




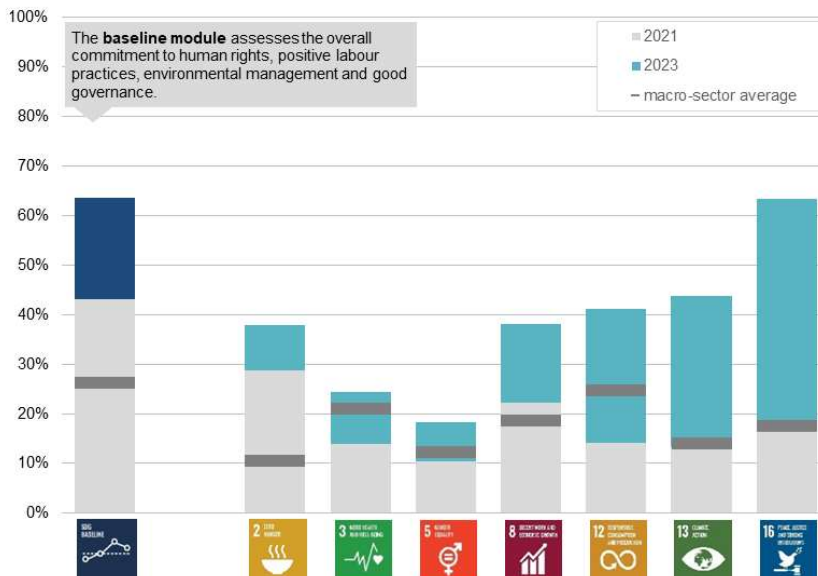
Callmewine

Callmewine, established in 2010, is an e-commerce platform that specialises in the sale of wine, where it ranks as one of the market leaders in Italy. It boasts an extensive catalogue of wines with around 10,000 labels on offer, ranging from big names on the global wine scene to small producers. It has been part of the Italmobiliare Group since December 2020, as a **subsidiary with an 80% stake**.

HIGHLIGHTS

| | Governance and supply chain | Strategy climate | Health, safety and well-being | Gender and human capital development |
|------------------------|--|---|--|--|
| <i>The foundation</i> | Adoption of Code of Ethics and Sustainability Policies, with application extended to the entire value chain. | Analytical monitoring of carbon footprint and SBTi objectives. | Actively supporting people in addressing emerging social challenges. | Adoption of the Women Empowerment Principles and inclusive growth of competences. |
| <i>Status 2023</i> | <p>227</p> <p>Suppliers</p> <p>evaluated in 2023 according to environmental and social criteria.</p> |  <p>Committed</p> <p>Since 2022, Callmewine exclusively uses renewable electricity, partly self-produced. Carbon Neutral since 2023, thanks to certified offsets.</p> | <p>Zero</p> <p>Injuries in 2023</p> <p>Commitment to ensuring a safe working environment by promoting people's mental and physical well-being must be continuous.</p> | <p>~450</p> <p>Training hours</p> <p>66% voluntary training, aimed at enhancing skills, for the benefit of an increasingly demanding clientele.</p> |
| <i>Next challenges</i> | <p>100%</p> <p>Value chain</p> <p>aligned with Callmewine's virtuous model.</p> | <p>100%</p> <p>Products & services</p> <p>Aligned with SBTi objectives.</p> | <p>100%</p> <p>People</p> <p>capable to promote to all stakeholders the culture of safety by inviting the adoption of virtuous behavior.</p> | <p>100%</p> <p>People</p> <p>covered by development plans aimed at growth, inclusion and gender equality.</p> |

CONTRIBUTION TO SDGs



Callmewine integrates the sustainable strategy of the Italmobiliare Group by adhering to the **UN Global Compact**, supporting its **Ten Principles** and actively contributing to the **Sustainable Development Goals**.

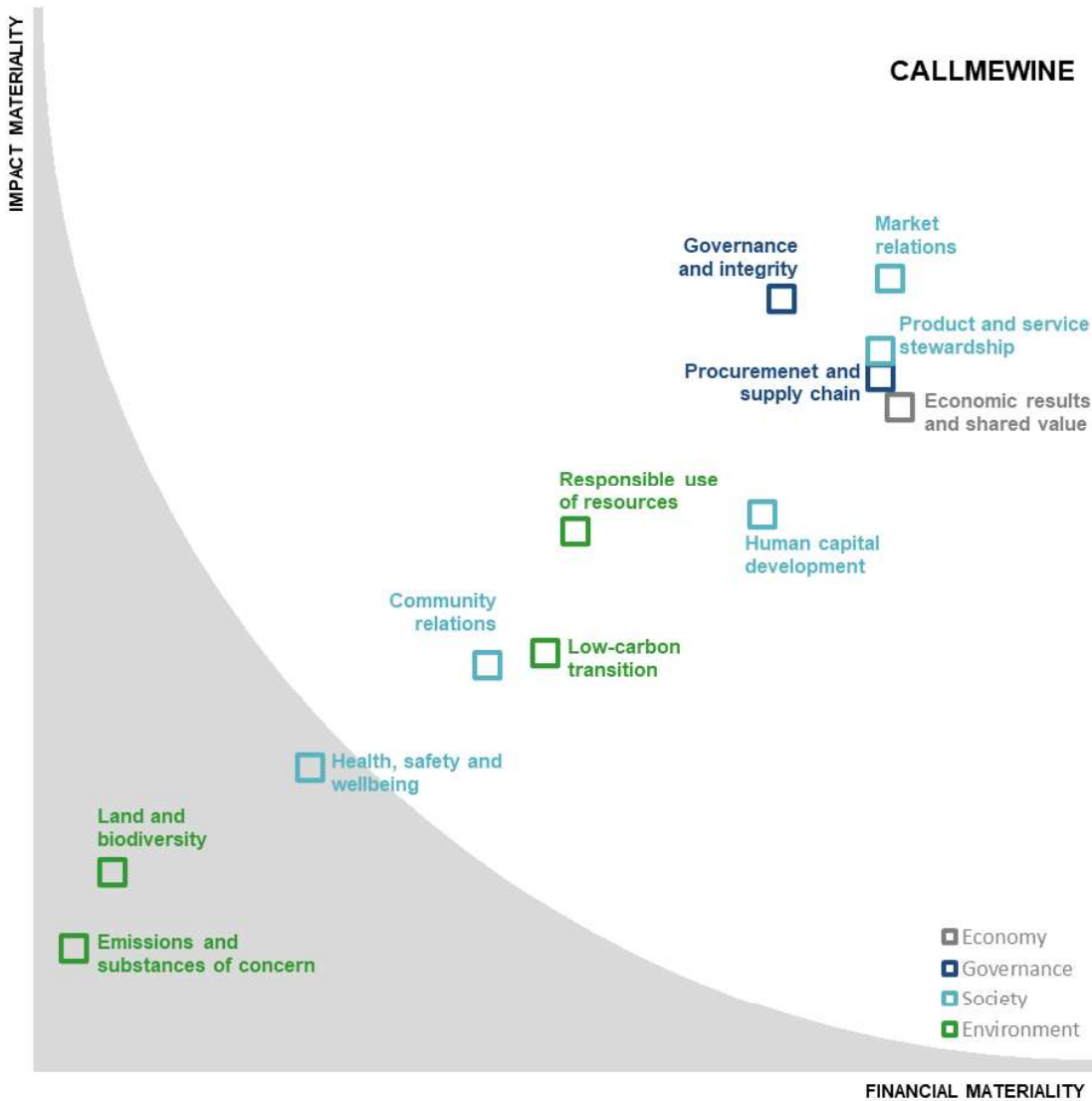
The **SDG Action Manager** analysis tool allows for effective self-assessment of progresses. The graph aside represents the contribution of Callmewine towards the SDGs chosen as its strategic reference.

MATERIALITY

Italmobiliare and Callmewine recognize the sensitive aspects of the *food e-commerce* sector, which highlights important issues for the sustainable success of the business, economic, social and environmental, which cover the entire value chain, from the procurement of products and raw materials for packaging to logistics services for widespread delivery.

In defining the sustainable strategy and related action plans, the **materiality analysis** is an effective tool to identify the governance, economic, social and environmental issues that are relevant, matching the financial relevance for the business with the relevance of the impact on the environment, the society and governance.

The materiality matrix is built by systematically evaluating risks, opportunities, positive or negative impacts, analysing all the aspects relevant for the business with the contribution of the first line of management, the majority shareholder and finally collecting the positions expressed by the most relevant stakeholders.



GOVERNANCE

GOVERNANCE AND INTEGRITY

The composition and management of the governance bodies, starting with the **Board of Directors**, ensure representativeness, competence and the absence of conflicts of interest, aiming at maximum operational efficiency and integrity. Women participation in the Board of Directors is at 20% (1 director out of 5).

In line with the Group's approach, the **Code of Ethics** and the **Sustainability Policies** adopted by Casa della Salute are inspired by the highest global references and explicitly recall the Ten Principles of the **United Nations Global Compact**, which Callmewine joined, and the **Women's Empowerment Principles (WEPs)**. Through a sustainable approach aimed at creating shared value for the society and for the environment, Callmewine intends to explore further levers of success to increase turnover and profit margins, mitigate business risk, attract capital and investors, motivate its people and consolidate the brand.

Based on that of the Parent Company and considering the specificities relating to the nature, size, type of activity or structure of internal powers, Callmewine adopts an **Organisation, Management and Control Model**, which is foreseen by law but not mandatory. It is designed to limit the risk of committing specific relevant crimes. The Supervisory Body, appointed on the basis of autonomy and independence, will be responsible for the control activity. In addition to specific periodic training, the approach will include the *whistleblowing* procedure for reporting unlawful behaviour, in order to offer employees and third parties confidential channels to raise concerns or violations of the procedure, without fear of retaliation, discrimination or disciplinary action.

More generally, Callmewine implements and strengthens the **Enterprise Risk Management** system over time, according to the management framework and the risk catalogue defined at Group level, which integrate ESG issues. The process adopted allows the identification, measurement, monitoring and management of the risks, including climate risks, and helps consolidating the Group's approach.

At the operational level, the adopted **management procedures** represent a fundamental asset to guarantee activities that are fully aligned with the corporate strategy, in a logic of continuous improvement. The integration with business processes helps to consolidate the organisational, technological and behavioural methods.

PROCUREMENT AND SUPPLY CHAIN

The company purchases products from suppliers selected through solid personal relationships, making them available for purchase on its web portal. An outsourced logistics system guarantees retail delivery within the deadlines indicated at the time of purchase.

In 2022, the **Supplier Charter** was adopted, defining the principles to which the suppliers of goods or services and contractors shall align, in their direct activities, in contractual relations with their possible sub-suppliers or subcontractors and, in general, in the creation and management and of their respective value chains. In the prequalification process all suppliers are asked to complete an online questionnaire covering human and labour rights, respect for the environment and business integrity.

| Suppliers | unit | 2021 | 2022 | 2023 |
|---|----------|------------|------------|------------|
| Number of active suppliers | # | 751 | 798 | 851 |
| Purchase of products and services | | 12.5 | 11.4 | 11.5 |
| national suppliers | M€ | 12.1 | 11.1 | 11.1 |
| foreign suppliers | | 0.4 | 0.4 | 0.5 |
| Spending on local suppliers (headquarters on national territory) | % | 97% | 97% | 96% |

| Environmental and social qualification | 2021 | | 2022 | | 2023 | |
|---|------|----|------|----|------|-----|
| | # | % | # | % | # | % |
| Suppliers assessed during the reference year according to environmental and social criteria | -- | -- | -- | -- | 227 | 68% |

SOCIETY

HUMAN CAPITAL DEVELOPMENT

Callmewine benefits from the value of 23 motivated and specialized people. Direct employees are covered by a collective bargaining agreement. 25% of managerial positions are occupied by women.

A performance appraisal system including top levels and key people has been adopted, also aimed at increasing the level of *attraction* and *retention*. A corporate welfare plan introduced in 2021 allows each employee to take advantage of the bonus linked to company results on the DoubleYou platform. Furthermore, employees benefit from special discounts on the purchase of company products. The possibility to do *remote working* once a week has been regulated in 2023. Furthermore, to facilitate off-site workers, during the summer break workers can decide to anticipate or postpone the holiday period with one week of *remote working*.

| | 2021 | | | 2022 | | | 2023 | | |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | Women | Men | Total | Women | Men | Total | Women | Men | Total |
| Personnel | 6 | 7 | 13 | 10 | 11 | 21 | 12 | 11 | 23 |
| Managers | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 1 | 1 |
| Middle managers | 1 | 2 | 3 | 1 | 3 | 4 | 1 | 2 | 3 |
| Office workers | 5 | 4 | 9 | 9 | 7 | 16 | 11 | 8 | 19 |
| Turnover | -- | -- | 3 | -- | -- | 8 | -- | -- | 2 |
| + Hirings | -- | -- | 4 | -- | -- | 10 | -- | -- | 6 |
| + Acquisitions | -- | -- | 0 | -- | -- | 0 | -- | -- | 0 |
| - Voluntary exits | -- | -- | 0 | -- | -- | 1 | -- | -- | 2 |
| - Non-voluntary exits | -- | -- | 1 | -- | -- | 1 | -- | -- | 2 |
| - Divestments | -- | -- | 0 | -- | -- | 0 | -- | -- | 0 |
| % contract: permanent | 100% | 100% | 100% | 50% | 100% | 76% | 50% | 100% | 74% |
| % contract: full time | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Training | | | | | | | | | |
| Hours per capita | 4 | 4 | 4 | 39 | 21 | 30 | 28 | 11 | 20 |
| Managers | 0 | 4 | 4 | 0 | 19 | 19 | 0 | 8 | 8 |
| Middle managers | 4 | 4 | 4 | 25 | 19 | 20 | 14 | 20 | 18 |
| Office workers | 4 | 4 | 4 | 41 | 22 | 33 | 29 | 10 | 21 |
| % hours of voluntary training | -- | -- | -- | -- | -- | -- | 56% | 94% | 66% |
| Managers | -- | -- | -- | -- | -- | -- | 0% | 100% | 100% |
| Middle managers | -- | -- | -- | -- | -- | -- | 100% | 100% | 100% |
| Office workers | -- | -- | -- | -- | -- | -- | 54% | 90% | 61% |
| % with at least one training session | -- | -- | -- | -- | -- | -- | 100% | 100% | 100% |
| Managers | -- | -- | -- | -- | -- | -- | -- | 100% | 100% |
| Middle managers | -- | -- | -- | -- | -- | -- | 100% | 100% | 100% |
| Office workers | -- | -- | -- | -- | -- | -- | 100% | 100% | 100% |
| % with performance appraisal | 0% | 0% | 0% | 10% | 36% | 24% | 42% | 64% | 52% |
| Managers | 0% | 0% | 0% | 0% | 100% | 100% | 0% | 100% | 100% |
| Middle managers | 0% | 0% | 0% | 100% | 100% | 100% | 100% | 100% | 100% |
| Office workers | 0% | 0% | 0% | 0% | 0% | 0% | 36% | 50% | 42% |

Also thanks to the methodological support of the *WEPs Gender Gap Analysis Tool*, various initiatives enhancing gender equality have been identified, well beyond women participation in the company organisation, which will be included in forthcoming development plans.

| | 2021 | 2022 | 2023 |
|---|------|------|------|
| Gender pay gap | | | |
| <i>Difference between women's and men's average pay compared with men's average pay</i> | -- | -47% | -49% |
| <i>Managers</i> | -- | -- | -- |
| <i>Middle managers</i> | -- | -21% | -21% |
| <i>Office workers</i> | -- | -17% | -28% |

HEALTH, SAFETY AND WELLBEING

Callmewine promotes the health, safety and wellbeing of all employees, creating and maintaining safe offices and other workplaces as an essential condition for the professional growth and enhancement of its resources.

The approach adopted is aligned with the applicable national regulations, starting with a solid risk assessment, updated periodically with the support of qualified third parties. A dedicated professional contact, the presence of a doctor for both institutional and voluntary health promotion activities and the formal involvement of the social partners constitute the support organisation. Preventive reporting of anomalous or risk conditions by everyone, an accurate analysis of accidental events, even if not serious, and adequate training activities ensure continuous improvement. The entire workforce is covered by an occupational health and safety management system.

In 2023, there have been no accidents of any kind to employees or non-employee workers.

| | 2021 | 2022 | 2023 |
|---|----------|----------|----------|
| Employees injuries | 0 | 0 | 0 |
| <i>Fatalities</i> | 0 | 0 | 0 |
| <i>Serious injuries</i> <small>with absence from work for at least 180 days</small> | 0 | 0 | 0 |
| <i>Other injuries</i> <small>with absence from work less than 180 days</small> | 0 | 0 | 0 |
| Frequency rate <small>number of injuries per million hours worked</small> | 0.0 | 0.0 | 0.0 |
| Severity rate <small>lost days per thousand hours worked</small> | 0.00 | 0.00 | 0.00 |

PRODUCT AND SERVICE STEWARDSHIP

Callmewine is characterised by a consistent selection of certified craft, organic and bio-dynamic wines, but also wines that macerated and produced in amphora. Above all, the craft wines are produced by independent artisans with their own vineyards according to an agricultural model as natural as possible, one that completely excludes the use of synthetic pesticides, herbicides or insecticides. This same approach includes support for small wineries, offering their wines on the market at fair prices, creating and maintaining solid relationships with niche or little-known producers: all realities that find in Callmewine a commercial partner and an incomparable virtual showcase.

Wine is environment. Callmewine protects it even with attention to the smallest operating details, such as the use of packaging entirely in cardboard, 100% recyclable, and without the use of polystyrene or other plastics. More precisely, starting from spring 2023 Callmewine uses the new Havana packaging colour with 8% less use of paper. In addition, through the website, newsletter and social channels, customers are made aware of the responsible use and reuse of carton.

Already in 2022, Callmewine purchased CO₂ credits to offset the entire carbon footprint for at least the next two years, neutralizing every order that will be placed in 2023 and 2024.

MARKET AND COMMUNITIES

Callmewine is an e-commerce platform designed to be a sort of personal sommelier, stimulating, simple and intuitive, available 24 hours a day, 7 days a week, able to guide all wine lovers, expert tasters or simple enthusiasts, to the discovery of new wines and perfect combinations.

In this role, it is important to gain and maintain the customer's trust, dedicating a lot of time to tasting and selecting the products on sale, whose quality and food safety are ensured by advanced and integrated management systems, which thanks to the proven effectiveness and verified over time, they have obtained the formal third-party certification.

The shopping experience is also important: the products that can be bought on Callmewine are all actually available and are stored at a controlled temperature in suitable places. The technical and organoleptic characteristics of the product, as well as the possible presence of potential allergens, provided directly by the production companies or distributors, are widely described on the site.

In order to foster dialogue and alignment on sustainability challenges and with the aim of finding solutions, projects and common ideas, Callmewine, together with University of Gastronomic Sciences of Pollenzo, organized a conference on sustainability in the wine production chain which addressed mainly suppliers and producers of wine, experts and students of the industry took part to the conference.

ENVIRONMENT

RESPONSIBLE USE OF RESOURCES

Callmewine pays particular attention to packaging, using exclusively cardboard, and no polystyrene or other plastics. In 2023, 197 tons of cardboard packaging were used, of which 100% comes from recycling.

LOW-CARBON TRANSITION

Callmewine supports Italmobiliare in his commitment to company-wide emission reductions in line with climate science with the Science Based Targets initiative (SBTi). Building on the initiatives carried out throughout the years, in January 2024 Callmewine has formalized its membership of the Science Based Target Initiative (SBTi), committing to submit shortly to the team of experts its own targets of short-term reduction, around 2030, and net-zero in 2050.

Callmewine is committed to mitigating the climate-altering effects of its activity along the entire value chain. Supplier selection and engagement, packaging eco-design and logistics optimization are the areas of greatest attention.

Since 2022, Callmewine has exclusively relied on renewable electricity. Since 2023, also the warehouse leasing responsible for the storage and shipping of commercial products exclusively relies on renewable electricity.

Since 2023, anticipating its SBTi commitment, Callmewine is a carbon neutral company, having purchased CO₂ credits for a total of 3000 tons to offset the entire carbon footprint at least for the next two years. The credits derive from a project developed in Ethiopia by the Italian NGO COOPI in collaboration with Carbonsink. The project involves the construction of solar energy systems for the supply of safe drinking water for domestic use, with positive effects on hygienic, social, economic and environmental conditions.

| | units | 2021 | 2022 | 2023 | 2023 |
|--|--|--------------|--------------|------------|--------------|
| Carbon Footprint | | 1.492 | 1.271 | 940 | |
| Scope 3 Upstream | | 1.356 | 1.227 | 890 | 94,7% |
| 1 Purchased products and services | | 1.121 | 963 | 783 | 83,3% |
| 2 Capital goods | | -- | -- | -- | -- |
| 3 Fuel-and energy-related activities | | 0 | 0 | 0 | 0,0% |
| 4 Upstream transportation and distribution | | 236 | 231 | 102 | 10,9% |
| 5 Waste generated by the sites | | -- | -- | -- | -- |
| 6 Business travel | | -- | 1 | 2 | 0,2% |
| 7 Employee commuting | | -- | -- | 2 | 0,3% |
| 8 Upstream leased assets | | -- | 33 | 0 | 0,0% |
| Scope 1 | t CO₂ | 0 | 0 | 0 | 0,0% |
| Scope 2 market based | | 0 | 0 | 0 | 0,0% |
| location based | | 2 | 2 | 3 | |
| Scope 3 Downstream | | 136 | 44 | 50 | 5,3% |
| 9 Downstream transportation and distribution | | 105 | 17 | 23 | 2,4% |
| 10 Processing of sold products | | -- | -- | -- | -- |
| 11 Use of sold products | | -- | -- | -- | -- |
| 12 End-of-life treatment of sold products | | 31 | 27 | 27 | 2,9% |
| 13 Downstream leased assets | | -- | -- | -- | -- |
| 14 Franchises | | -- | -- | -- | -- |
| 15 Investments | | -- | -- | -- | -- |
| Carbon Intensity | | | | | |
| Scope 1+2 market based | t CO₂e / M€ Revenues | 0.0 | 0.0 | 0.0 | |
| Scope 1+2 market based +3 | | 86.3 | 78.5 | 68.6 | |