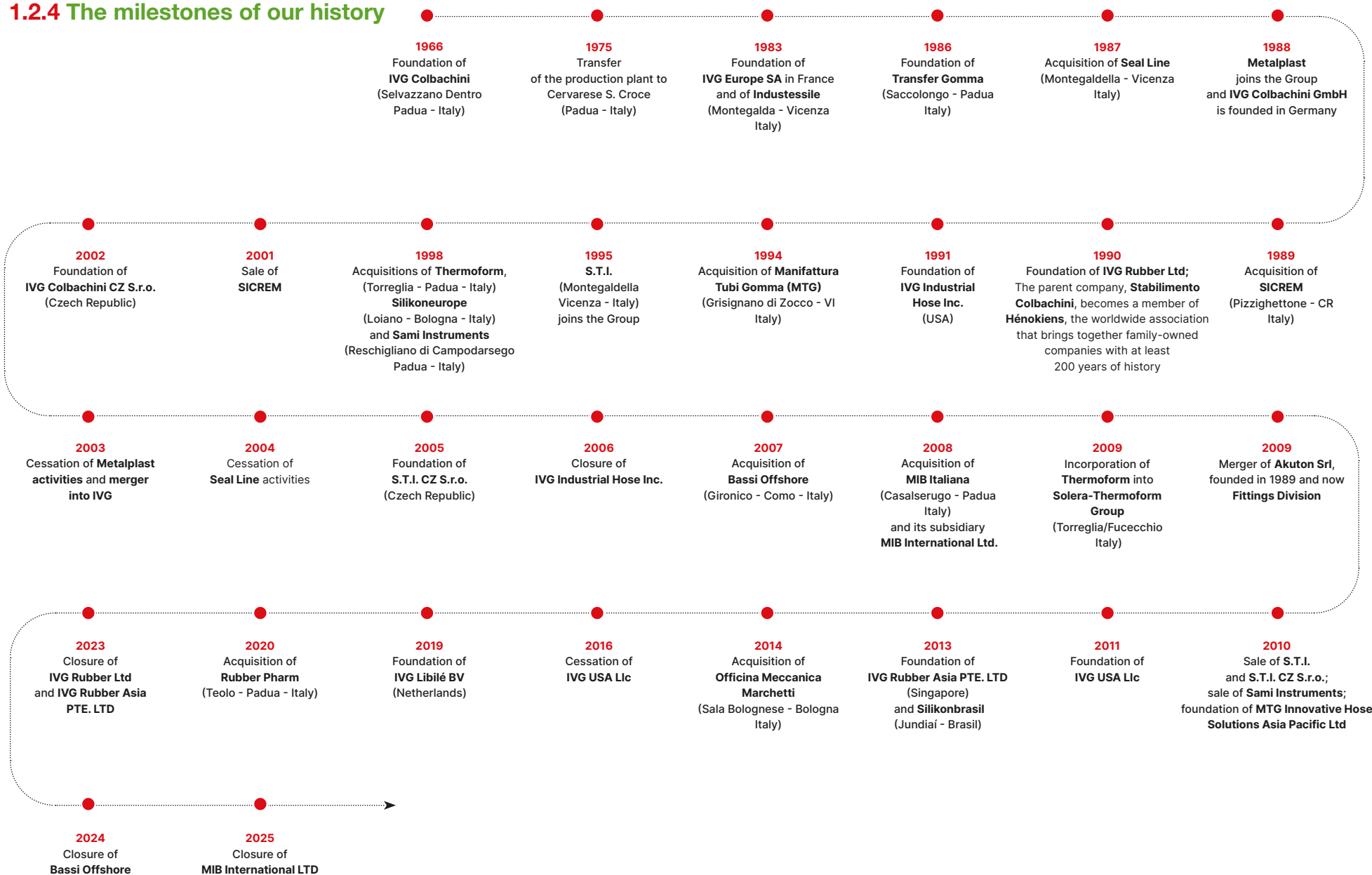
Giuseppe Aldinio-Colbachini (1945–2023): President of IVG Colbachini from 1982 to 2023, he led the Group's international growth by promoting industrial diversification, innovation and a strong focus on the local area, culture and people.

1.2.3 The Group in 2025



* Companies not included in the perimeter of this ESG report.

1.2.4 The milestones of our history



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IVG Group
Sustainability

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Environmental
information

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information

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1.3.1 The Group's value chain

The IVG Colbachini Group operates through an integrated industrial value chain that brings together companies active in various manufacturing sectors, including industrial rubber hoses, technical silicone and plastic items, thermoforming, mould construction, mechanical applications, markings and textile production.

The contribution to the Group's sustainable growth develops along the entire value chain: procurement of raw materials and services, design, production, quality controls, logistics, sales assistance and after-sales support.

Integration among the Group companies makes it possible to enhance specialist expertise, share technologies and develop efficient, flexible industrial solutions oriented towards the needs of the different target markets.

1.3.2 Mission and values

The IVG Colbachini Group develops reliable and innovative industrial solutions, with the aim of combining quality, competitiveness and a long-term vision.

Despite the diversity of activities and markets served, the Group companies share common values: **attention to people, work culture, safety, environmental responsibility, reliability and an orientation towards continuous improvement.**

These principles guide industrial choices and relationships with customers, employees, suppliers, partners and areas of operation.



Flexibility

Tailored solutions and adaptability



Reliability

Quality and long-lasting performance



Passion for excellence

Continuous commitment to improvement



Responsibility towards the environment

Conscious choices for a sustainable future



Responsibility towards the community

Shared value for communities



1.3.3 Management systems and governance

The companies of the IVG Colbachini Group adopt systems and tools designed to ensure quality, safety, environmental protection and business ethics.

The main standards and models adopted include:



ISO 9001
Quality management system



IATF 16949
Quality standard for the automotive sector



ISO 14001
Environmental management system



ISO 45001
Occupational health and safety management system



MOG 231
Organisation, Management and Control Model pursuant to Legislative Decree 231/2001



Whistleblowing
System for reporting unlawful conduct and irregularities

The adoption of these tools varies according to the characteristics and activities of each Group company.

	ISO 9001	IATF 16949	ISO 14001	ISO 45001	MOG 231	Whistleblowing
IVG Colbachini	●	●	●	●	●	●
Industessile	●	●	●	●	●	●
Manifattura Tubi Gomma	●	●	●	●	●	●
MIB Italiana	●	●	●	●	●	●
Officina Meccanica Marchetti*	●	●	●	●	●	●
Rubber Pharm*	●	●	●	●	●	●
Silikoneurope**	●	●	●	●	●	●
Solera-Thermoform	●	●	●	●	●	●
Transfer Gomma	●	●	●	●	●	●
IVG Colbachini CZ	●	●	●	●	●	●
MTG Asia Pacific	●	●	●	●	●	●

(*) With reference to some divisions

(**) The Company is also IFS HPC certified

1.3.4 Approach to sustainability

For the IVG Colbachini Group, sustainability represents a path of growth and responsibility, integrated into the industrial activities and strategic choices of the various companies.

The Group's commitment translates into investments aimed at energy efficiency, safety, product innovation, process quality and the reduction of environmental impacts.

In recent years, the Group has developed projects related to **the production of energy from renewable sources, the optimisation of raw-material consumption, the renewal of plants and the development of production solutions attentive to environmental and social aspects.**

The goal is to combine industrial competitiveness, innovation and responsibility towards people, the environment and the local area.

1.3.5 Sustainability plan and objectives for sustainable development

In 2025 the IVG Colbachini Group continued implementing its multi-year Sustainability Plan, **confirming its commitment to integrating ESG principles into decision-making, management and operating processes.**

The initiatives implemented testify to a path of continuous improvement in environmental, social and governance performance, with actions on compliance, energy efficiency, innovation, safety, digitalisation, product development and people's well-being.

In the area of governance, MIB Italiana, Silikoneurope and Transfer Gomma adopted the Organisation, Management and Control Model pursuant to Italian Legislative Decree 231/2001, strengthening the management of risks, compliance and corporate responsibility. IVG Colbachini also launched a collaboration with the Department of Industrial Engineering at the University of Padua to measure and certify the product carbon footprint, supporting the assessment of the environmental impacts of its products.

From an environmental and operational perspective, the Group has continued to invest in solutions aimed at improving process efficiency and reducing production impacts. At IVG Colbachini, an automatic dosing system has been introduced in the Banbury department, enhancing efficiency and safety by reducing manual activities, material handling, and exposure to chemicals and dust. Furthermore, integration with the company's management system enables more reliable data management and contributes to reducing paper-based documentation.



ENVIRONMENT

Continuous improvement of **environmental performance** through energy efficiency, innovation and sustainable development



SOCIAL

Constant attention **to people** and their growth, promoting safety, well-being, inclusion and skills development



GOVERNANCE

Ethical and transparent governance, with risk management, accountability, stakeholder engagement and the creation of shared long-term value

ENVIRONMENT



Further efficiency and energy-transition actions are part of the same path:

- **IVG Colbachini CZ** activated a new photovoltaic plant;
- **Industessile** completed the elimination of diesel forklifts;
- **Officina Meccanica Marchetti** made the wire-cutting phase more efficient with new machinery, reducing energy consumption by more than 15%;
- **At IVG Colbachini**, information monitors were also installed to display the photovoltaic system's performance in real time and increase internal awareness of the main environmental indicators.

The commitment to sustainability is also reflected in product innovation. IVG Colbachini has developed the CHEM CoolBESS hose line, designed for the cooling systems of Battery Energy Storage Systems (BESS), strategic technologies for energy storage from renewable sources and for the energy transition.

Particular attention has been dedicated to people's well-being and the quality of working environments. New company canteens were implemented at IVG Colbachini in Cervarese and at the Fittings Division in Monferrato, with renovation works aimed at improving spaces and enhancing the meal service. In production areas, the implementation of adiabatic cooling systems continued, helping to mitigate discomfort caused by high summer temperatures.



SOCIAL



GOVERNANCE



Overall, the activities carried out in 2025 confirm the IVG Colbachini Group's commitment to strengthening a responsible growth model, capable of combining industrial competitiveness, innovation, environmental protection, care for people, and sound governance.

1.3.6 The Group's stakeholders

The IVG Colbachini Group considers dialogue with stakeholders a central element of its growth and sustainability path.

Through relationships based on transparency, reliability and collaboration, the Group maintains constant dialogue with the main stakeholder categories:



1.3.7 ESG safeguards

In 2025 the Board of Directors consolidated the sustainability governance model through the definitive adoption of the **organisational safeguards** introduced in 2024.

The system, composed of the **Board Committee**, the **ESG Management Committee**, the **Sustainability Office** and the **ESG Champions of the Group companies**, continued to promote the integration of ESG topics into decision-making and operational processes.



Ongoing dialogue with stakeholders guides our decisions and generates sustainable value over the long term.

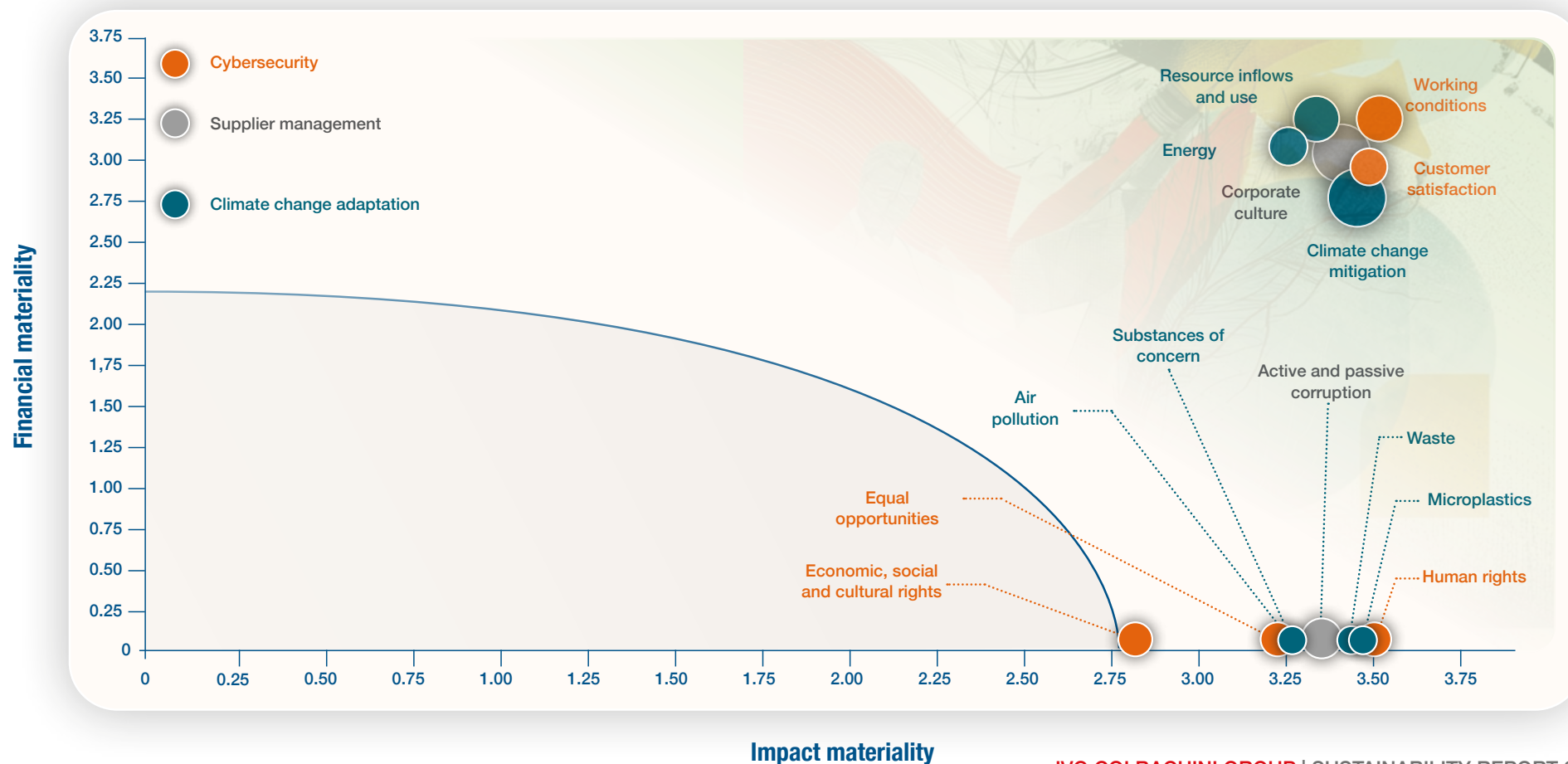
1.3.8 Double materiality matrix

The IVG Colbachini Group conducted a double materiality assessment to identify the most relevant ESG topics, considering both the impacts generated by its activities on the environment and society, and the risks and opportunities that may influence the Group's business and growth in the short, medium, and long term.

The analysis was carried out with reference to the European Sustainability Reporting Standards (ESRS) and the EFRAG guidelines on materiality, taking into account the specific characteristics of the Group's business model, the internal and external context, and the entire value chain.

The process involved the engagement of corporate functions and different stakeholder categories, with the aim of identifying and assessing potentially relevant sustainability matters and defining their level of significance from both an impact and financial materiality perspective.

The results obtained are presented in the following double materiality matrix.





Environmental information

ESRS E1, E2, E5

In 2025 the IVG Colbachini Group consolidated its environmental path by transforming the management of consumption, emissions and resources into **a concrete lever for industrial efficiency, resilience and competitiveness.**

In a manufacturing context with high climate impact, **the Group strengthened its use of renewable energy**, significantly increased photovoltaic self-generation, reduced reported Scope 1 and Scope 2 emissions and developed operational initiatives across the various companies.

The path remains pragmatic and progressive: measuring better, consuming less, recovering more and preparing with greater awareness for future climate and environmental challenges.

The environmental transition is evolving, although not yet fully formalised in a structured decarbonisation plan, and **is already supported by measurable actions**: monitoring of energy consumption, investments in photovoltaic plants, purchase of certified renewable electricity, plant efficiency improvements, climate-risk management and progressive integration of circular-economy principles into production and logistics processes.

Key figures for 2025

	Key Figure	2025	Change vs 2024	
	Total energy consumption	41,887 MWh	+12.48%	Increased energy demand to be read together with the improvement in the electricity mix.
	Renewable electricity purchased with Guarantees of Origin	8,305 MWh	+29.29%	Greater use of energy certified from renewable sources.
	Self-generated photovoltaic energy	7,437 MWh	+117.16%	A marked increase in self-generation, primarily driven by IVG Colbachini S.p.A.
	Scope 1 + Scope 2 market-based emissions	8,234 tCO ₂ eq	-26.34%	Significant reduction in reported emissions calculated according to the market-based approach.
	Market-based carbon intensity	0.05 tCO ₂ eq/€000	-27.72%	Improved emissions efficiency.
	Materials used	16,365 tonnes	-3.61%	Reflecting the optimization of inbound flows and material consumption.
	Total waste generated	2,967 tonnes	+5.18%	Mainly due to an increase in non-hazardous waste.
	Hazardous waste recovered rather than disposed of	92 tonnes	+24.72%	Reflecting an improvement in waste recovery practices.
	Hazardous waste sent for disposal	50 tonnes	-22.99%	Marking a significant reduction in hazardous waste directed to disposal.



ENERGY AND CLIMATE: A MORE RENEWABLE TRAJECTORY

The most relevant figure concerns the evolution of the energy mix.

Despite an increase in overall energy consumption, the Group significantly strengthened the share of renewable electricity, both through the purchase of Guarantees of Origin and through photovoltaic self-generation. The latter recorded **growth of more than 117%** compared to the previous year, highlighting a strategy aimed at progressively reducing dependence on non-certified electricity sources.



+117.16%

Self-generated
photovoltaic energy



-26.34%

Climate-changing emissions
Scope 1 + Scope 2
market-based



-27.72%

Carbon intensity
market-based



+12.48%

Total energy
consumption

This progress is also reflected in GHG emissions: **Scope 1 + Scope 2 market-based emissions decreased by 26.34%**, while **market-based carbon intensity was reduced by 27.72%**. This figure confirms an improvement in the Group's emissions efficiency compared to its ability to generate economic value.



CONCRETE ACTIONS IN GROUP COMPANIES

Company	Significant environmental action
 IVG Colbachini	Analysis of physical climate risks, assessment of plant vulnerability and strengthening of production resilience.
 MIB Italiana	Progressive replacement of obsolete equipments with more efficient solutions and closed-loop systems.
 Silikoneurope	Energy audit, transition to a low-emission fleet and replacement of higher-consumption equipment.
 Industessile	Photovoltaic plant covering approximately one third of energy needs.
 Transfer Gomma	Revamping of production lines, introduction of new lasers, extraordinary maintenance and consumption optimisation.
 Solera-Thermoform	Recovery of polymer materials and valorisation of scraps through reuse circuits with suppliers.



ENVIRONMENTAL SAFEGUARDS AND IMPACT REDUCTION

Pollution control is managed differently by Group companies, depending on their respective industrial characteristics.

Activities include periodic monitoring of atmospheric emissions, control of water discharges, wastewater management, inspection of tanks and containment basins, spill prevention and staff training on chemical-risk management. **The approach is oriented towards regulatory compliance, but also towards the progressive improvement of environmental performance.**

Particular attention is paid to substances of concern and substances of very high concern, managed according to the requirements of the REACH Regulation.

The sustainability plan includes, over the medium term, the development of a programme aimed at progressively reducing and replacing these substances, with the objective of structurally mitigating impacts on health and the environment.



RESOURCES AND CIRCULAR ECONOMY: REDUCING, RECOVERING, CREATING VALUE

With regard to resource use, the Group recorded a slight reduction in materials used, equal to 3.61%, for a total of 16,364.50 tonnes.

Materials management remains strongly linked to the specific characteristics of the production processes of the different companies. However, each company has implemented initiatives consistent with the principles of the circular economy, including packaging recovery, the reuse of pallets and logistics supports, the valorisation of production scraps, waste reduction, and the search for recycled materials or materials sourced from renewable resources.

ENVIRONMENTAL MANAGEMENT ACTIVITIES



Periodic monitoring of atmospheric emissions



Control of water discharges and wastewater management



Inspection of tanks and containment basins



Spill prevention



Personnel training on chemical risk management

Waste management also showed positive signs.

In 2025, the total amount of waste generated by the Group increased by 5.18%, mainly due to a rise in **non-hazardous waste** volumes. With regard to **hazardous waste**, positive trends were observed, driven by an increase in quantities sent for recovery (+24.72%) and a reduction in those destined for disposal (-22.99%). For **non-hazardous waste**, volumes sent for recovery remained broadly in line with the previous year, confirming recovery as the Group's primary waste management method, while quantities sent for disposal increased.

Overall, the Group continues to strengthen its commitment to enhancing waste recovery and valorization practices, in line with the principles of the **circular economy**.

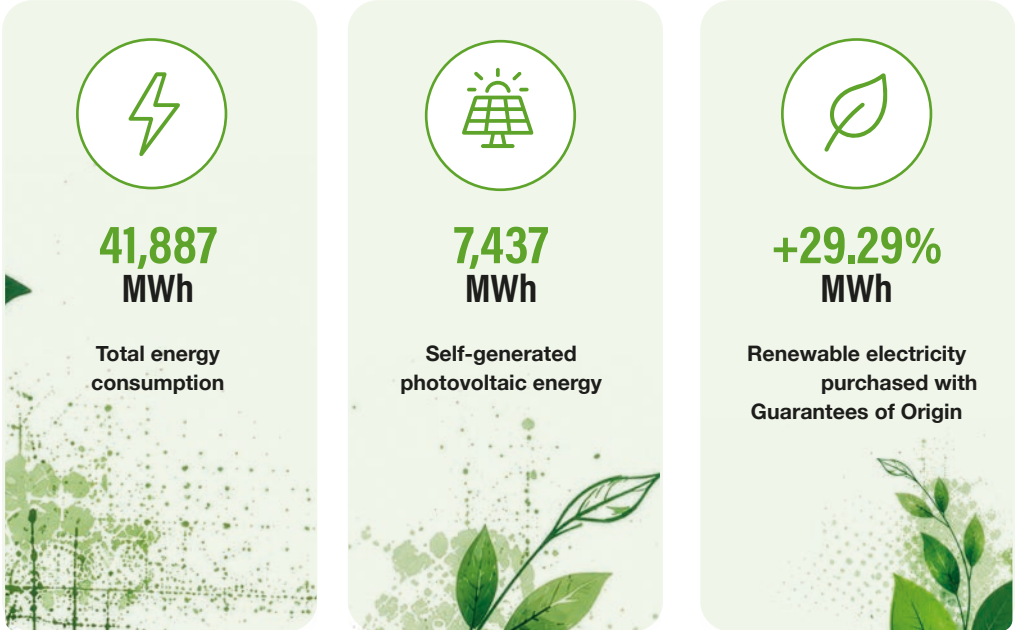


FUTURE ROADMAP

The Group's environmental journey is not yet complete.

The next steps concern the formalisation of a decarbonisation plan, the progressive calculation of Scope 3 emissions, the extension of ISO 14001 certification, water-footprint mapping, the reduction of hazardous substances, packaging optimisation and the increased use of recycled materials or materials from renewable sources.

These objectives confirm a vision aimed at combining environmental responsibility, operational resilience and industrial value.

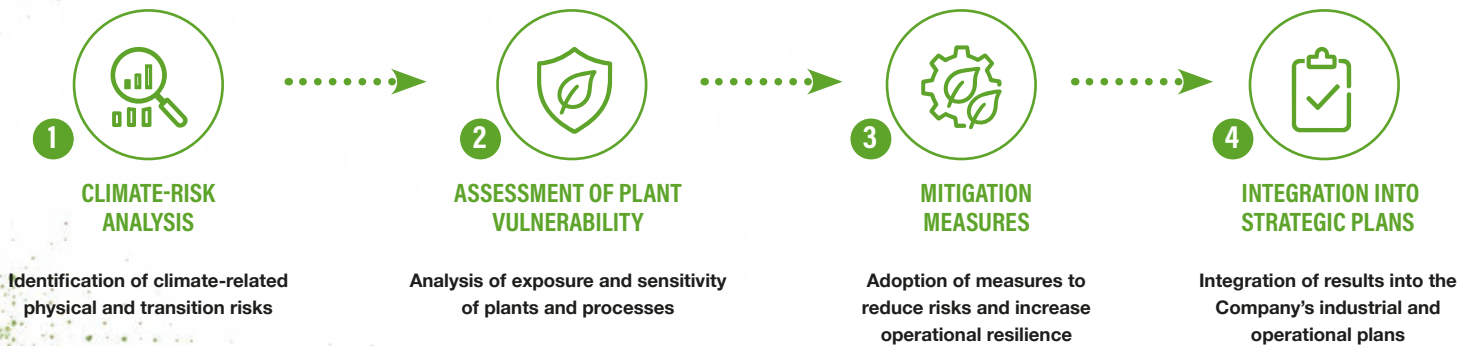


CLIMATE RESILIENCE

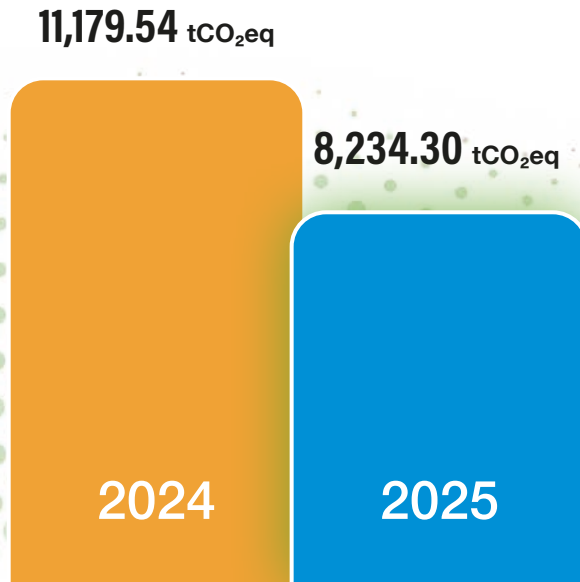
Preparing for extreme climate events.

IVG Colbachini has initiated a process to analyse physical risks related to climate change, with particular focus on extreme weather events and the operational continuity of its facilities.

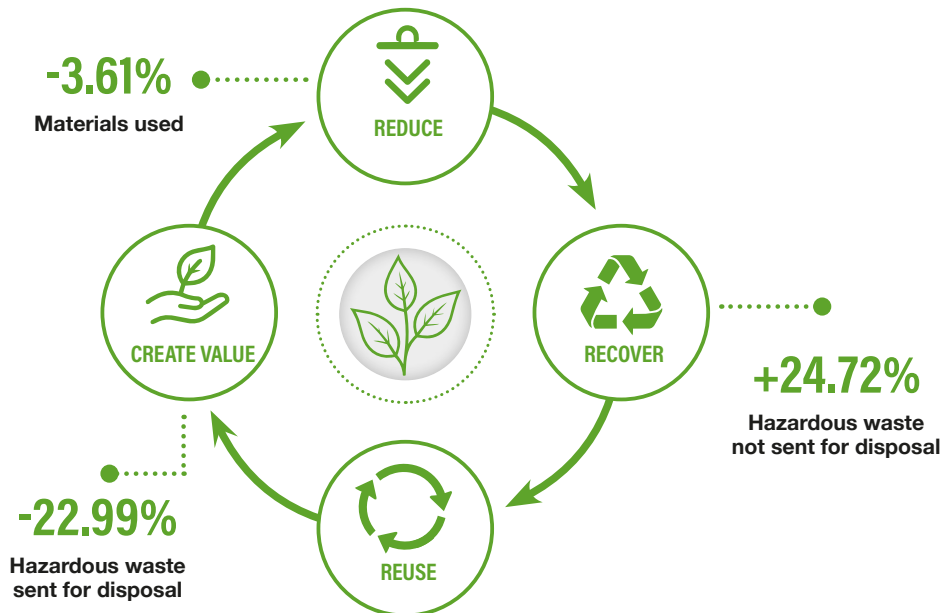
The analysis, combined with local measures aimed at mitigating hydraulic risk, represents a first step towards integrating climate adaptation into the Company's industrial and operational plans.



EMISSIONS DECREASING



Scope 1 + Scope 2 market-based



CIRCULAR ECONOMY IN ACTION

When packaging becomes a resource again.

Transfer Gomma introduced operational solutions to recover and reuse suitable pallets and packaging materials, reducing the use of virgin raw materials and containing logistics waste.

The initiative shows how circularity can also be applied to the plant's daily flows, transforming a management practice into a concrete element of industrial sustainability.

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SOCIAL information ESRS S1, S2, S3, S4



OWN WORKFORCE

In 2025 the IVG Group confirms the central role of its People, with a stable employment structure, high quality of work and full contractual and social coverage.

The double materiality analysis highlighted positive impacts linked in particular to:



People's well-being



Health and safety



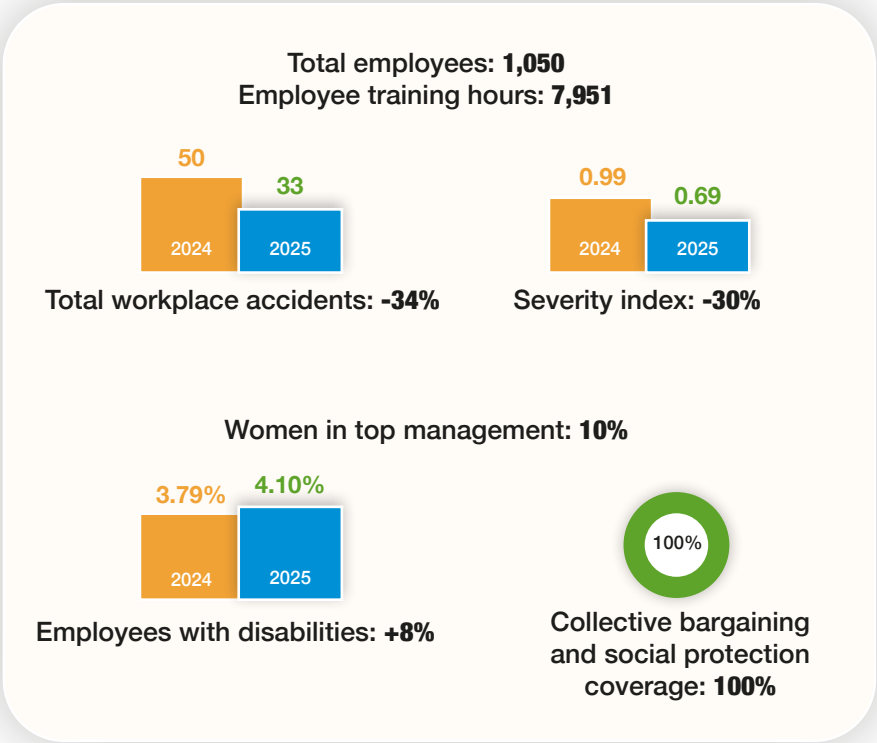
Training



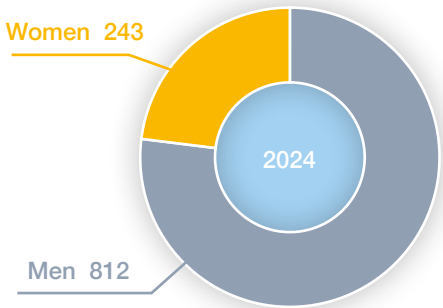
Employment quality and inclusion

In accordance with these findings, the Group oversees these topics through HSE policies, welfare tools, listening channels and objectives for progressive improvement at Group level.

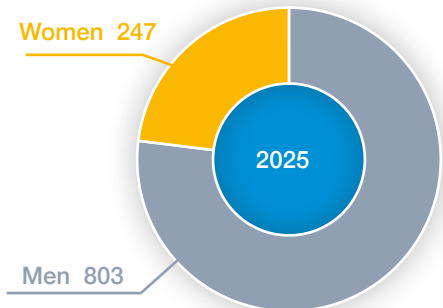
3.1.1 Employees



From an organisational perspective, **the Group employed 1,050 people** in 2025, broadly in line with the 2024 figure. The workforce remains predominantly male, accounting for 76% of total employees, although a slight increase in the proportion of **female employees** was recorded during the year.



Total employees 1,055



Total employees 1,050

3.1.2 Employment quality

Employment quality remains high, with a strong incidence of permanent contracts and full-time employment relationships.

Coverage of collective bargaining, contractual minimum wages and social protection remains equal to 100% for employees and non-employees included in the perimeter.

Employees by contract type, broken down by gender	Women		Men		TOTAL	
	2024	2025	2024	2025	2024	2025
Total employees	243	247	812	803	1,055	1,050
Permanent contracts	231	221	758	761	989	982
Fixed-term contracts	12	26	54	42	66	68
Variable hours	4	6	5	5	9	11
Full-time	200	201	793	784	993	985
Part-time	39	40	14	14	53	54

The Group promotes responsible management of human capital through remuneration policies consistent with national collective labour agreements and company agreements, worker engagement systems and dialogue tools with trade-union representatives and safety figures.

The reporting channels and whistleblowing mechanisms, already in place across part of the Group’s perimeter, represent an important safeguard for collecting concerns and addressing potential issues. Over the coming years, the Group will continue its process of harmonising its reporting mechanisms, progressively extending these systems to the companies that do not yet have them in place.



3.1.3 Inclusion and enhancement



Inclusion and the enhancement of diversity remain priority areas of attention.

In 2025 the presence of women in top management remains stable at 10%, while the age distribution shows a prevalence of the 30-50 age group, followed by employees over 50.

Employees by age group	< 30 years		30-50 years		> 50 years	
	2024	2025	2024	2025	2024	2025
	17.43%	14.19%	42.61%	45.05%	39.96%	40.76%



The incidence of people with disabilities increases from 3.79% to 4.10%, confirming the Group’s commitment to accessibility, job customization, and workplace integration.

Employees with disabilities, broken down by gender	Women		Men		TOTAL	
	2024	2025	2024	2025	2024	2025
	3.29%	3.24%	3.94%	4.36%	3.79%	4.10%

In parallel, the Sustainability Plan includes medium- to long-term objectives on certifications, welfare, work-life balance and strengthening the female component.



3.1.4 Training

With regard to skills development, in 2025 employees received 7,951 hours of training, lower compared with 2024 due to the conclusion of an extraordinary plan launched in the previous year. The figure does not indicate a reduction in training commitment, but rather a transition from an intensive upskilling phase to a logic of consolidation and structuring of Group training plans. Skills mapping and the extension of personnel assessment and development systems also remain priorities.

Training hours by gender and category	Women		Men		TOTAL	
	2024	2025	2024	2025	2024	2025
Executives	0	10	485	242	485	252
Middle managers	49	29	420	200	469	229
Office employees	1,314	1,208	2,090	1,397	3,404	2,605
Production workers	1,124	959	10,975	3,906	12,099	4,865
Total	2,487	2,206	13,970	5,745	16,457	7,951

3.1.5 Health and safety

Health and safety remain a priority issue for the Group and a key element of its sustainability strategy.

In 2025, the Group recorded an overall improvement in safety indicators, with a reduction in workplace accidents from 50 to 33 events (-34% compared to the previous year).

The recordable injury rate decreased from 32.94 to 20.93, while the severity index decreased from 0.99 to 0.69, thanks to the reduction in the number of lost days due to workplace accidents.

As in 2024, no fatalities occurred. Conversely, severe injuries increased from 1 to 3 cases, all of which occurred at the workplace, resulting in an increase in the company's related severity rate from 0.66 to 1.90.

All events were analysed by the Health and Safety Management System representatives of each Group company.



AFFECTED COMMUNITIES

3.2.1 Relationship with the local communities and stakeholder engagement

The IVG Group recognizes the **value of local communities** in the areas where it operates and promotes open dialogue with stakeholders, based on the belief that strong and transparent relationships contribute to generating positive impacts while strengthening the Group's reputation and growth capacity.

Participation in events, initiatives, and opportunities for dialogue also **represents a valuable opportunity to directly listen to local communities**, gathering needs, expectations, and insights that can help guide the evolution of the Group's activities.



A concrete commitment to the local area and its people. In 2025, IVG Colbachini supported several important events and initiatives in the Padua area, including the **Veneto Festival by the orchestra I Solisti Veneti**, the magazine **Padova e il suo Territorio**, the programme of the **Teatro ai Colli in Padua**, and the historical re-enactment of the **Palio dello Sparviero at San Martino della Vaneza Castle**.



The commitment also extended to research and social inclusion, through support for VIMM, a centre of excellence for advanced biomedical research, the **Cucine Economiche Popolari**, with a contribution towards the purchase of a **minibus for people with disabilities** for the Municipality of Cervarese Santa Croce, and participation in sports and solidarity initiatives, such as **Summer Run**, which promote well-being, participation, and urban liveability.



Concrete attention was also dedicated to employees through the implementation of **new company canteens at IVG Colbachini** in Cervarese and at the Fittings Division plant in Montemerlo. The project involved both the renovation of the spaces and the improvement of the quality and organization of the meal service, with the aim of providing employees with a more comfortable, functional, and well-designed daily experience.



3.2.2 Initiatives in support of local communities

Over time, the IVG Group has supported cultural, social, sports and solidarity initiatives, with the aim of contributing to collective well-being and the vitality of the local context.

This commitment has been expressed through **support for local events**, organisations active in the social field and **projects in favour of the scientific and cultural community**.



MuVeC: culture, territory and inclusion

The Veneto Bell Museum enhances the historical legacy of the Colbachini family through a cultural journey open to the community. Concerts, events, guided tours and educational activities promote participation and learning, while collaboration with schools and local organizations further strengthens its inclusive role and social value.

3.2.3 Future developments

The Sustainability Plan includes actions aimed at progressively strengthening support for the local area, starting with the mapping of initiatives already in place and the definition of shared future actions.



**WE CONTINUE
TO LISTEN**

**Dialogue with local communities guides us in
building long-lasting and sustainable relationships**



CONSUMERS AND END USERS



3.3.1 Relevant impacts, risks and opportunities and their interaction with strategy and the business model

Active customer listening is a strategic and essential element for ensuring a service increasingly aligned with customers' wishes and expectations.

Constant dialogue with customers not only makes it possible to respond promptly and precisely to their needs, but also helps reduce potential risks and limit negative effects, thereby promoting a relationship based on trust and transparency. In this way, the Group is able to adapt rapidly to market developments, continuously improving the experience provided and strengthening its reputation.



3.3.2 Quality and customer protection

The Group guarantees safe products, compliant with applicable standards and developed in compliance with regulations on consumer protection and privacy.

Attention to quality and commercial transparency helps **prevent negative impacts on end users** and promote fair access to products and services.



**Safe and
compliant products**



**Privacy
protection**



**Commercial
transparency**



**Fair access to products
and services**



3.3.3 Listening and handling issues

Active customer listening represents a strategic element for constantly improving products and services.

ISO 9001-certified management systems, together with direct contact channels and after-sales support, make it possible to collect reports, requests for clarification and complaints, fostering prompt response and continuous monitoring of critical issues.

3.3.4 Innovation and continuous improvement

The Group invests in the development of innovative solutions and in offer customisation to respond to the evolution of market needs, also enhancing products with lower environmental impact.

Direct customer involvement, technical training and performance monitoring make it possible to guide innovations, strengthen trust in the brand and support a path of continuous improvement.



GOVERNANCE

information

ESRS G1

In 2025 the IVG Group strengthened its ESG governance, consolidating safeguards relating to legality, transparency and internal control.

The path included the extension of Model 231 and the Code of Ethics, with the consequent adoption of whistleblowing channels and the progressive integration of ESG criteria into business processes and supplier management.



MANAGEMENT OF SUPPLIER RELATIONSHIPS



The IVG Group promotes the management of supplier relationships based on principles of fairness, transparency and responsibility throughout the value chain.

As part of the strengthening of ESG governance, the Group plans the progressive integration of environmental, social and governance criteria into procurement, qualification and monitoring processes for business partners, with the aim of consolidating traceability, compliance and continuous improvement of the supply chain.



4.2

PREVENTION AND DETECTION OF ACTIVE AND PASSIVE CORRUPTION



The IVG Group confirms an approach of zero tolerance towards any form of corruption, active or passive, **strengthening its integrity safeguards through Model 231, the Code of Ethics, whistleblowing systems and awareness-raising and training activities.**

In this context, the prevention of corruption risks is part of a broader responsible-governance path aimed at protecting stakeholders, transparency and fairness in business relationships.

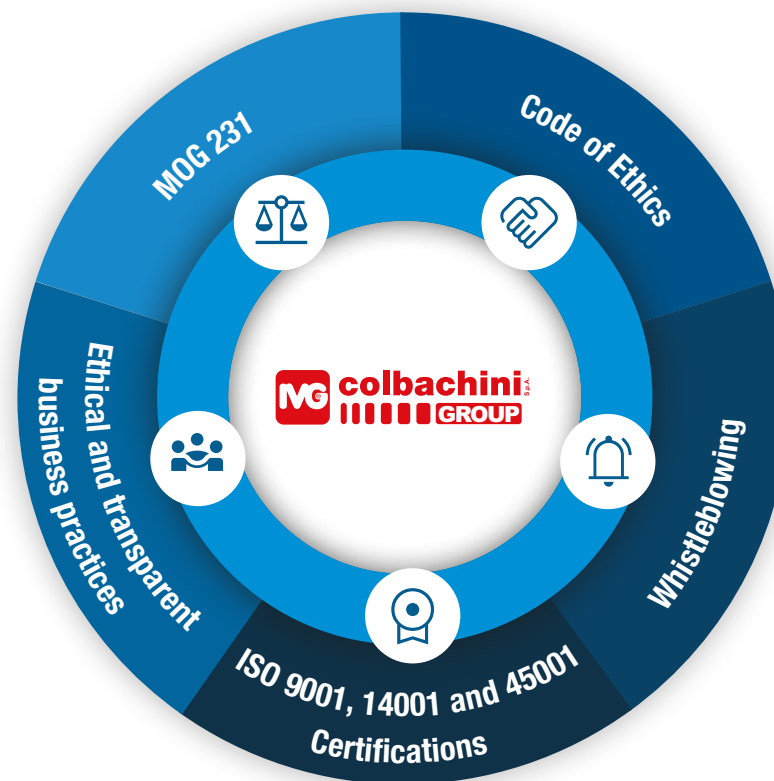
4.3

CONFIRMED CASES OF ACTIVE AND PASSIVE CORRUPTION



In 2025 the IVG Group confirms the effectiveness of its legality and control safeguards, **having recorded no confirmed cases of active or passive corruption**, nor events that resulted in sanctions, dismissals or termination of business relationships for such reasons.

This figure strengthens the Group's commitment to transparent, responsible management consistent with its ethical principles.



SUSTAINABILITY REPORT 2025

