The background of the entire page is a photograph of dandelion seed heads against a clear blue sky. Some seed heads are in sharp focus, while others are blurred, creating a sense of depth and movement. The seeds are white and feathery, contrasting with the deep blue of the sky.

2019-2020



BEST PRACTICE SUSTAINABILITY

REPORT

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LETTER TO *Stakeholders*

ON THE ROAD OF SUSTAINABILITY: ONLY TOGETHER WE CAN MAKE IT!



I am proud to inform our stakeholders that in Gastaldi Global Travel we have decided to orient the company's actions in a more complete and conscious way towards sustainability according to the most recognized industry standards and best practices. The company has always operated in an ethical and legal manner, especially in the economic, contractual, labor, commercial and fiscal realm. Inclusion has also belonged to us since our foundation both in personnel management and in business processes and in full consistency with customer needs which require evidence of this. Considering the historical period we

are living, with increasing complexity and interconnections between social, economic and environmental aspects worldwide, we are aware of the challenges that humanity and the planet (of which we are a conscious part) are facing. Through our process of continuous improvement, we want to raise the bar in contributing to the "glocal" sustainable development with virtuous deeds inside and outside our organization. Why are we choosing this path? Because we love our planet with all its territories, all the people who live in it and the cultural, economic and natural heritage it embraces. In Gastaldi Global Travel we feel responsible for this cultural and tourist value, in particular the Italian one, that we promote through our core business. Preserving and disclosing the authenticity of the places and cultures of Italy and the world will increasingly guide our professional actions, in order to deliver it to future generations.

This commitment leads us to become more transparent, so that each of our stakeholder can evaluate us. We will therefore disclose our ESG (environment, social, governance) information to prove that our commitment

is materializing in concrete actions both on the business model and the performance and in the MICE products and services we offer, making them more and more aligned to sustainability.

We have been supporting social and environmental initiatives for years, but we are now working on more structured sustainability projects in line with our mission, which we will progressively develop over the next three years 2021-2023, in particular:

- ☛ Stakeholder management: mapping stakeholders and managing their dialogue and involvement as a corporate management tool;
- ☛ Corporate sustainability reporting: first and foremost, we will embrace the UN 2030 Agenda, of which we will select the SDGs (Sustainable Development Goals) that are the most relevant to the company. We will then prepare a report showing our contribution to these SDGs by measuring them through international standards, of which we will define targets for improvement; we will use qualitative and quantitative data to improve our corporate management; and we will communicate the results to stakeholders;
- ☛ Realize new services with sustainable elements and orient existing services towards sustainability, including a careful selection of suppliers who have chosen sustainability approach or who offer products and services with ESG

characteristics or who belong to the local community.

We firmly believe that efforts to formalize and structure our current practices and procedures will be the key to enable us not only to proclaim the values that already define us as a company, but also to ensure their effective implementation. We hope that these choices will bring prosperity and development to our companies in the tourism sector that stand out for being high-quality and, where possible, in support of local communities. These choices could virtuously inspire the stakeholders within our supply chain in particular our suppliers, correspondents and representatives, as well as foster good practices in our customers, participants and employees.

Our contribution to "glocal" sustainable development will only be possible in partnership with our stakeholders, so as to increase its effectiveness. We are open and interested in a dialogue with any "actor" that wants to collaborate to this new important commitment of Gastaldi Global Travel. To get in touch with us you can write to: sustainability@gastaldiglobal.com

Only together we can make it!

Genoa, September 20th, 2021

Chief Executive Officer
Michele Cerruti

Company Profile

Gastaldi was founded in 1860 in Genoa as a shipping and transport company, later taken over by the Cerruti family, who still own the company today, now in its fifth generation. Between the 50's and 60's Gastaldi became one of the major market players in shipping and transport services as well as agent for the first foreign airlines to regularly land at Italian airports. A couple of decades later, Gastaldi represents the main Italian Tour Operator in leisure travel to the U.S.A. and since the '90s it has begun the path that will lead it to become a leader in the field of Incentive, acting both as Italian Destination Management Company (DMC) for foreign companies, especially American, and as Incentive House for Italian companies.

Gastaldi Global DMC, founded in 1990 as part of the Gastaldi Group, is one of the first and most renowned Italian DMCs and a reference point in the MICE sector for creativity, experience and quality of service. Headquartered in Rome with offices in Genoa and Mi-

lan, *Gastaldi Global DMC* specializes in high-level meetings and incentive travel, congresses and special interest VIP tours throughout Italy. Thanks to its consolidated experience and knowledge of Italian destinations and logistics, it is able to respond to any market need by offering a wide range of unique programs while remaining focused on the best and most innovative solutions.

Gastaldi Congressi is the company of the Gastaldi Group which, with its own *Congresses* and *Incentives* Departments, deals with Congresses (medical, associative, corporate), Corporate Events of any kind and Incentive Travel. Its fundamental characteristic is to be able to combine the rigor, efficiency and the most stringent planning typical of a Congress, with creativity, taste and openness to the cultures and experiences of the places visited, necessary to create the unforgettable moments typical of Incentive Travel. Gastaldi's Incentive Travels are the product of a real tailoring that combines

the customization of the program to the development of an integrated communication designed ad hoc and offers unique moments that can range from a private visit at dusk in an Egyptian temple, to a dance troupe and an orchestra that enliven a private dinner in a Cambodian temple, to a hot air balloon safari or a dinner among the elephants. Equally attentive are our events, meetings and corporate conventions with solutions that integrate creativity and innovative technologies.



INCENTIVE TRAVEL



EVENTS



MEETINGS



CONGRESSES

Mission e Values

"We don't just offer incentive programs but unique experiences that exceed our clients' expectations thanks to a dedicated, professional and highly qualified team".

ORGANIZATION

ABILITY
TO LISTEN

TARGET
SELECTION

INTERNATIONAL
VISION

Gastaldi creates unique and unforgettable experiences by integrating passion, expertise and innovation. Our style can be summarized in harmony, time and space. Thanks to a careful analysis of expectations, our project manager transforms words into experiences. The selection of the objectives, the target, the budget, the choice of location and an accurate time management allow the construction of unique events tailored to the individual client, both local and international.

Gastaldi's position on Diversity and Sustainability

In Gastaldi, **diversity** and inclusion are guiding principles; we welcome multiple approaches, we believe that the different peculiarities of people give life to innovation.

Regarding **sustainability**, in the two-year period 2019 - 2020 we have undertaken a series of CSR actions including proposing to partners and clients activities such as producing toys for children's hospitals or supporting some local communities in some of the visited countries.

We take the sustainability of the events we run very seriously: for example, we have joined the "Food for Good" project, which consists in delivering the leftovers from the events to those associations that help the homeless.

The spread of the **Covid-19** pandemic has led to an almost complete stop of our business activities in the year 2020. During this difficult period, Gastaldi has continued to protect its employees by taking the following countermeasures to best support them:

- advances to employees of the amounts of the redundancy fund on behalf of the State, so that everyone could receive the amount normally due each month, avoiding delays due to payment by the public
- taking out insurance for employees that could help each worker and their family in the event of a Covid-19 infection

In addition, the pandemic has allowed more attention to be paid to the concept of **"Purposeful Travel"** based on which Gastaldi devotes even more resources to the conservation, sustainability, identity, inclusion and diversity aspects when organizing trips.

At the beginning of the year 2021, we implemented a comprehensive sustainability plan with the goal of improving the social, economic and environmental well-being of our community on a local level. Our journey begins with the integration of the Sustainable Development Goals (SDGs) promoted by the United Nations (UN), also known as the 2030 Agenda. In the following chapters we present the SDGs and the specific goals associated with them that we are committed to achieving in the coming years, and report on related non-financial information.

The SDGs identified by Gastaldi are as follows:

- Goal 2. Defeating hunger, target 2.2;
- Goal 5. Gender equality, target 5.1;
- Goal 8. Decent work and economic growth, targets 8.4, 8.7, 8.8, 8.9;
- Goal 11. Sustainable cities and communities, target 11.4;
- Goal 12. Responsible consumption and production, targets 12.5, 12.6;
- Goal 17. Partnership for Goals.

Goal 2

DEFEATING HUNGER

UN Sustainable Development Goal 2 is to end hunger, achieve food security, improve nutrition and promote sustainable agriculture.

At Gastaldi we wanted to focus on target **2.2** which calls for the elimination of all forms of malnutrition by 2030, including the achievement, by 2025, of internationally agreed targets on stunted growth and deterioration of children under 5 years of age, and meeting the nutritional needs of teenage girls, pregnant, breastfeeding woman and the elderly people.

Specific objectives identified

We will suggest our customers to join the initiative to reduce food waste during the organized events and we will spread an explanatory advertising flyer on the issue containing references to all the initiatives that can be taken by customers themselves in this area (by 2022).



“Food for Good”

We have joined the “Food for Good” project, which consists in delivering the leftovers after an event to associations that help homeless. Moreover, we often collaborate, informing customers, with Equoevento Onlus, a non-profit organization which remedies the significant waste of food typical of events, recovering and donating surplus food to charitable organizations.

Healthy lifestyle and balanced diet

Gastaldi offers services aimed at promoting a balanced diet and sporting activities, such as local cooking courses with the focus on an ideal diet for the maintenance of wellbeing, together with Yoga courses, fitness lessons at KM 0 and Tai Chi courses. In the future, we will increase the proposal of this kind of activities.

2 ZERO HUNGER





5 GENDER EQUALITY



Goal 5 GENDER EQUALITY

UN Sustainable Development Goal 5 includes achieving gender equality and empowerment (greater strength, self-esteem and awareness) of all women and girls.

Gastaldi has identified 5.1 as the main target which aims to end all forms of discrimination against women, girls and young women from everywhere in the world.

Specific objectives identified

- ☛ Maintain and consolidate existing good practices in the field of equal pay for men and women related to for equal work, responsibility and also for the same skills (by 2022);
- ☛ Maintain and make explicit existing good practices in merit-based and skills-based recruitment without gender discrimination of any kind (by 2022);
- ☛ Review of career plans with a view to equal pay (for the same job/responsibility) between men and women (by 2023).

Our employees

For Gastaldi the employees is a fundamental **value**. Working in the service sector the **human** factor is crucial; all our employees are valued for their human and personal traits as well as for their professional ones. The quality of the services provided (and their timeliness, fundamental for the sector) depend not only on the professional expertise of the people but also on the adherence to the company's cultural values.

The management of human resources is assigned to the managers of the various areas of activity, supported by the Administrative Department and the Managing Director. They supervise with extreme attention the **correct remuneration**, considered a fundamental item to ensure an adequate level of competence within the staff as well as to maintain the company's balance. Gastaldi does not allow salary discrimination of any kind.

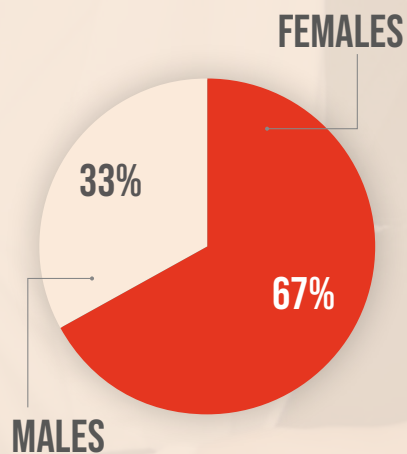
Considering staff **training** as an aspect of fundamental importance, we usually organize training activities based on two pillars: professional competence and corporate culture. The training is organized by the area manager in agreement with the Administrative Management and top management.

Two parental leave were granted in the year 2020 with regular return to work.

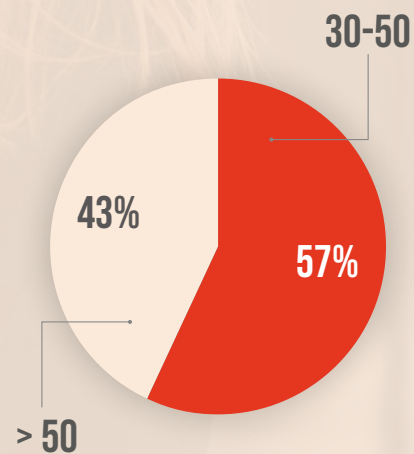
Overview of EMPLOYEES AT 31/12/2020

WORKERS CATEGORY	WORKERS CATEGORY	TOTAL AT 31/12/2020	SEX		AGE			AVERAGE SENIORITY (YEARS)	EMPLOYMENT		CONTRACT	
			M	F	<30	30-50	> 50		FULL-TIME	PART-TIME	UNSPECIFIED	DETERMINED
Apprentice	ASSISTANT MANAGER	1	1	0	0	1	0	2	1	0	1	0
Clerk 5th level	ASSISTANT MANAGER	1	0	1	0	1		3	1	0	1	0
Clerk 3rd level	JUNIOR PROJECT MANAGER	7	1	6	0	6	1	8	5	2	7	0
Clerk 2nd level	PROJECT MANAGER	2	1	1	0	0	2	12	0	2	2	0
Clerk 1st level	SENIOR PROJECT MANAGER	3	0	3	0	2	1	10	1	2	3	0
Framework	MANAGER	3	1	2	0	1	2	10	3	0	3	0
Directors (BoD)	-	4	3	1	0	1	3	-	0	0	0	4
Total	-	21	7	14	0	12	9	-	11	6	17	4

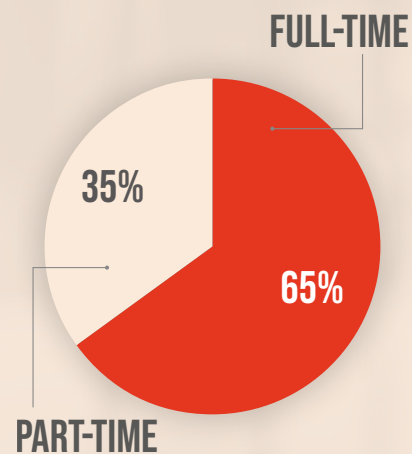
SEX



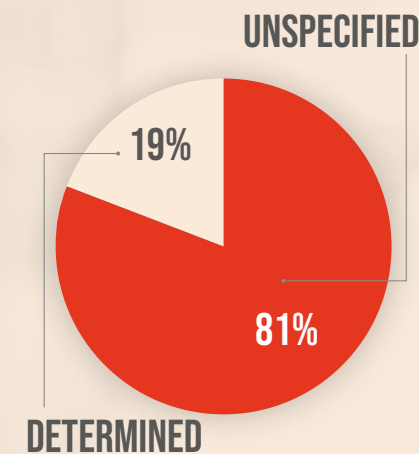
AGE



EMPLOYMENT



CONTRACT

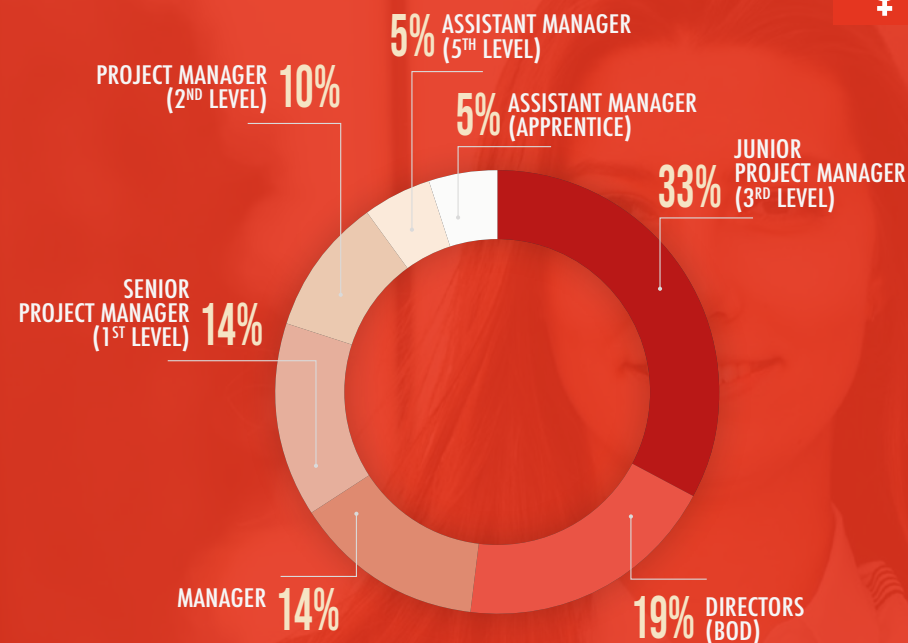


Composition

of the Board of Directors at 31/12/2020

COMPONENTS		AGE		M/F
NAME	LAST NAME	30-50	> 50	
Pietro	Cerruti		1	M
Michele	Cerruti		1	M
Margherita	Cerruti	1		F
Matteo	Barbieri		1	M

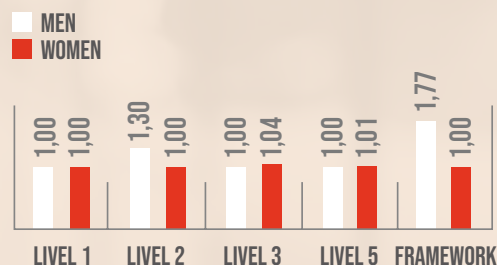
LEVEL AND CATEGORY



SALARY SCENARIO

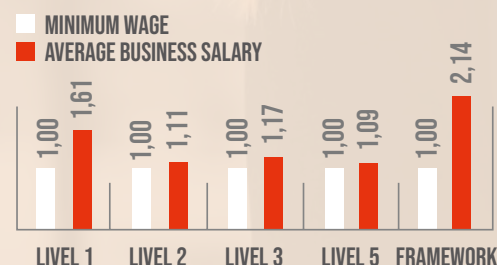
As already mentioned, in Gastaldi there are no pay discriminations of any kind, in particular between men and women and, where possible, a salary higher than the minimum wage is offered, as shown in the following tables.

CONTRACT	CHANGE IN SALARY COMPARED TO THE MINIMUM WAGE
Framework	+114%
Level 1	+61%
Level 2	+11%
Level 3	+17%
Level 5	+0.9%



Average wage differential between men and women

The remuneration policy is extremely horizontal with a salary range of only 2.85 times which means that the highest salary is 2.85 times than the lowest salary in the company. This indicates that there is an even spread of income among the staff.



Salary differential compared to minimum wage by level



Wage scale

Goal 8

DECENT WORK AND ECONOMIC GROWTH

UN Sustainable Development Goal 8 aims to promote a long-lasting, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Gastaldi focuses on four main targets: **8.4** Progressively improve, up to 2030, global resource efficiency in consumption and production in an effort to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead; **8.7** Take immediate and effective measures to eliminate forced labour, end modern slavery and human trafficking, and ensure the prohibition and elimination of the worst forms of child labour, including the recruitment and use of child soldiers, and, by 2025, end child labour in all its forms; **8.8** Protect labour rights and promote a safe and secure working environment for all workers, including migrant workers, particularly migrant women, and those in precarious employment; **8.9** By 2030, develop and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products.

Specific objectives identified

- ☛ Pursue sustainable tourism certification more in line with the company's operations and objectives (by 2023)
- ☛ Conduct an internal audit to collect data on materials purchased and used in the company (by 2022)
- ☛ Require through online surveys all providers to confirm compliance on worker and participant safety; non-discrimination; freedom of association; employment contracts; environmental policies (by 2023)
- ☛ Conduct supplier audits to identify the most sustainable suppliers (by 2023)

Employees

All Gastaldi employees are covered by collective bargaining agreements, regulated by the National Collective Agreement (CCNL). There is no limit to the freedom of association, no child labour and no compulsory or forced labour.

8 DECENT WORK AND ECONOMIC GROWTH



Discrimination

Throughout the history of the Gastaldi Group both the ownership and the management have always rejected and considered inadmissible any form of discrimination both towards employees and towards suppliers, as towards customers and any other person who, for any reason, has come into contact with the organization. The Group has always worked in international sectors such as travel services and the logistics of goods and passengers, it deeply appreciates all the differences in culture, gender, opinion and in general the different possible values within every society. Such diversities are often a source of inspiration to find more inclusive solutions for our customers.

HEALTH AND SAFETY

The approach to health and safety in the company is based on the application of current legislation, specifically D. lgs. 81/2008, on the basis of which Gastaldi wrote the DVR (Risk Assessment Document). The occupational health and safety management system covers all employees and assimilated workers within the workplace, as well as in off-site working activities (such as congress activities, corporate events, incentive travel, trade fairs and transfers). This topic is very important in fact safety at work is an interest for the company as well as a worker's right and the Company wants to guarantee a comfortable and productive environment. The actors involved in the management are the Employer, the RSPP and the Competent Doctor, who agree on the actions to be taken according to the indications of the above-mentioned standard, contextualized to the different operational areas. The inclusion of specific performance objectives is currently in phase of evaluation.

The workers receive and sign for acceptance the documentation of health and safety at work, and the company undertakes to answer any questions. Workers can any time, by email or verbally, report to the Employer or the supervisor any danger or dangerous situation. To date, the only situations that have occurred in the past have concerned weather warnings; in these cases, the staff promptly informed the company's top management, who immediately

authorised the early departure of staff from the office.

Gastaldi has joined the initiative of Federcongressi to produce and use for each event the DVRE and to implement the procedures indicated in the guidelines to manage fairs, events and congresses in safety with respect to the problems of COVID-19. This procedure has become the basis of the practice UNI/PdR 113:2021 "Guidelines on hygienic, sanitary and behavioral measures for the organization of conferences and aggregative events in biological safety in times of COVID-19 pandemic" and it has become the de facto Italian reference standard for the organization of aggregative events. **All Gastaldi Congressi staff** (Milan and Genoa) has been trained on this procedure and **is certified** as competent in its application.

The Document for the Evaluation of Biological Risk at the Event-DVRE is a technical tool that was created to provide event and congress organizers with adequate tools for evaluating the risk of infection during events, giving them the opportunity to implement appropriate measures to contain the risk itself and to demonstrate that they have taken all possible measures to ensure the minimization of biological risk of Covid19 during the course of the event itself. The DVRE is in fact a matrix in which the organiser, by entering the event's data (for example, origin and number of participants, duration of the event, size of the host venue, etc.), obtains as a result a significant value of the event's biological risk index. If this risk index is high, actions to lower it are foreseen, as well as related reports with recalculation of the risk level after corrective actions.

Occupational health services

Personal information on workers' health is held by the competent doctor who maintains its confidentiality. The main functions of occupational health services, which contribute to the identification and elimination of hazards and minimisation of risks, include advice

on occupational health, safety and hygiene, monitoring of workers' health in relation to work, and advice on ergonomics and on individual and collective protective equipment. Access to these services is guaranteed through inspections and periodic meetings with the Competent Doctor.

CORPORATE OFFICES	RLS	EMPLOYER	RSPP	PHYSICIAN
Milano e Genova	unelected	Pietro Cerruti	Pietro Cerruti	Andrea Lombroni
Roma	unelected	Pietro Cerruti	Pietro Cerruti	Eleonora D'Alessandro

HEALTH AND SAFETY INTERNALLY AND FOR OUR CUSTOMERS

Safety in the incentive sector is very important for both workers and participants because our activities take place mainly in spaces outside the office with different characteristics for each project like transport, equipment, artificial and natural places, routes, etc. Ensuring safety in this context is complex, therefore, Gastaldi maintains constant insurance coverage for workers, customers and participants suitable for any type of activity. The ceilings of these covers reach in some cases € 33,5 million per event, higher than the average of the sector. Today, the company also has Covid-19 risk insurance. Control of suppliers' compliance with safety regulations is a further form of protection that the company implements in favor of the participants of the events, and it is gradually being implemented for all suppliers.

Moreover, health is becoming more and more popular in the requests of clients, with the aim of making the participants live experiences characterized also by aspects of wellness such as diet, physical movement and personal care. In particular, the promotion of a balanced diet, sports activities i.e.: Yoga, Tai Chi courses and fitness classes on site, relaxing weekends in wellness centers to enjoy unique experiences in the nature to ease body and mind.

Sustainable tourism

When planning incentive, we always care about the places where our events take place. For example, the choice of some archaeological sites for an event allowed us to contribute to the maintenance of the sites themselves. In addition, Gastaldi proposes charity activities within the events, focusing on the theme of schooling and the creation of added value in local realities. So, we have contributed to the construction of a well in Africa, to the protection of turtles and, in Praia do Forte in Brasil, we have organized an event in an eco-friendly

resort. Finally, Gastaldi always offers catering services that use biodegradable materials.

Suppliers

For Gastaldi the choice of suppliers is a very important issue that has led over time to select global partners that reflect our modus operandi and share our values. We intend to create a questionnaire to be submitted to our suppliers to confirm the respect of some fundamental requirements of our corporate culture, for a further improvement of the evaluation and the relationship with partners.

	 GASTALDI INCENTIVE	 GASTALDI GLOBAL DMC
SUPPLIERS LIST	INTERNATIONAL SUPPLIERS	ITALIAN SUPPLIERS
Local hotels	✓	✓
Local guides	✓	✓
Local restaurants	✓	✓
Airlines	✓	
Tour leader	✓	✓
Team building companies	✓	✓
Online and offline communication agencies	✓	✓
Gadget suppliers	✓	✓
Audio Video Support Suppliers	✓	✓



Goal 11

SUSTAINABLE CITIES AND COMMUNITIES

UN Sustainable Development Goal 11 is to make cities and human settlements inclusive, safe, durable and sustainable.

Gastaldi identified Target **11.4**, which specifically aims to strengthen commitments to protect and safeguard the world's cultural and natural heritage.

Specific objectives identified

- ☛ Make clients and participants increasingly aware of their impact on the nature and culture of the place where our services take place, and their responsibility to protect it (by 2022)
- ☛ Enhance the cultural and natural heritage of destinations while respecting the authenticity of traditions, culture, values and local language (by 2022)

Cultural and natural heritage

Gastaldi is strongly aware of the importance of protecting and safeguarding the cultural and natural heritage of the world in which we live.

In the offer of different places used for our events, all the necessary indications are included so that the use of the place is as respectful as possible.

Tools, like insurance policies, are also included to allow us to preserve the heritage in which we carry out the events and to remedy any damage could possibly be caused by participants.

Involvement of local communities and distribution of the generated wealth

With the aim of involving the local communities where we organize our services, Gastaldi has selected over the years, local suppliers strongly rooted in their territory with whom it shares values and operating methods. The direct knowledge of their territories by the selected suppliers allows an offer which is coherent both with the context and with our principles. Gastaldi considers fundamental the involvement of local actors selected and qualified for the success of its business. With the intention of further improving the dialogue and the relationship with the communities, in our offer we try to integrate actors of the supply chain both belonging to international groups and small local realities.

The realization of incentive trips abroad (which in the year 2019 took place mainly on international routes touching countries such as Spain, Cuba, Russia, Mexico, Germany, Portugal, Greece, Japan, France, the Netherlands, Hungary, Vietnam) takes place with the help of local tour operators (DMC) for catering services, hotelierie, guide services, hostesses and transfers. We use the support of qualified suppliers in the area we operate and loyal over the years. A total of 53 events were held, involving around 130 hostesses and stewards, 180 restaurants and 70 hotels.

11 SUSTAINABLE CITIES AND COMMUNITIES



Regarding incentives and events on the Italian territory, Gastaldi Global DMC has chosen to use local guides and tour leaders bringing more than 1,600 hours of compensation for a total of almost € 200,000 and has involved local restaurants for a total of almost 10,000 meals and a financial contribution of more than € 300,000.

Quality of services and customer satisfaction

The quality of the services offered by Gastaldi is a priority issue starting from the choice of suppliers and collaborators. In the future we will start the periodical process of verifying that also the suppliers adhere to some sustainability standards in order to improve the quality.

As many as 85% of Gastaldi Incentive customers are loyal customers: in recent years the company has received about 40 letters of commendation and thanks for the success of the event and for the skills and care shown in carrying it out.

Although operating in a worldwide market, Gastaldi Global DMC's loyal customers are as many as 50%; here are some examples of their appreciation:

Thank for all your efforts in making our event run so smoothly. Our guests were raving about the incredible activities and experiences, and we could never have pulled this off without you.

USA UNIVERSITY CLIENT

UK CLIENT

Thank you so much for all your hard work and support with the Milan programmes. The event was a HUGE success and we've had some fantastic feedback that I am sure the client will be happy about! Your passion to deliver a successful event and pro-active approach to everything was really refreshing.

Mi unisco alla mia collega ringraziandovi per l'organizzazione precisa e puntuale dell'evento che lo ha reso veramente memorabile.

I join my colleague in thanking you for the precise and punctual organization of the event which made it truly memorable.

**ITALIAN CUSTOMER
MEDICAL SECTOR**

Vorrei ringraziarvi per il livello altissimo del viaggio: ottima la scelta delle location, azzeccate le attività, organizzazione perfetta. Grazie a voi e al team.

I would like to thank you for the high-quality level of the trip: excellent choice of locations, apt activities, perfect organization. Thanks to you and the team.

**ITALIAN CUSTOMER
OPTICAL SECTOR**

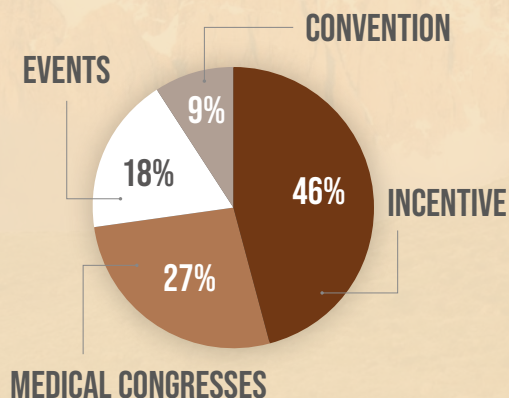
INCENTIVE TRIP USA

We have all just return from a wonderful and successful event in Sorrento! We have heard many great reviews from not only our clients but the attendees as well. We were so lucky to have the team alongside our own of our onsite team and could not have done this event without their combined efforts, knowledge and patience.

Products and services offered by the organization



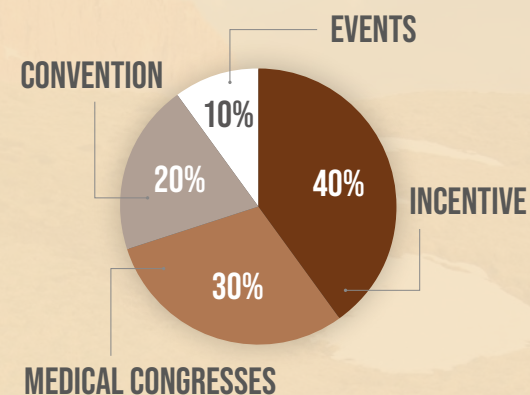
CATEGORY SERVICES	PERCENTAGE
Incentive	46%
Convention	9%
Events	18%
Medical congresses	27%



Gastaldi Global DMC: service category by percentage (2019)

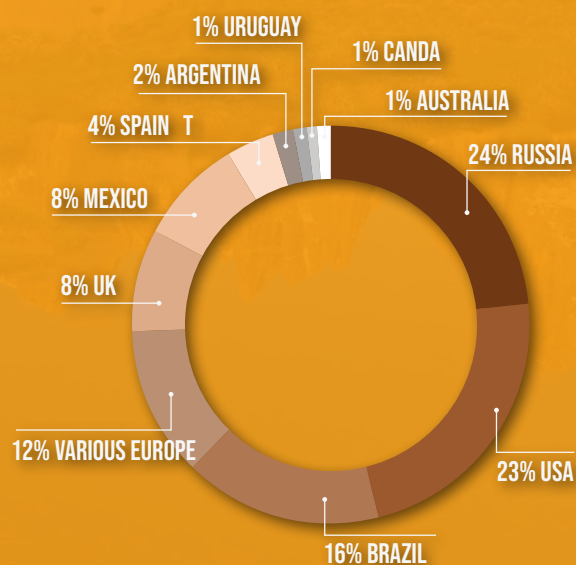


CATEGORY SERVICES	PERCENTAGE
Incentive	40%
Convention	20%
Events	10%
Medical congresses	30%



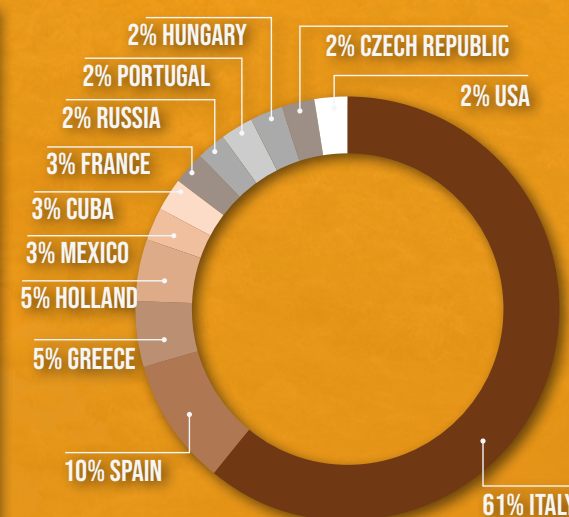
Gastaldi Incentive: service category by percentage (2019)

COUNTRY (2019)	N. GROUPS
Australia	1
USA	24
Mexico	9
Brazil	17
Argentina	2
Spain	4
Russia	25
Canada	1
UK	9
Uruguay	1
Various Europe	13
TOTAL	106



Gastaldi Global DMC: groups operated in Italy by country of origin (year 2019)

DESTINATION	NUMBER OF TRIPS	NUMBER OF CUSTOMERS
Cuba	1	1
France	1	1
Greece	2	2
Italy	25	8
Mexico	1	1
Holland	2	1
Portugal	1	1
Czech Republic	1	1
Russia	1	1
Spain	4	2
Hungary	1	1
USA	1	1
TOTALE	106	



Gastaldi Incentive: trips operated for Italian customers by country of destination (year 2019)

Goal 12

RESPONSIBLE CONSUMPTION AND PRODUCTION

UN Sustainable Development Goal 12 aims to ensure sustainable patterns of production and consumption.

Gastaldi focuses on two specific targets: **12.5** By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse; **12.6** Encourage businesses, especially large and transnational companies, to adopt sustainable practices and integrate sustainability information into their regular reports.

Specific objectives identified

- ☛ Organize MICE services considering social and environmental sustainability (to be measured with a description of good practices applied to the various services e.g., gadgets, planting trees, plastic free, etc.)

Environment

The environmental value is inherent not only in our corporate culture but also in the daily life of individual team members. In Gastaldi's projects we propose eco-friendly activities whenever possible and as a performance objective aimed at enhancing the environment and managing environmental impacts, we aim to make our projects

even more sustainable.

Both Gastaldi offices are strategically selected near the station in order to avoid urban and private transport. The use of paper is strictly reduced in favor of digitized documents and the office is equipped with led lights. Gastaldi has implemented separate waste collection in the offices and also the regular and correct disposal of toner and electrical material.

INTERNAL CONSUMPTION

Electricity consumption 2019

	SOURCE	CONSUMPTION KWH	COST
Gastaldi Incentive	ENI gas and electricity Milan	16.064	€ 3.767
Gastaldi Global DMC	ENI gas and light Rome	13.000	€ 7.391
TOTAL		29.064	€ 11.158

Intensity 2019

RESOURCE	COST PER SQM*	COST PER EMPLOYEE**	TOTAL COST
Electricity	€ 18	€ 531	€ 11.158
Water (Milan + Rome)	€ 2	€ 48	€ 1.009

*total sqm offices= 607

**total employees = 21

12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



Materials and waste

MILAN OFFICE

In order to minimize its environmental impact, Gastaldi implements sustainable behaviors by limiting the creation of waste and following a strict separate waste collection.

As far as the management of materials in the company is concerned, the services of printers and toners, known to have the greatest environmental impact, are managed centrally by the Holding with an “all inclusive” contract, which allows remote control of automatic supplies and the withdrawal of exhausted toners. Further purchases are managed by the administrative office in agreement with the Management. The purchase of reams of paper, a predominant item in the purchase of stationery, is made according to rules of weight (no more than 70gr.) and origin (recycled or from controlled forests). Office supplies are made with a view to recycling and reuse: the water containers are subsequently recycled by the supplier, the pods for the coffee machine and the material needed during the lunch break are in paper or mater-bi and the remaining materials, mainly paper, are differentiated and thrown away by the cleaning company.

To further improve materials management, we are implementing a gradual digitalization of all production processes through the introduction of a new IMS management system that allows a drastic reduction in the use of printed materials. In addition, we want to reduce the disposable material produced during lunch breaks in favor of reusable material and replace paper in the restrooms with rolls of cloth towels. Finally, we intend to implement a waste prevention plan outside the company.

In the table below it is clear that due to the Covid-19 pandemic, little business activity took place in the offices at the Milan headquarters in 2020, drastically reducing consumption.

WASTE CATEGORY	IMPACT AND HAZARD SIGNIFICANCE	GENERATION	PHASE CHAIN GENERATION	WEIGHT/VOLUME		DIFFERENCE	MEASURING
				2019	2020		
Toner	Supplier Recycling Hazardous	Prints	Entire production cycle	20	1	19	Weight of spent toner
Paper	Internal impact non-hazardous	Internal/customer documents	Production cycle	N.d.	N.d.	/	/
Plastic	Supplier recycling non-hazardous	Internal consumption	N.d.	6	1	5	Weight of the used bottle
Cardboard/ Packaging suppliers	Internal impact non-hazardous	Internal consumption	Production cycle	10	0	10	Empty packaging weight

ROME OFFICE

Stationery is ordered by the administration on the basis of office needs; this concerns almost exclusively copy paper, since all processing is handled with spreadsheets that only rarely require printing. In addition, we are implementing a further reduction and elimination, wherever possible, of printing processes, in order to reduce the accumulation of paper and consumption

of toner, which are currently collected by a specialized company and sent to landfill.

For Gastaldi, as well as for the whole group, the waste management in the company is fundamental because it involves the territory where our services are offered. In our offices the differentiated waste collection is divided into wet, plastic-metal and paper; for the withdrawal and disposal of waste we use the service of a waste collection company in line with current regulations.

The table below shows that even the business activities of the Rome office, which were reduced to a minimum due to the Covid-19 pandemic, were carried out outside the offices (smart working), thus reducing consumption to zero.

WASTE CATEGORY	IMPACT AND HAZARD SIGNIFICANCE	GENERATION	PHASE CHAIN GENERATION	WEIGHT/VOLUME		MEASURING
				2019	2020	
Toner	Impatto interno pericolosi	Stampe	Operazioni di stampa	10	0	Office ecobox capacity
Printed paper	Impatto interno non pericolosi	Stampe	Operazioni di stampa	100	0	binders
Plastic-metal	Impatto interno non pericolosi	Dipendenti	Attività d'ufficio	5	0	Container weight
Wet	Impatto interno non pericolosi	Dipendenti	Pausa pranzo	20	0	Container weight
Undifferentiated	Impatto interno non pericolosi	Dipendenti	Attività d'ufficio	10	0	Container weight

Goal 17

PARTNERSHIP FOR THE GOALS

UN Sustainable Development Goal 17 consist in strengthening the means of sustainable development implementation and renewing the global partnership for sustainable development.

For this goal, Gastaldi intends to commit itself in a general sense, that is to spread the 2030 Agenda in the relationship with stakeholders through partnerships and training along the supply chain.

Specific objectives identified

- Identify and support through pro-bono activities or donations to a non-profit organization that adheres to the UN 2030 Agenda and operates in the same business sector or shares activities similar to those of the company (by 2023)

The value of our corporate culture

La Gastaldi's corporate culture is essentially based on values such as customer service, authenticity of the experiences offered, excellent value for money in the proposals, accuracy and precision in delivery, wow effect, honesty, transparency, operational flexibility and sense of responsibility, of which the entire staff is a credible testimonial.

We are confident that we are contributing through our actions to the achievement of the SDGs identified in the following report.

Stakeholder map

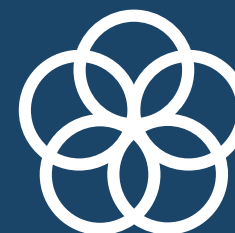
Gastaldi uses stakeholder management in its ordinary and extraordinary management, which consists in basing its

managerial and operative decisions on stakeholder engagement and therefore on the dialogue and involvement of stakeholders in a transversal way. The first step for Gastaldi to undertake its path to sustainability is to map its stakeholders so that they can be involved in order to legitimize ESG business decisions (Environment, Social, Governance) and make them effective according to the collected instances. The categories of stakeholders listed below are those that characterize the activities of the company. Those categories that the internal management considers relevant, that is, those who most influence the actions and have an interest in Gastaldi, are highlighted.

Finally, employees, collaborators and the owners were involved in drawing up the following sustainability report.

STAKEHOLDER	DESCRIPTION
SUPPLIERS	Hotel chains, foreign correspondents, gadget suppliers, printed and online communication, carriers and transfers (airlines, buses, railways, cars, etc.), restaurants and catering, tourist guides, venues (event locations), technical services (staging, audio/video, hostesses), facility suppliers (hardware and software), business consultants
CUSTOMERS	Large incentive agencies, companies, medical-scientific institutions, associations, private individuals
PARTICIPANTS	Individuals who have a professional relationship with the client
EMPLOYEES AND COLLABORATORS	Individuals in an employment relationship; self-employed workers who work periodically within the company
REP	Representative agencies in foreign countries
PROPERTIES	Gastaldi Holding, owned by the Cerruti family
INSURANCE	Insurance companies and brokers
INSURANCE	Federcongressi, Site, Euromic, MPI
LOCAL COMMUNITY	People and companies that are involved in the promoted services and that concern Italian and foreign territories
FAIRS	Trade fairs in Italy and abroad

17 PARTNERSHIPS FOR THE GOALS



Methodology

The sustainability reporting process started with the mapping of the company's stakeholders carried out by the internal technical committee, which allows the identification of key stakeholders. After identifying the relevant stakeholders, an analysis of the most significant Sustainable Development Goals (SDGs) for Gastaldi was carried out, which were measured and reported in this document that is inspired by GRI Standards.

As this is the first year of non-financial reporting, Gastaldi presented data for 2019-2020; annual reporting will be evaluated in the future.

The scope of analysis of this report concerns the companies Gastaldi Congressi Srl and Gastaldi Global Travel Srl.

Through the analysis of the Sustainable Development Goals, the following goals and targets of the UN 2030 agenda were identified:

- ☛ Goal 2. Defeating hunger, target 2.2;
- ☛ Goal 5. Gender equality, target 5.1;
- ☛ Goal 8. Decent work and economic growth, targets 8.4, 8.7, 8.8, 8.9;
- ☛ Goal 11. Sustainable cities and communities, target 11.4;
- ☛ Goal 12. Responsible consumption and production, targets 12.5, 12.6;
- ☛ Goal 17. Partnership for Goals.

Gastaldi Global Travel

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In collaboration with Sustainabilia - IPLUS

