



SUSTAINABILITY POLICIES

2022

Officina Profumo-Farmaceutica di Santa Maria Novella S.p.A.

REGISTERED OFFICE:

Via della Scala 16, Firenze

www.smnovella.com

SUSTAINABILITY POLICIES

OFFICINA PROFUMO-FARMACEUTICA DI SANTA MARIA NOVELLA

VISION

Being true to ourselves, renewing every day the tradition of crating wonder, and nurturing our care for people and the nature are at our foundation. Aware of this authority and endorsing the accountability that derives from it, we look to the future, drawing on the past to bring our world into the world we desire, for all.

MISSION

Rooted in Florence, we crossed the centuries creating and cherishing the art of doing good and being well. Today, we renew the timeless delight of chasing care and beauty, blending craftsmanship and refinement, history and novelty, science and conscience, to offer sensations that respond to the desires of each person.

Officina Profumo-Farmaceutica di Santa Maria Novella was born in 1221 in Florence thanks to the Dominican friars.

From that moment the Officina, sacred temple of fragrances and herbal culture, with its centuries-old heritage is a shining, eternal testimony of the ancient and slow knowledge of the friars, an institution based on timeless principles: respect for nature, grace, uniqueness and tradition.

Today, we bring to fullness the awareness of our origins: we deeply feel the responsibility to pursue the sustainable success of our business, targeting and integrating economic, social and environmental objectives.

This is why we try to operate responsibly, from the procurement of raw materials and ingredients to the entire refinement cycle of our products. For us, sustainability is a fundamental element of being and doing, a subtle but persistent trace towards the pursuit of well-being and beauty for people, the community and the environment

We are fully committed, with strategies, management and operating methods that contribute to a healthy, inclusive and sustainable global economy, respectful of human and labor rights, capable of safeguarding the environment and actively involved in the integrity of every aspect of the business.

Taking inspiration from the highest global references, the Sustainability Policies extend and integrate the Code of Ethics adopted by Officina Profumo-Farmaceutica di Santa Maria Novella. They apply in all activities and in relations with all counterparties and in the active involvement of all stakeholders in its sphere of influence.

Guiding principles

Officina Profumo-Farmaceutica di Santa Maria Novella publicly embraces and supports its values, taking them as a guide for its day-to-day activities and transforming them into strategies, objectives and actions shared with shareholders, business partners and all stakeholders in its sphere of influence.

In line with the highest standards of integrity and fully aware of global challenges, through innovation, competitiveness and sustainability, Officina Profumo-Farmaceutica di Santa Maria Novella focuses on the creation of value based on healthy, inclusive economic growth that respects human and labour rights, in balance the environment and actively involved in the fight against corruption.

This virtuous approach also involves transparent information, from subsidiaries companies to the holding company, from the single operating site to the corporate level, from local communities to society in general, including institutions, non-governmental organisations and representatives of the public and private sector.

People, intellectual abilities, social relations, natural, technological and financial resources are capitals that create lasting and shared value.

The **Sustainability Policies** extend and integrate the Code of Ethics adopted by Officina Profumo-Farmaceutica di Santa Maria Novella. The "Guiding principles" are their cornerstone of these and are further detailed in four dedicated policies:

- Health and safety
- Environment and resources
- Rights and society
- Quality and responsibility

They apply in all activities, in the relations with all counterparties and in the active involvement of all stakeholders in its sphere of influence.

This document is subject to periodic review or update to ensure its effectiveness.

COMMITMENTS

1 To support and respect internationally proclaimed **human rights**, which are universal and belong equally to every person.

2 To implement work practices based on fair employment, **equal opportunities**, skills development and **inclusiveness**, considering diversity as a source of value.

3 To ensure the **health, safety** and **well-being** of all parties involved by providing adequate working conditions, equipment, information and training.

4 To enforce and ensure transparent **governance** and **integrity**, implementing appropriate models and effective organisational procedures.

5 To create and maintain **relationships with shareholders, investors and the market** based on partnerships, transparency, exchange of information and sharing of commitments.

6 To invest time, skills and resources in **supporting community** and fostering local development with the regular involvement of all interested parties.

7 To pursue **energy efficiency** and **climate protection** along the entire value chain, defining actions in line with the global strategy of the Paris Agreement.

8 To contribute to **environmental protection** and living species, benefiting from natural resources responsibly and respecting the sentient nature of **animals**.

9 To guarantee constant improvement in the **quality** and in the **environmental and social value** of processes, products, applications and services, promoting research and innovation.

10 To generate and distribute direct and indirect **economic well-being**, creating **shared value** for investors, business partners, society and the environment.

The Sustainability Policies of Officina Profumo-Farmaceutica di Santa Maria Novella are inspired by the highest global principles and in particular: the Universal Declaration of Human Rights, the Ten Principles of the UN Global Compact and Sustainable Development Goals, the ILO Conventions, Protocols and Recommendations, the Paris Agreement on Climate, International Regulations and Conventions on Animal Rights, standards such as SA8000, ISO 26000, GRI, SASB and TCFD. The Policies are also based on the Governance Codes adopted and on the agreements signed with unions.



Health and safety

The "Health and safety" Policy is an integral part of the Sustainability Policies adopted by Officina Profumo-Farmaceutica di Santa Maria Novella.

As a fundamental element of its strategies, procedures and operations, it is applied in all activities and in the relations with all counterparties and in the active involvement of all stakeholders in its sphere of influence.

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Officina Profumo-Farmaceutica di Santa Maria Novella considers safety, protection and promotion of the health and well-being of the person as fundamental values to be integrated into all of its activities. This principle extends to employees, businesses, suppliers, visitors, local communities and any other interested parties within its sphere of influence.

The Company is committed to taking concrete measures to eliminate accidents, injuries and illnesses caused by work, reducing the risks in all its activities. It also aims to achieve the highest levels of collective and individual awareness, encouraging a process of continuous improvement by adopting effective management systems and visible leadership as the key to success.

All personnel are adequately trained and equipped to carry out their role in conditions of complete safety and health, according to operating procedures aimed at minimising exposure to risk factors and taking into consideration the different needs and requirements of men and women.

Through their own exemplary behaviour, not only in the workplace, everyone values people, promoting health and safety as a way of living.

COMMITMENTS

1 To ensure that **plant and equipment** are designed, built, used and maintained in order to minimize the risks to health and safety, by adopting the best techniques available in new plants or in the case of modernisation or replacement of existing plants.

2 To define and adopt **operating standards** of excellence for the main activities and provide the operational tools to ensure their full application at all locations.

3 To implement regular **checks in the workplace** and adequate **health surveillance** to monitor workers' exposure and prevent any possible risk that could compromise their health and safety.

4 To adopt **management systems** subject to regular audits and periodic updates.

5 To promote a **transparent and effective information**, using the most appropriate tools for both incident reporting and analysis, and for the timely sharing of best practices and improvement actions.

6 To ensure that all staff regularly participate in training courses and develop an individual sensitivity towards the **culture of health and safety**, adopting responsible behaviour in the workplace and promoting its application also in lifestyle.

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Environment and resources

Officina Profumo-Farmaceutica di Santa Maria Novella is committed to preventing, minimising, mitigating and compensating the footprint generated by the Company's activities on the environment and living species and recognises the need for a proactive transition towards a regenerative economy, respectful of the sentient nature of animals and with a low content of carbon, capable at the same time of creating social value.

To this end, it actively promotes the development of practical feasible solutions, in collaboration with institutions and other actors who operate responsibly in the connected production and consumption cycles, promoting the enhancement of alternative resources, the design of sustainable products and the dissemination of eco-efficient technologies and management methods.

Low-carbon transition, responsible use of resources and promotion of responsible lifestyle preserve the natural capital and create value for the Company.

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COMMITMENTS

1 To ensure that **plant and equipment** are designed, built, used and maintained in order to reduce the environmental footprint, adopting the best techniques available in new plants or in the case of modernisation or replacement of existing plants.

2 To promote **responsible access to natural resources** over the entire life cycle and adopt management methods aimed at reducing consumption and preserving availability and quality.

3 To protect the **quality of water and soils**, to safeguard the collective usability and to preserve **biodiversity** even outside protected areas, ensuring the best environmental and historic management of any contamination.

4 To make the most of waste, giving priority to the **recycling and recovery** of material and energy recovery and ultimately resorting to environmentally and socially responsible forms of disposal.

5 To tackle pro-actively the **challenge of climate change**, with the purpose of an overall reduction of greenhouse gas emissions over the entire life cycle, implementing measures aimed at energy saving, the efficiency of plants and the supply and distribution chain and designing products and services that contribute to the global goal of the Paris Agreement.

6 To define and implement internal reference standards, for evaluating and **monitoring** environmental performance in order to establish and verify improvement objectives.

7 To adopt **management systems** subject to regular audits and periodic updates.

8 To encourage employees, suppliers, customers and end users to assume **entrepreneurial behaviour and choices** respectful of the environment, supporting projects and initiatives, including with local communities, aimed at promoting environmental awareness and the transition to **sustainable lifestyles**.

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Rights and society

The "Rights and society" Policy is an integral part of the Sustainability Policies adopted by Officina Profumo-Farmaceutica di Santa Maria Novella.

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Officina Profumo-Farmaceutica di Santa Maria Novella supports internationally proclaimed human rights, as inalienable rights of all individuals, based on the recognition of the dignity, freedom and equality of human beings. Relations with all its stakeholders are built on mutual commitment, active partnership, trust, transparency and long-term collaboration.

The Company undertakes not to become complicit in abuses of human rights in the supply chain and in commercial relations with all the countries with which it operates and does not maintain relations with organizations that do not guarantee equality of opportunity and treatment, distinguishing between gender and age, ethnicity, nationality, social conditions or origins, religion, sexual or political orientation or any other creed.

It creates relationships with local communities by understanding their needs, promoting sustainable local projects that do not generate relationships of dependency and regularly involving stakeholders.

Values, Codes and Policies define the mandatory prerequisites for establishing and maintaining relationships of any nature within the Company's sphere of influence.

COMMITMENTS

1 To establish eighteen years old as the **minimum age** for access to any type of employment or work which, by its nature or the conditions in which it is carried out, may jeopardise the health, safety or moral integrity of minors.

2 To guarantee **full equality** of opportunity, treatment and **inclusion** without distinction of gender, age, ethnicity, nationality, social conditions and origins, religion, sexual or political orientation or any other creed, rejecting all forms of forced labour, mental or physical coercion, harassment and sexual and verbal violence.

3 To respect primary **labour rights**, such as freedom of association, collective bargaining, guaranteeing social security benefits, working hours that are not excessive and the payment of fair wages.

4 To consider people as a strategic resource, promoting **professional development** and career, respecting equal opportunities and implementing initiatives of **work-life balance** aimed at satisfying the needs of families and the needs of all employees.

5 To ensure **healthy and safe working conditions**, free access to drinking water, sanitation and, wherever necessary, suitable work or housing facilities, rooms used as canteens, refreshments or places for storing and consuming meals.

6 To promote programmes of **health protection** and **help to communities** affected by natural and health disasters.

7 To support **school education** in all its forms, the growth of local **skills** and, where in line with their values, artistic, sporting, cultural and social activities.

8 To support programmes for services of public utility or use, contributing to the development of adequate infrastructures and the improvement of the **quality of life** in the communities.

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Quality and responsibility

Officina Profumo-Farmaceutica di Santa Maria Novella works to ensure and continuously improve the quality of products, processes and services. To this end, it adopts a systematic approach aimed at satisfying increasingly challenging quality requirements, creating value along the product life cycle and improving relationships with customers and suppliers.

By combining this vision with the growing demands of the market, the Company aims to understand, control and communicate the technical, environmental and social performance of its products and services throughout their life cycle, from the procurement of raw materials to production and final disposal or reuse.

Furthermore, as far as feasible in its sphere of influence, it promotes the most sustainable applications and responsible consumption of products and services.

Activities, products and services aligned with the Company's Codes and the requirements of the reference standards create value for the market and promote sustainable lifestyles.

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COMMITMENTS

1 To ensure that **plant and equipment** are designed, manufactured, used and maintained in order to better manage and control the quality of products, processes and services, in line with the sustainable approach adopted.

2 To adopt modalities of **monitoring** and control of production cycles and service activities based on appropriate instruments, metrics and procedures, operated by qualified technicians.

3 To promote the adoption of **management systems** according to internationally recognised reference schemes and subject to periodic updates and regular checks.

4 To ensure the entire value chain **compliance** with all applicable standards, technical regulations, codes of practice, market requirements and customer requests.

5 To achieve and maintain the **trust of suppliers and customers**, guaranteeing the technical, environmental and social qualities of products, processes and services, fair economic conditions and qualified assistance.

6 To make available and **communicate responsibly** to customers, retailers, end consumers and interested parties information relating to technical, environmental and social performance, including the potential effects on health and safety of the materials used and products marketed.

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