

# Sustainability Report

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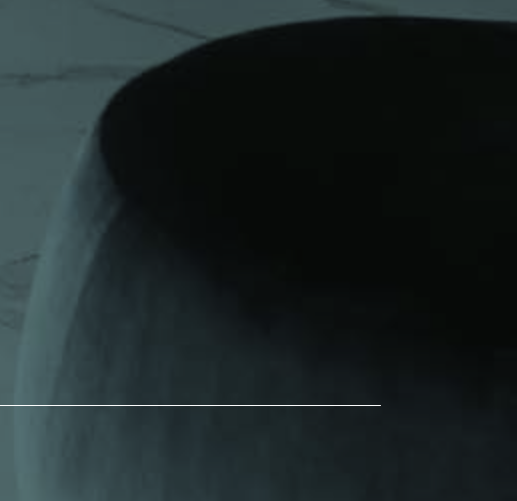
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# Letter to the stakeholders





# Alberto Selmi

Chairman  
and CEO

2022 has established itself as a year full of events capable of upsetting the competitive global landscape. While the easing of the COVID-19 pandemic allowed many countries to return to full normality, geopolitical tensions linked to the war in Ukraine, combined with the return of inflation and the energy crisis, all contributed to high levels of uncertainty that will continue in the coming months.

Despite these undoubtedly challenging circumstances and with full awareness that many of these negative trends will also impact 2023, Laminam is forging ahead on its journey, focusing on growth, market success, and commitment to the environment, people, and the local area.

In 2022, the group recorded a turnover of more than €243 million, marking a 29% increase on the previous

year and profitability remained solid (EBITDA at 22%) despite significant increase in costs of raw materials and energy; personnel rose to 930 (+35%), confirming the company's employer brand and Laminam as a leader in the industry.

These extraordinary results are also the outcome of our commitment to internationalization. With the acquisition of Best Surface, finalised on 1 February this year, Laminam added its first plant in Spain to the group's other production sites. But Best Surface is more than just the plant we needed in the heart of Spain's ceramic district. It is an experienced team of people with a passion, a team that proved to be perfectly in tune with the Laminam team right from the start, which made their inclusion in the group a fast, smooth process.

On 30 August last year, Laminam also sealed a deal to acquire a further 50% of its Polish distributor, Interstone, in which it already held a 29% stake, bringing its holding up to 79%. The partnership between the two companies, which began in 2012, has made Poland one of the main markets for Laminam; the subsidiary has strengthened the group's marketing and distribution structure, ensuring complete coverage of Poland through numerous offices and logistics hubs. In 2022, Laminam made its physical return to some of the world's leading interior design and architectural fairs and staged numerous in-house meetings. Last June, Milan's Salone del Mobile, in particular, was Laminam's first carbon-neutral event.

The show was also an opportunity to discuss sustainability with our customers and to assess their sensitivities to ESG issues and their priorities and expectations of Laminam, both as a company and a product. Here at Laminam, responsibility is founded on

sustainable innovation and continuous research. We have always focused our resources and investments on improving our products and our processes, day after day. We believe that this is the only way to ensure sustainable development for future generations. With this in mind, during the 2021/2022 period, Laminam Group embarked on a major investment plan concentrating on new plants and machinery designed to increase production capacity and improve environmental performance. This investment plan also includes the renewal and expansion of the Fiorano photovoltaic park with the capacity to produce 1432 kW per year of renewable energy.

New investments in the pipeline for 2023 include the installation of a photovoltaic system in Borgotaro and another in Castellón (Best Surface); meanwhile two trigeneration (CCHP) projects are also already underway and significant research into CO<sub>2</sub> capture and low-fire ceramic bodies is ongoing. All investments that demonstrate how innovation and sustainability continue to drive development at our company, an acknowledged leader in the world of superior natural surfaces.

I hope you enjoy reading our report.  
Alberto Selmi

2022 KPIs

# Economic sustainability



243

Million euros in revenues \*



+29%

Growth in revenues  
2022/2021 \*



22%

EBITDA Margin \*



79%

Propensity for export \*



>100

Countries to which  
products are sold



12

Series



163

Surfaces



3

Sizes



4

Thicknesses

(\*) Consolidated financial statements at 31.12.2022

(\*\*) Excluding temporary employees and branches



# Social Sustainability



245

Million euros in economic value distributed to stakeholders \*



930

Group's Personnel \*



94%

Permanent employees \*\*



36%

Female workforce \*\*



208

New hires \*\*



9,155

Hours of training provided \*\*

# Environmental sustainability



20-60%

Recycled material in the products



1,244

Tonnes of packaging materials recovered from customers



50

Thousand cubic metres of waste water treated and reused



20+

System, environmental and product certifications



95%

Raw waste reused in the production process



1.4

MW installed power in photovoltaic plants

Initiatives and projects in 2022

# 2022 saw Laminam leading the way with initiatives, projects, and partnerships on various strategic fronts



# Internationalisation



In 2022, Laminam strengthened its production presence and technology base in Spain with the acquisition of Best Surface, leading brand in the Spanish ceramic district for the manufacture and marketing of large-sized surfaces.



This acquisition further consolidated Laminam's course of international growth. The plant is equipped with state of the art technology, which allows the production of slabs with full-body decoration and veining, resulting in truly unique and exceptional products.

In April, the group's international presence grew with the establishment of Laminam Benelux BV, the Netherlands-based distribution centre for Laminam surfaces intended to serve the Benelux countries and part of Germany.

At the end of August, in the presence of Alberto Selmi for Laminam and Wiesław Sordyl for Interstone, an agreement was signed with which the manufacturer from Fiorano

Modenese acquired 50% of its Polish distributor, bringing its holding from 29% up to 79%. The deal will enhance the strategic positioning of the brand, which has demonstrated its determination to optimise its value chain by focusing on targeted, highly strategic acquisitions.

The agreement has reinforced Laminam's course of international growth and with this acquisition, the group has added Poland to its already consolidated presence in European markets such as Germany, France, Benelux, and the United Kingdom, in addition to those off the continent, including the United States, Canada, Israel, China, Japan, and Australia.

## Initiatives and projects in 2022

# Sustainable innovation

Over recent years, particular attention has been focused on carefully monitoring plants to achieve sustainable performance. This approach has allowed us to prioritise energy consumption aspects when addressing strategic decisions about increasing production capacity and we are consciously and increasingly experimenting with technologies designed to lower consumption levels.

In 2022, an extensive series of investments to increase the production capacity of the group's plants was completed. One investment in particular envisaged doubling the Borgotaro site in order to guarantee maximum efficiency in terms of sustainability. This achievement was attained by installing innovative technologies that optimise energy use (latest generation grinding mills, spray dryers, and kilns), state-of-the-art digital decoration systems, and processes for the complete reuse of industrial processing water.

The air emission abatement systems adopted by Laminam also feature technology which is unique in the ceramics industry and works by reducing thermal output and exploiting the action of special filters. The systems do not produce further CO<sub>2</sub> or further pollutants such as NOx. The investments - part of which were carried out in 2022 and part are planned for the 2023/24 period - concerned and will continue to concern the ecological transition of the plants. They include the installation of



additional photovoltaic systems (with the commissioning of a new 471.5 kW system at Fiorano and the installations already planned at the Borgotaro and Castellon facilities), the development of an innovative CCHP system, and the gradual, progressive electrification of the manufacturing process.

To support these activities, the company signed a memorandum of understanding with Italian electricity provider Enel concerning joint ventures in distributed generation and in the optimisation of energy costs, but above all a pilot project

for the total electrification of a new plant, adopting innovative plant engineering and energy innovations in the production process. Following these investments, the group is now well structured to deal with future increases in production and its cutting-edge sustainable plants will ensure a quick adaptation to changing market conditions.

# People

2022 also marked a year of intense activity for the company's HR department. The recruiting project embarked on in 2021 picked up momentum in 2022, both in Italy and abroad, to stay apace with the company's growing business needs.

The group's personnel rose against 2021 by 242 heads, reaching 930 people (as at 31/12/2022, counting all the subsidiaries in the group).

The rise in staff numbers amounted to 38 people in Italy and 204 abroad, mostly due to the inclusion of Best Surface (which employs 126 people), but also 78 new members either hired by the international branches or hired in Italy and working abroad.

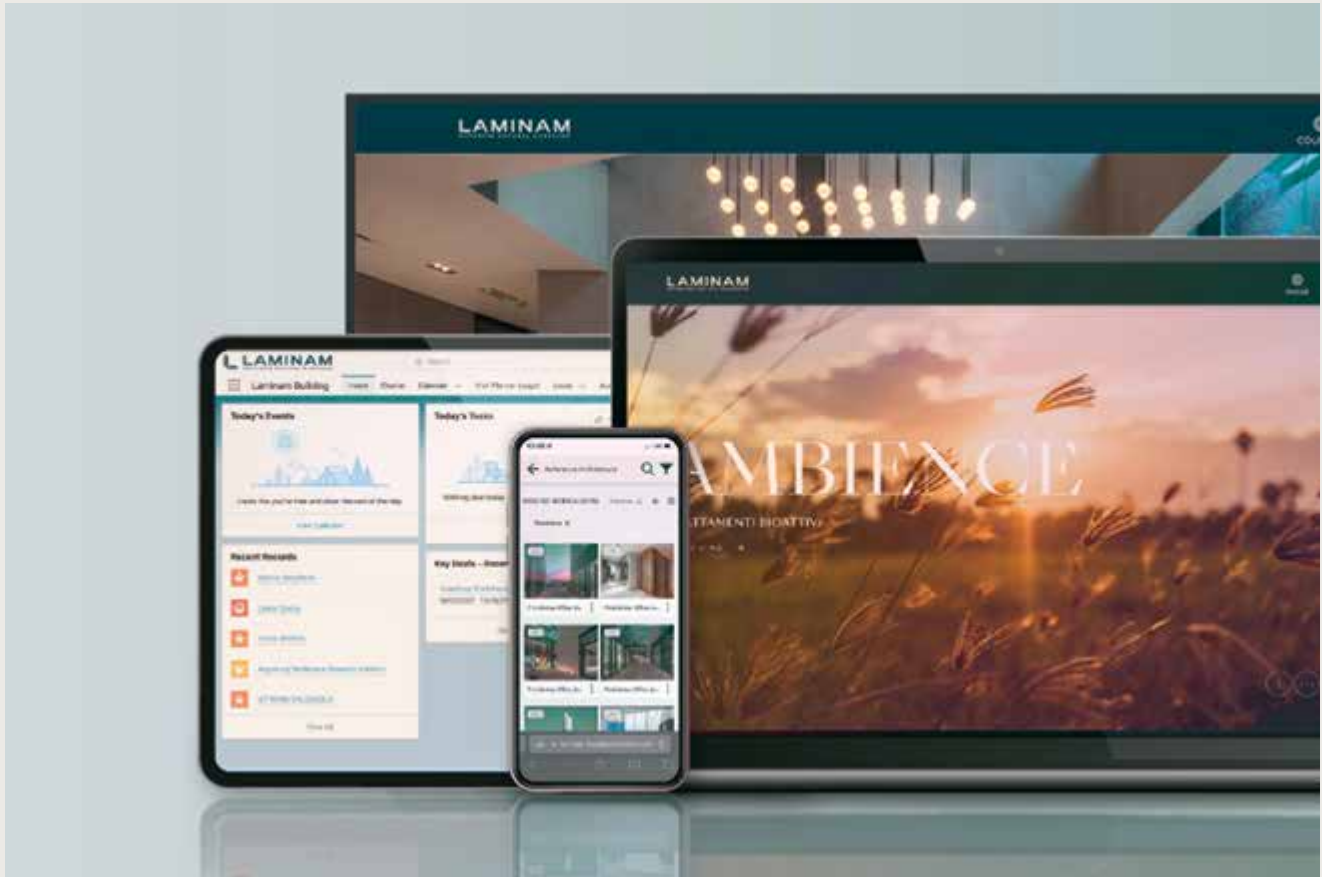
The acquisition of the Castellón de la Plana plant in Spain means the group is well structured to meet future increases in demand and the

requirements of its customers around the world. The acquisition also brought in fresh skills, in the form of an experienced team with a passion for their work that immediately proved to be in tune with the group's values.



Initiatives and projects in 2022

# Digital Transformation



During 2022, two key projects were rolled out to revolutionise internal processes in the field of product information management and digital go-to-market in a quest to further enhance our offerings to customer.

In February, work was completed to introduce a PIM (Product Information Management) solution that offers a single repository with which to collect, manage, and supplement product information and distribute it internally, to the media, and to sales channels. The information managed is updated in real time for everyone. In actual fact,

the introduction of this solution has changed the very process for which the product was designed. While it began as a tool to simplify the user's experience, the new solution is now driving changes in internal processes that will enrich that experience.

The first step in the digital-go-to-market strategy was the introduction of an ecommerce platform for stone masons and fabricators, called Click'N'Cut.

After trialling, the platform went live for the branches located outside

Italy in September and now can view real-time product availability in the Laminam warehouses and order them independently.

The tool meets the needs of the interior design market and end consumers who are looking for fast response and service terms; at the same time, it optimises use of internal customer service resources by freeing up staff to handle more complex processes.

# R&D and Technological Innovation

**The Laminam research and development department continued work exploring new products and textures and testing eco-sustainable materials, all with the utmost attention to environmental protection issues.**

2022 marked a year of great change in terms of raw material procurement, with the entire industry forced to seek out new supply sources and experiment with new materials, for which testing was essential in order to guarantee product standards.

During the year, the technology department continued its work on R&D projects begun in previous years, which were aimed at enhancing production process and consequently Laminam product features. Laminam's research into CO<sub>2</sub> abatement in production processes is at an advanced stage and we have patented technology for a new electric spray dryer, i.e. an electric heat engine that will be used in the production of spray dried material and offers increased efficiency and lower environmental impact.

Among the new projects for 2022, mention should also be made of the R&D activities aimed at improving the melting conditions of the ceramic mixture, with benefits for energy consumption.

The R&D department is also involved in design activities to allow the company to create new product lines with unique looks and features and a design patent has been registered for the technology employed.



Initiatives and projects in 2022

# National and international events and awards

2022 was the year in which the events in presence and the desire to meet again in the fairs has been evident on every occasion. The main fairs in which Laminam has participated have been:

- Architect@Work – France (April – November 2022)
- Salone del Mobile – Milan, Italy (June 2022)
- Cersaie – Bologna, Italy (September 2022)
- Sicam – Pordenone, Italy (October 2022)
- HIX – London, UK (November 2022)
- Esprit Cuisine – Paris, France (November 2022)
- SIB – Casablanca, Morocco (November 2022)

## “Effetto Rinascimento” (Renaissance Effect) and keynote speech by Stefano Pujatti



On 26 October, in Fiorano, the second-to-last date of the roadshow organised by OIKOS in association with Casabella magazine was a special event.

Attended by over 150 architects, it included a keynote speech by architect Stefano Pujatti from Elastico Farm and an original performance titled Effetto Rinascimento by the La Piccionaia theatre company in collaboration with Venice's Ca' Foscari University.

A moment of culture, inspired by the life and works of Andrea Palladio, within an industrial context and a representation of “Made in Italy” excellence.



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## Award to “Living Lounge”: the minimalist kitchen in Laminam Pietra Grey

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Held every two years for the last 25 years, the Sub-Zero, Wolf and Cove Kitchen Design Contest celebrates the international design community by acknowledging the design of exceptional, innovative kitchens that make exemplary use of materials and space.

The panel of judges - made up of architects, kitchen designers, and interior designers - chose “Living Lounge” to go through to the finals and also awarded it first prize for Western Canada. The kitchen in question features extra-large (1620 x 3240) with the Laminam 12 thickness for the countertops, splashback, and cabinet shelves.



The kitchen includes a bar area made with Laminam shelving set into a space created ad hoc and concealed behind an ultra-modern aluminium door. The creative use of space and the custom design approach continue in the practical spice cabinet, which is hidden by sliding doors, made of Laminam, and the use of the same Pietra Grey for the worktop and cooking area.



Sustainability as a strategic approach

# The four pillars and the 2023-30 roadmap

Laminam's activities have always been guided by a commitment to responsibility based on listening to stakeholders and seeking continuous dialogue with them, on fighting environmental degradation through the use of innovative technologies, and on continuous research into sustainable products, starting from the use of natural raw

materials through to their complete recyclability.

The company has numerous activities planned for the 2030 timeframe, including research, investments, certifications, and initiatives involving employees and the local community.

With this in mind, the company is

working towards the objectives set in its **sustainability roadmap for 2023-2030**, which provides instructions and guidance, including concrete actions for improvement within the four key areas, also known as the four pillars of Laminam's sustainability model, which are shown below:



## Governance

The Laminam governance system and the tools used to guarantee compliance with regulatory frameworks, voluntary constraints, and corporate values.



## Products

The Laminam products and all the activities carried out in order to guarantee their quality, beauty, safety, and sustainability.



## People

The people behind Laminam and the initiatives undertaken by the company to guarantee their training, development, safety, and wellbeing.



## Operations

Laminam's operating activities, from interactions with suppliers to those with its production sites and local communities, as well as all the initiatives by the company to prevent or mitigate the potential impacts of our activities.

The company has also decided to adopt an integrated company policy that clarifies and consolidates our commitment to the continuous improvement of our activities in terms of responsibility and sustainability.

In the policy, the management sets out its objectives with regards to product and service quality, environmental stewardship, the promotion of occupational health and safety, people's wellbeing, and sustainable procurement.

This company policy is an integral part of Laminam's general strategy and is the benchmark for all subsequent operating decisions and choices. The integrated company policy is currently being updated to also include the biodiversity policy.

# Pioneers

Laminam is a pioneering company that revolutionised the world of ceramics for applications in architecture and interior design, reinventing sizes and thicknesses and turning an age-old art into a contemporary show-stealing product for homes and work environments.

The company had the intuitive idea of creating surfaces that could be used not only for flooring and cladding, but also for the creation of furniture and design elements. Over the years, they have been enriched with new textures and finishes to enhance the creativity of designers, architects, and anyone wanting to bring a new mood to their spaces. The versatility offered is so great that the term ‘Laminam Effect’ has come to mean high-impact aesthetic design with flawless technical performance.

An achievement resulting from years of research, the careful selection of raw materials from all over the world, and partnerships with universities, laboratories, and research institutes, all coordinated by a young and motivated team.

The research and development department and the technology lab work tirelessly on new materials, new mixtures, and new technologies to improve the efficiency and sustainability of Laminam products, expanding their markets and increasing their applications.

With IN-SIDE technology, for the first time ever, it was possible to create surfaces featuring body and mass continuity, opening up new frontiers and possibilities for users to reinvent spaces. Alongside the technical perfection



and beauty of our slabs, AMBIENCE treatment now also makes spaces healthier and easier to clean and maintain.

We achieved these results thanks to a competent, close-knit team that follows an intense programme of training and skill refreshment and offers customers both proficiency and enthusiasm. A holistic approach to the way of doing business, which finds one of its fundamental pillars in sustainability. Because being pioneers means putting the future of the planet first.

Sustainability as a strategic approach

# Certifications towards product and process sustainability

During 2021, Laminam completed the process to renew the EPD (environmental product declaration) certification for its 3+ and 5 mm thick surfaces and for the extension of the certificate to the 5+, 12+, and 20+ thicknesses, to guarantee certification of all its products.

Also in 2021, Laminam obtained ISO 14001 certification for the Borgo Val di Taro and Fiorano Modenese plants, in Italy, guaranteeing the presence of a management system for monitoring environmental impacts, alongside the company's constant quest to improve its processes in a sustainable manner.

2022 also marked the completion of the important procedure to obtain UNI EN 14064-1:2018 certification for quantification of the organisation's carbon footprint, reflecting our awareness and willingness to understand the overall impact of the company in terms of emissions.

As part of the sustainability strategy, Laminam has decided to commit not only to reducing its direct impact, but also to monitoring and managing the ESG (Environmental, Social and Governance) performance of its suppliers. The procurement department has therefore decided to implement good management practices for its supply chain, in compliance with the sustainable procurement guidelines set out in reference standard ISO 20400:2017.



# Studies on the conservation of biodiversity



**Given the importance of conserving biodiversity, Laminam promotes the use of biological monitoring, which has led to two different studies by the academic community.**

The first, conducted by the University of Siena and the University of Bologna, concerned the analysis of the Borgo Val di Taro area through the study of the presence of organisms sensitive to air quality (lichens).

The general objective of lichen monitoring is to provide homogeneous and comparable data on the quality of the environment. The resulting environmental monitoring plan will allow the results of the previous

investigations to be supplemented with biological data and will enable researchers to make interesting comparisons with other environmental quality research conducted in the area of interest, repeating the study at the same stations over time.

Laminam's second project was entrusted to the University of Pisa's department of agricultural, food, and agro-environmental sciences, which it commissioned to conduct a series of surveys on the health of crops and spontaneous vegetation with a case vs. control research strategy.

This work will make it possible to: identify areas with good environmental conditions to use as a model of

sustainability; identify areas under the greatest environmental pressures in order to shape the necessary environmental remediation and enhancement action in terms of timeframe and space; assess current conditions and trends in order to shape action to conserve or enhance ecosystems.

## Materiality and the UN 2030 goals

# The stakeholder map and materiality

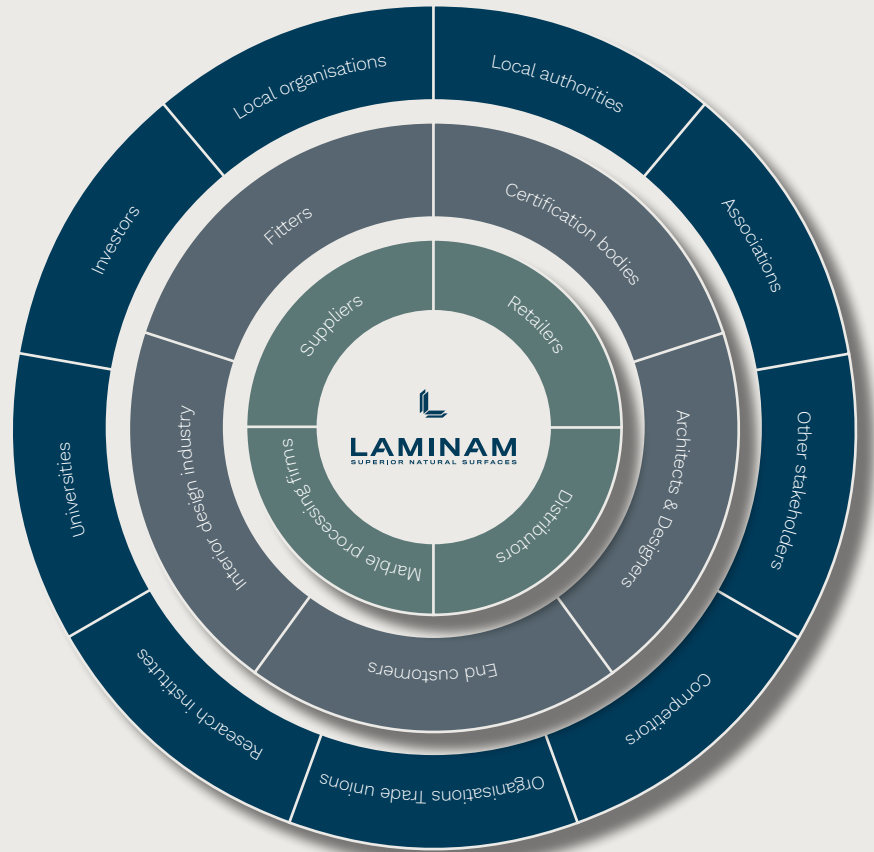
Laminam recognises the importance of clear and effective communication with stakeholders as the basis of a lasting and reliable relationship that can directly and indirectly influence business development. Communication with external stakeholders also plays a significant role in defining the group's image.

Therefore, Laminam undertakes to maintain transparent, accurate, timely and coordinated communication across the group in accordance with the company's policies, procedures, and code of ethics.

In 2022, the materiality analysis was developed and updated, starting with the company's identification of 16 strategic topics relating to economic, social, environmental, and governance aspects, and subsequently the evaluation of members and representatives of each group of stakeholders, both through one-to-one interviews and the administration of questionnaires.

Valuable insights emerged during the interviews, originating from diverse sensibilities and viewpoints, which provided the company with vital strategic information.

More specifically, certain local authorities were contacted, customers were questioned at the Salone del Mobile fair, and opinions were sought from members of the media, key suppliers and industrial partners, three leading national banks, over 150 employees, representatives of the academic community, local business associations, and trade unions.



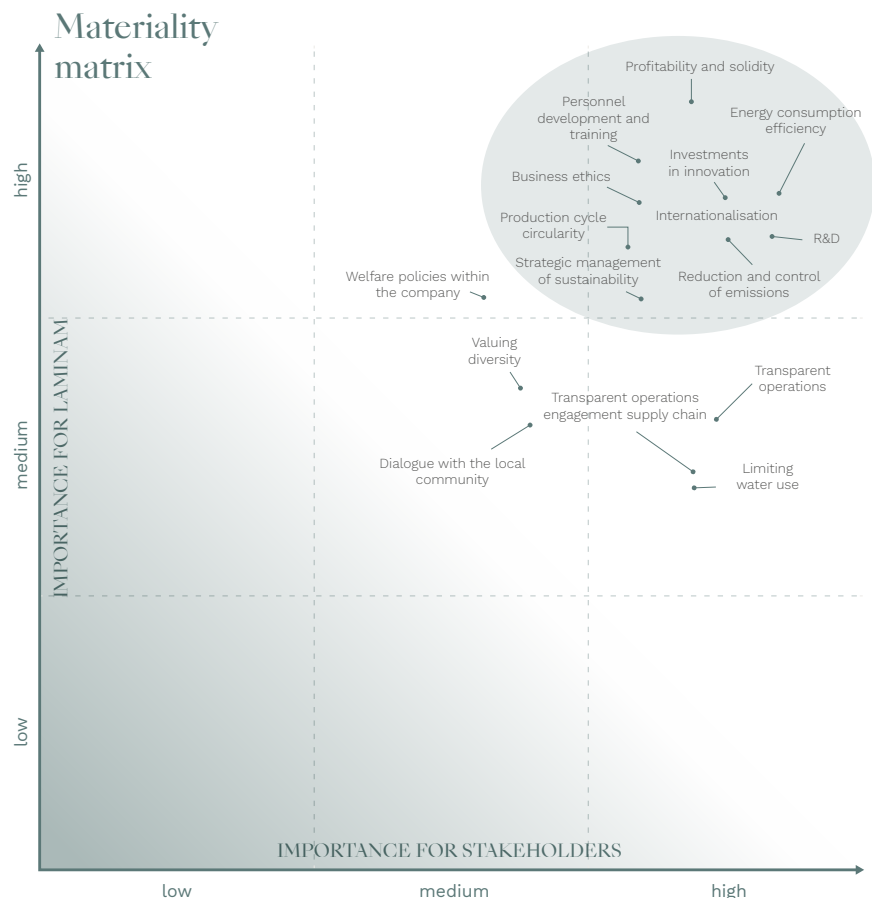
# Laminam's contribution to the UN 2030 goals

Following the analysis process, the following strategic issues emerged as highly relevant:

- Efficiency in the management of energy consumption;
- Investments in product and process innovation to reduce environmental impact;
- Strengthening the company's profitability and solidity;
- Implementation of emission reduction and control processes;
- R&D activity on the creation of new environmentally sustainable products;
- Investment in internationalisation processes
- Importance of acting ethically and with integrity in dealings with all stakeholders, whether internal or external;
- Personnel development and training;
- Importance of improving the circularity of the production cycle;
- Strategic management of sustainability

Also in 2022, Laminam continued to address material issues with targeted initiatives, which are widely discussed in this sustainability report.

Laminam also operates within the global framework outlined by the UN 2030 goals, to which it contributes by constantly striving for improvement in its material issues.







**Sustainable development issues have entered the political agendas of the world's most important leaders.**

On 25 September 2015, at the 70th United Nations General Assembly, world leaders adopted a new global framework for sustainable development: the 2030 Agenda, made up of 17 Sustainable Development Goals (SDGs) and 169 sub-goals, applicable to the 2015-2030 period.



Each country is called upon to help achieve the goals and hence economic and social organisations are also involved in working towards sustainable growth globally, orienting their activities and processes in line with the SDGs. In keeping with this spirit, Laminam has identified the nine Sustainable Development Goals (SDGs) which it can actively contribute to achieving through actions whose main results are discussed in the various sections of this report.

Materiality and the UN 2030 goals

# Laminam's contribution to the UN 2030 goals

UN 2030 Sustainable Development Goal	Material issues	Chapters
 <p><b>3 GOOD HEALTH AND WELLBEING</b></p> <p>Ensure healthy lives and promote wellbeing for all at all ages</p>	<p>Valuing diversity within the company</p> <p>Promotion of welfare policies within the company</p>	<p>2. Our products 4. Our people</p>
 <p><b>4 QUALITY EDUCATION</b></p> <p>Ensure inclusive and equitable education and learning</p>	<p>Development and training of personnel</p>	<p>3. Our people</p>
 <p><b>6 CLEAN WATER AND SANITATION</b></p> <p>Ensure availability and sustainable management of water for all</p>	<p>Adoption of practices to limit water use</p>	<p>4. Our operations</p>
 <p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p> <p>Ensure access to affordable, reliable, sustainable and modern energy systems for all</p>	<p>Efficiency in the management of energy consumption</p>	<p>4. Our operations</p>



UN 2030 Sustainable Development Goal	Material issues	Chapters	
 <p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p>	<p>Promote employment and sustainable economic growth</p>	<p>Profitability and solidity of the company Internationalisation</p> <p>Transparency of actions in dealings with all the stakeholder</p>	<p>1. Group profile and identity</p>
 <p><b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>Sustainably improve industrial infrastructure, increasing efficiency in the use of resources</p>	<p>Investments in product and process innovation</p> <p>R&amp;D on new eco-sustainable products</p>	<p>2. Our products 4. Our operations</p>
 <p><b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>Ensure sustainable production and consumption patterns</p>	<p>Strategic management of sustainability</p> <p>Management and engagement of the supply chain</p> <p>Dialogue with the local community: Schools, universities and local organisations</p>	<p>1. Group profile and identity 2. Our products 4. Our operations</p>
 <p><b>13</b> CLIMATE ACTION</p>	<p>Take action to combat climate change</p>	<p>Circularity of the production cycle and reuse of processing waste</p> <p>Emission reduction and control processes</p>	<p>1. Group profile and identity 4. Our operations</p>
 <p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>Promote peaceful and inclusive societies for sustainable development</p>	<p>Organisation model and business ethics</p>	<p>1. Group profile and identity</p>

# 1.

# Group profile and identity

- 1.1 This is Laminam
- 1.2 Strategy and business model
- 1.3 Corporate structure
- 1.4 Governance system
- 1.5 Economic value distributed

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## UN 2030 Social Development Goals



Promote employment and sustainable economic growth



Ensure sustainable production and consumption patterns



Take action to combat climate change



Promote peaceful and inclusive societies for sustainable development

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# 243

Million euros in consolidated revenues



# 29%

Rise in revenues for 2022/2021



# 4

Continents with a Laminam presence (plants and branches)



# 100+

Target markets



# 4

Production facilities



# 11

Sales branches



# 4

Pillars of sustainability



# 1

2023-30 sustainability roadmap

## Group profile and identity

# 1.1 This is Laminam



Founded in 2001 as an internal division of the System group and now part of Alpha 7 Private Equity Fund, Laminam is an Italian group with international scope and world leader in the Superior Natural Surfaces segment. It owes this leadership to significant investments in technological innovation, research and development, constant constructive dialogue with the entire value chain through to the end consumer, and its ability to internationalise and conquer new markets.

Laminam designs, manufactures, and markets large sized surfaces with

exceptional technical and aesthetic performance, which are mainly used in conventional and advanced architecture (flooring, walls, and building cladding) and design (kitchen countertops and tabletops, furniture, etc).

Today, large sized surfaces are one of the most popular and innovative trends not only in the ceramics industry, but in the furnishing and building supplies market in general.



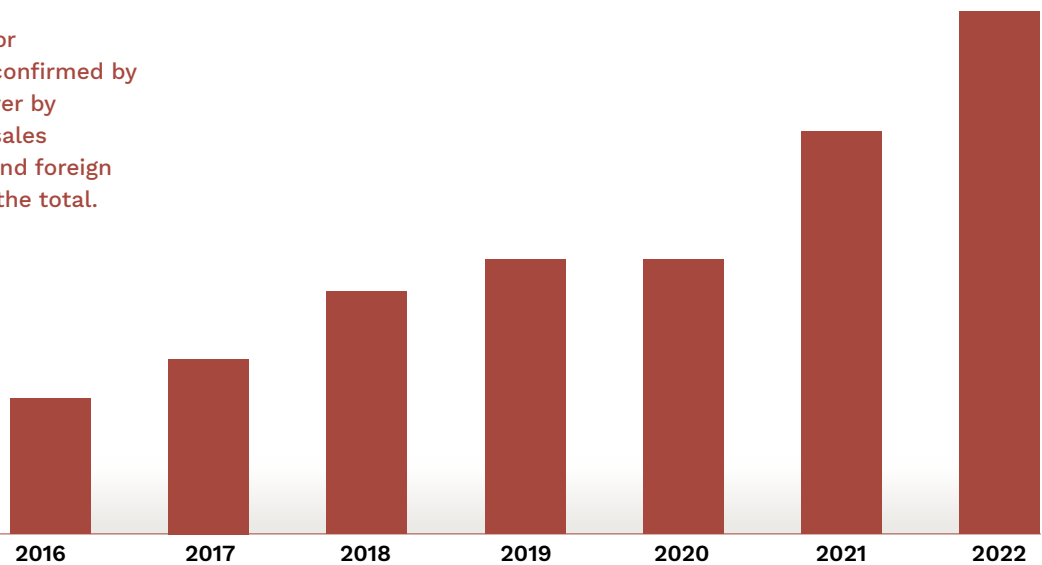
**2022 closed with Laminam Group recording a consolidated turnover of €243 million**, up 29% on the €188 million achieved in 2021. The overall result reflects a growing trend in all geographical areas in which the products are marketed (Italy +24%, Europe +53%, America +33%), excluding China, where stringent measures to contain the spread of Covid-19 have limited economic activity.

Opening up the timeframe of analysis, it emerges that between 2016 and 2022 the company recorded an average consolidated annual growth rate (CAGR) of 25%, demonstrating the success of the innovative business model that sets Laminam apart from its main competitors.



## Laminam Group: trends and turnover

The group's propensity for international exports is confirmed by the breakdown of turnover by geographical area, with sales reaching all continents and foreign sales making up 79% of the total.



## Group profile and identity

# 1.1 This is Laminam

**The origins of Laminam are linked to the innovative technology to produce large-sized its large-sized ceramic surfaces based on an exclusive system for compacting clays and feldspars.**

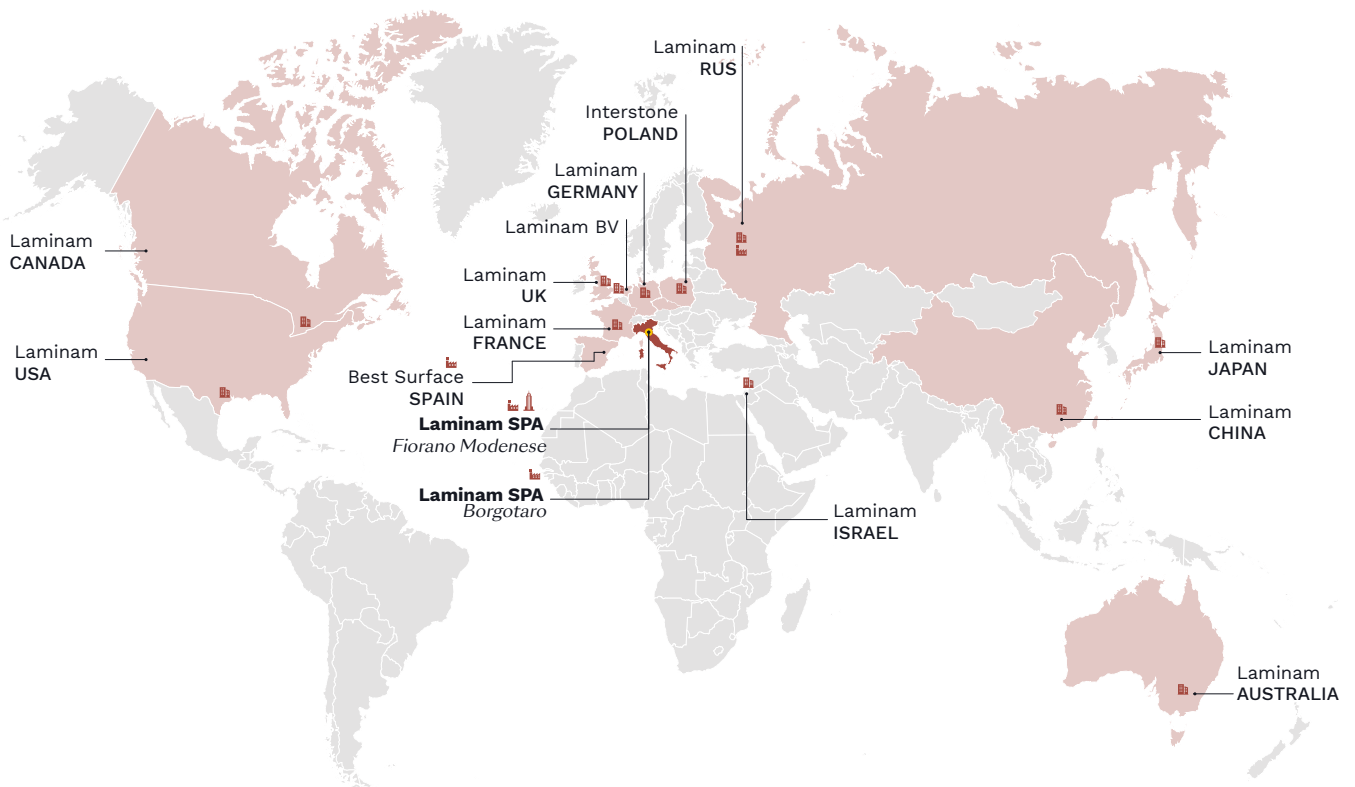
Over the years, the company has developed a completely new production process, featuring innovative methods and technologies

and highly automated systems, in line with the Industry 4.0 approach, such as digital decoration systems, dry cutting systems, and internal logistics managed with automatic laser-guided vehicles. These methods and technologies increase energy efficiency and reduce environmental impact. The group's headquarters are located in Fiorano Modenese, in the province of Modena. Laminam also has four

production facilities (two of which are located abroad) with research and development and technology laboratories, in addition to a service company in Italy (Laminam Service). Laminam also has eleven sales branches, in addition to warehouses and logistics centres in the main geographical areas, numerous showrooms, and a network of distributors around the world.



## Laminam Group: a global business



 *Headquarters*

 *Production facilities*

 *Sales branches*

## Group profile and identity

# 1.1 This is Laminam

## Vision

Visionary pioneers and architects of spaces designed for the well-being, seeking uniqueness, beauty and design, as foundations for the definition of new worlds: unique, flexible, empathetic and sustainable.

## Mission

We create superior surfaces to inspire designers, architects and people in shaping places to live, work and enjoy. Thanks to our talented people, we set trends of elegance and quality using state of the art technologies to ensure timeless products, exceptional performance, sustainable processes.

Establishment of Laminam SpA

First production line setup in Fiorano Modenese

**2001**

Appointment of ALBERTO Selmi as CEO

**2009**

Opening of Fiorano Modenese showroom

**2011**

Introduction of Hydrotect®

**2014**

Opening of Borgo Val di Taro site (PR)

Opening of Warsaw showroom

**2016**

**2004**

Introduction of 1000x3000 3 mm

**2010**

Establishment of Laminam Service

**2012**

Introduction of 1000x3000 5 mm

JV with Interstone Poland

Opening of showroom in Milan

**2015**

Introduction 1620x3240 12 mm





Laminam Canada  
Constitution

Establishment of  
Laminam China

Introduction of  
1620x3240 20 mm

## 2018

Rebranding of LAMINAM  
SUPERIOR NATURAL  
SURFACES

Establishment of  
Laminam Germany

Establishment of  
Laminam France

Establishment of  
Laminam Israel

Opening of logistics  
warehouses in the UK,  
Israel, China, Japan and  
Russia

Opening of new  
showrooms in  
Europe, Asia and the  
Americas

## 2020

Acquisition of Best  
Surface in Spain

Acquisition of  
Interstone Poland

Establishment of  
Laminam BV

## 2022

## 2017

Establishment of  
Laminam USA

Establishment of  
Laminam RUS

Opening of the  
Dobrinno plant  
(Moscow)

## 2019

Acquisition by Alpha Private  
Equity Fund 7

Introduction of IN-SIDE  
technology

Establishment of  
Laminam Japan

Establishment of  
Laminam UK

## 2021

Establishment of  
Laminam Australia

Introduction of  
AMBIENCE bioactive  
treatments

Doubling of  
Laminam site in Borgo Val  
di Taro

Group profile and identity

## 1.2. Strategy and business model

### Laminam is evolution

Evolution is the word that sums up the past, the present, and the future of our company.

Laminam was founded 20 years ago from an innovative project (by Franco Stefani): the technology for producing large-sized ceramic surfaces with minimal thicknesses.



### From manufacturers of slabs to leaders in superior natural surfaces

We were PIONEERS. We revolutionised the world of ceramic manufacturing. And even today, as we enter a new stage in the evolution of both the brand and the company, our ambitious pioneering approach continues, applied to technology and go-to-market strategies.

From slab manufacturers – we have become «coordinators» of a complex ecosystem, made up of exclusive relationships with exclusive partners, that bring us ever closer to the market, customers, and people.

Today, we are leaders in superior natural surfaces for architecture, design, and furniture.



## Strategic guidelines

As we evolve, we follow guidelines for excellence which we apply through:

- Sustainable innovation
- Internationalisation
- Digital transformation
- People and skills

## Sustainable innovation

For Laminam, sustainable innovation means prioritising the propensity for research and innovation that has always been one of the company's distinguishing features and orienting it towards sustainable choices (economic, social, and environmental sustainability).

Thinking that starts from the product (natural, recyclable, enduring) and applies throughout, to processes, people, the supply chain, and relations with organisations and communities. Everything is designed and built with the company's medium-/long-term sustainability in mind.

## Internationalisation

For Laminam, internationalisation means increasing the frequency of contacts with customers and bringing the brand closer to people.

Over recent years, Laminam has set up numerous sales branches, logistics hubs, and showrooms around the world.

Sales abroad account for 79% of consolidated turnover and Laminam surfaces distributed in over 100 markets.

LAMINAM is a world ambassador for Italian design.



Group profile and identity

# 1.2. Strategy and business model

## Digital transformation

For Laminam, digital transformation means investing in professionalism and digital technologies to:

- Exceed Industry 4.0 requirements through the use of advanced industrial analytics systems
- Simplify its business model and maximise its efficiency
- Improve the customer experience by combining digital and physical marketing
- Put people at the centre of innovation processes

## People and skills

Laminam's successes are deeply linked to people, who are the driving force behind innovation in the company.

Despite the difficulties associated with the Covid-19 emergency first, and then high energy costs, war, difficulties in procuring raw materials and logistics, Laminam has always proactively supported the growth of its personnel, continuing to hire and invest in training and employee safety. At the end of 2022, the Laminam Group had reached over 900 people, with over 200 people hired during the year.

We have strong partnerships with technical training institutes and universities. Together, we foster skills and train and hire young people, who are the future of both our company and the local area.

We are in close contact with local organisations and communities and participate actively in the areas where we operate; we take care to ensure these stakeholders are always present and involved at key times in the company's life.





Group profile and identity

# 1.3 Corporate structure

**The corporate structure of Laminam Group reflects its position as a global company present in multiple markets with sales branches and operating companies.**

In its current organisational setup, the Laminam Group consists of the parent company, Laminam S.p.A., which heads:

- 13 direct subsidiaries
- 1 joint venture: Laminam Japan

Over the years, the company has continued to invest in the creation of sales networks in the main geographical areas, from Australia to Denmark, Holland to Belgium, and has opened new logistics centres in the main markets.



COMPANY	SHARE HELD AS AT 31.12.2022	LOCATION
Laminam Service	60%	Fiorano Modenese (MO)
Laminam RUS	100%	Balbanovo
Laminam USA	100%	Delaware
Laminam Canada	100%	Toronto
Laminam China	51%	Shanghai
Laminam UK	100%	St. Alban
Laminam Germany	100%	Frankfurt
Laminam France	100%	Paris
Laminam Israel	51%	Tel Aviv
Laminam Australia	100%	North Sydney
Laminam Japan	35%	Osaka
Best Surface	100%	Castellón
Interstone Poland	79%	Andrychów
Laminam Benelux BV	100%	Born



## Group profile and identity

# 1.4 Governance system

Laminam aims to improve its economic, social, and environmental performance by continuing to generate value for its stakeholders in compliance with legislations and its own values.

**To achieve these goals, Laminam undertakes to:**

- implement an approach based on the assessment - within an analysis of the context - of risks and opportunities at the various levels of the organisation;
- guarantee and reinforce ethical conduct in the workplace through the promotion and dissemination of the Code of Ethics among company employees and other workers;
- disseminate the goals set out in the integrated company policy and plans for its implementation and improvement within the company;
- ensure personnel are informed of all commitments and are consciously and actively involved in the pursuit of the goals.

In 2020, independent company Alpha Private Equity Fund 7 acquired a majority shareholding in the company. As well as confirming the company's competitive power on the market, the acquisition also led to careful analysis of the company's identity in relation to administrative compliance procedures.

## Main bodies in the governance system

The governance of Laminam is overseen by the board of directors and the board of auditors.

The board of directors is vested with fullest powers to manage the company's ordinary and extraordinary activities. The current Laminam board of directors is headed by a Chairman director and comprises five directors, all of whom meet quarterly to discuss matters relating to the company's management.

Selmi Alberto	Chairman and Managing Director
Boni Irene	Director
Cavaliere Pasquale	Director
Lanzavecchia Edoardo	Director
Monti Riccardo	Director
Penco Massimo	Director

The board of auditors monitors the group's compliance with the law and with the principles of sound governance; it also audits the structure and operation of the organisational, administrative, and accounting system, and the independence of the statutory auditors.

Salom Maurizio	Chairman
Deloitte & Touche SpA	Statutory auditor
Ferrari Stefano	Permanent auditor
Iberati Nicola Giovanni	Permanent auditor



## Governance guidelines

Laminam is equipped with various tools to aid the company in pursuing its objectives, including:

- the safeguards envisaged by Italian Legislative Decree 231/01
- the GDPR safeguards
- the integrated company policy
- supply chain control
- the trade compliance procedure
- measures for the management of businesses in distress
- ESG risk/opportunity assessments

## The safeguards envisaged by Italian Legislative Decree 231/01

**Laminam set up the safeguards envisaged by Italian Legislative Decree 231/01 back in 2015.**

Following Alpha Private Equity Fund's acquisition of the majority shareholding, the company performed

a complete review of the safeguards formalised prior to this, taking into account both legislative changes that had occurred and the changes made to the company's organisational structure. On 1 March 2022, the company's board of directors

approved the new code of ethics and the new organisation, management, and control model (also referred to as simply the "Model") adopted by Laminam.

## Code of Ethics

**All the company's activities and relationships, whether internal or external, are founded on compliance with the principles and values enshrined in the Laminam Code of Ethics.**

More specifically, the Laminam Code of Ethics sets out the underlying rules, values, and principles of the company's activities and those of its subsidiaries, and guides the conduct and actions of all those to whom the code applies

(employees and external workers, suppliers, business partners). The code is an integral part of the company's organisation, management, and control model. Internally, compliance with the principles and values contained in the code is fostered through specific training plans, awareness-raising activities, and communication initiatives; externally, the document is shared with all stakeholders through its publication on the company's website.



Group profile and identity

# 1.4 Governance system

## Organisation, Management, and Control Model

Laminam's Organisation, Management, and Control Model was drawn up following an in-depth analysis of what are known in Italy as the "231 Risks". The outcome of this activity was formalised in the risk assessment, which summarises the types of offences envisaged by Italian Legislative Decree 231/01 that are potentially relevant for the company and the areas in which, due to the nature and characteristics of the activities actually carried out, offences could be committed in the interest or for the benefit of Laminam.

The Model establishes a system for monitoring what Decree 231/2001 defines as "sensitive activities", i.e. those areas of activity most at risk of the predicate offences identified by the decree being committed, and is a tool to guide the conduct of those to whom it applies.

The purpose of the Model is to enable the company to act promptly to pre-empt and counter the offences envisaged by Italian Legislative Decree 231/01.

The Model includes a disciplinary system that envisages measures

commensurate with the gravity of individual violations of the rules established.

Compliance and familiarity with the Model (by both the company's employees and external workers) is guaranteed through specific communication and training plans. Training activities concerning the Model are differentiated according to the recipients in order to ensure complete understanding of the company's provisions.



## Whistleblowing (pursuant to Italian Law 179/2017)

The whistleblowing system is an integral part of the Model and it governs the way in which people can contact the supervisory body to raise concerns about any unlawful conduct or violations of the company's code of ethics or the Model, as well as breaches of the procedures and provisions adopted internally.

The whistleblowing system envisaged in the Model includes the precautions provided for legislation in force to protect the whistleblower and, more specifically: a) it guarantees the confidentiality of the whistleblower; b) it prohibits acts of discrimination and reprisals against the whistleblower; c) it provides for sanctions against anyone who breaches measures to protect the whistleblower.



## Supervisory body

**The supervisory body is the guarantor of the implementation of the safeguards established pursuant to Italian Legislative Decree 231/01 (code of ethics and organisation, management, and control model).**

More specifically, the supervisory body is entrusted with the task of:

- overseeing the effectiveness of the Model to ensure conduct complies with the provisions, including analysing the information flows and reports required of the heads of the various departments to check for non-compliance;
- monitoring the effectiveness of the Model, including verifying its capacity to prevent the offences specified by Italian Legislative Decree 231/01;
- promoting updating of the Model to implement organisational changes within the company and any legislative changes;
- creating communication flows with the board of directors and the board of auditors and keeping them up to date; promoting internal information and communication plans concerning the Model, conduct standards, and the procedures adopted pursuant to Italian Legislative Decree 231/2001;
- periodically checking the risk assessment and the adequacy of formalised controls;
- periodically carrying out targeted checks and inspections on certain activities or specific documents in use in the areas at risk.

## Group profile and identity

# 1.4 Governance system

## GDPR Safeguards

Laminam deems it fundamentally important to protect the data and information which comes into its possession in compliance with the provisions of current data protection legislation ( EU Regulation 679/2016 and Italian Legislative Decree 196/2003).

*To this end, the company has launched a programme to implement the safeguards and regulations envisaged by EU Regulation 2016/679, also known as the General Data Protection Regulation (“GDPR”) involving, among others, the following steps:*

- appointment of a data protection officer (DPO), tasked with aiding the company in the implementation of the provisions and obligations arising from the GDPR. To this end, a dedicated email address (dpo@laminam.com) has been set up, which can be used by all of the company’s stakeholders for enquiries, explanations, or to raise any concerns;
- establishment of a processing register;
- performance of risk analyses on all processing performed;
- assignment of specific persons tasked with data management (including system administrators, data processors);
- preparation of information for employees, suppliers, customers, and retailers;
- formalisation of specific policies (including a data breach policy, cyber security policy, and a social media policy);
- organisation of training sessions for employees on the legislation and the activities implemented to protect data.



## Integrated Company Policy

In 2020, the company decided to adopt an integrated company policy covering quality, occupational safety, the environment, and social responsibility in order to clarify and consolidate the company's commitment to continuously improving its activities in the spirit of responsibility and sustainability. In 2021, the policy was updated and a further topic, sustainable procurement, was included.

In the policy, the management sets out its objectives with regards to product and service quality, environmental protection, the promotion of occupational health and safety, people's wellbeing, and sustainable purchases. This company policy is an integral part of Laminam's general strategy and is the benchmark for all subsequent operating decisions and choices.

### **To achieve its objectives, Laminam undertakes to:**

- ensure compliance with all compulsory regulations and likewise the voluntary constraints originating from the management systems the company has decided to implement (UNI ISO 45001 and UNI-EN ISO 14001);
- establish procedures for receiving and resolving concerns from our employees and external workers relating to social responsibility issues and risks concerning the environment (both environmental and personal health and safety);
- ensure systematic risk analysis and careful planning of changes to processes, working environments, equipment, and the organisation, so as to implement continuous improvement actions, allocating suitable resources and investments to carry out the work required to achieve the goals set;
- use sustainable cutting-edge production processes and technologies that generate less waste;
- pursue environmental excellence through research and development aimed at both innovative systems engineering solutions and finding and using environmentally sustainable raw materials;
- identify and manage environmental, social, and economic impacts within



the supply chain, implementing ISO 20400;

- adopt sustainable procurement principles;
- seek engagement from local organisations and public authorities and institutions in the areas where Laminam operations are located.

Group profile and identity

# 1.4 Governance system

## Supply chain control

**Supply chain sustainability activities include assessments of competitiveness in addition to the analysis and evaluation of the methods with which the goods and services are produced from a social and environmental point of view, and the global impact of goods and services throughout their life cycle.**

Based on this premise and in line with

the sustainability principles adopted, last June Laminam obtained the ISO 20400 certification for Sustainable Procurement. The purpose of the certification is to establish partnership mechanisms and continuous improvement relationships with its suppliers, with a view to ensuring responsibility. The procurement department, in association with other company departments, has therefore:

- Adopted a supplier performance evaluation process;
- Imposed compulsory environmental, social, and economic requirements on its suppliers and monitor their compliance;
- Raised awareness of environmental, social, and economic sustainability issues along the supply chain;
- Integrated the company policy to include sustainable procurement principles.

## Trade compliance procedure

**The procedure is aimed at ensuring all international business activities, conducted by Laminam or any subsidiary company, are carried out in compliance with all provisions relating to international economic sanctions.**

This is done by carrying out due diligence activities based on risks relating to transactions carried out with third parties or internationally. It is to ensure that Laminam only ever enters into business relationships with and/or makes/receives payments to/from states, individuals, entities, and banks which are not subject to restrictions and maintains lawful business relationships in all those cases where no binding legislative provision prevents the company from doing so.

## Procedures for the management of businesses in distress

**This procedure was formalised and approved by the company's board of directors in order to ensure the company's organisational structure is compliant with Italian Civil Code, (art. 2086, section 2).**

The procedure summarises all the procedures and reports used by the company to monitor adequacy of the organisational structure, capacity to maintain economic and financial equilibrium, and the expected developments in performance.



## Group profile and identity

# 1.4 Governance system

## ESG risk management

**The Laminam organisation and governance model considers the analysis, measurement, and management of risks and opportunities to be an indispensable strategic aid for business planning. Risks and opportunities have therefore been classified as follows:**

- strategic: these include, for example, changes in the business and the company's response to changes in the context, with particular reference to ESG issues.
- business: these are related to the industry in which the company operates and can concern operations, the organisational structure, information systems, and management and reporting processes.
- compliance: in general, these are linked to company compliance with business conduct practices, national and international laws and rules applicable to its operations, as well as the company's code of ethics and internal procedures.
- financial: these are related to the company's financial management.



With specific regards to ESG issues, Laminam has taken measures to identify, assess, prevent, and mitigate significant risks for the company. These measures also include the safeguards, procedures, and policies stated earlier. Through ISO 14001 certification, the company has also conducted an environmental risk assessment, while with ISO 45001 certification it conducted risk assessments relating to health and safety and governance. Senior management and area managers play a key role in handling and mitigating business risks.



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## The ESG Committee

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**The Laminam S.p.A. ESG Committee was established in 2021. It is coordinated by the chair of the board of directors and includes other members of the board and representatives of board management.**

The committee performs investigative duties (gathering and checking internal

and external information and data), in addition to making proposals and providing advice on sustainability and transition scenarios. To this end, it promotes the inclusion of best practices in Laminam governance and ESG factors in corporate strategies pursuing sustainable development. The committee, which meets every three months, prepares and

updates the roadmap setting out the activities planned for the medium term in relation to ESG issues, gathers information on stakeholder sensitivities (both internal and external stakeholders), conducts the materiality analysis, and handles employee training and events organisation on ESG issues.



## Group profile and identity

# 1.5 Economic value distributed

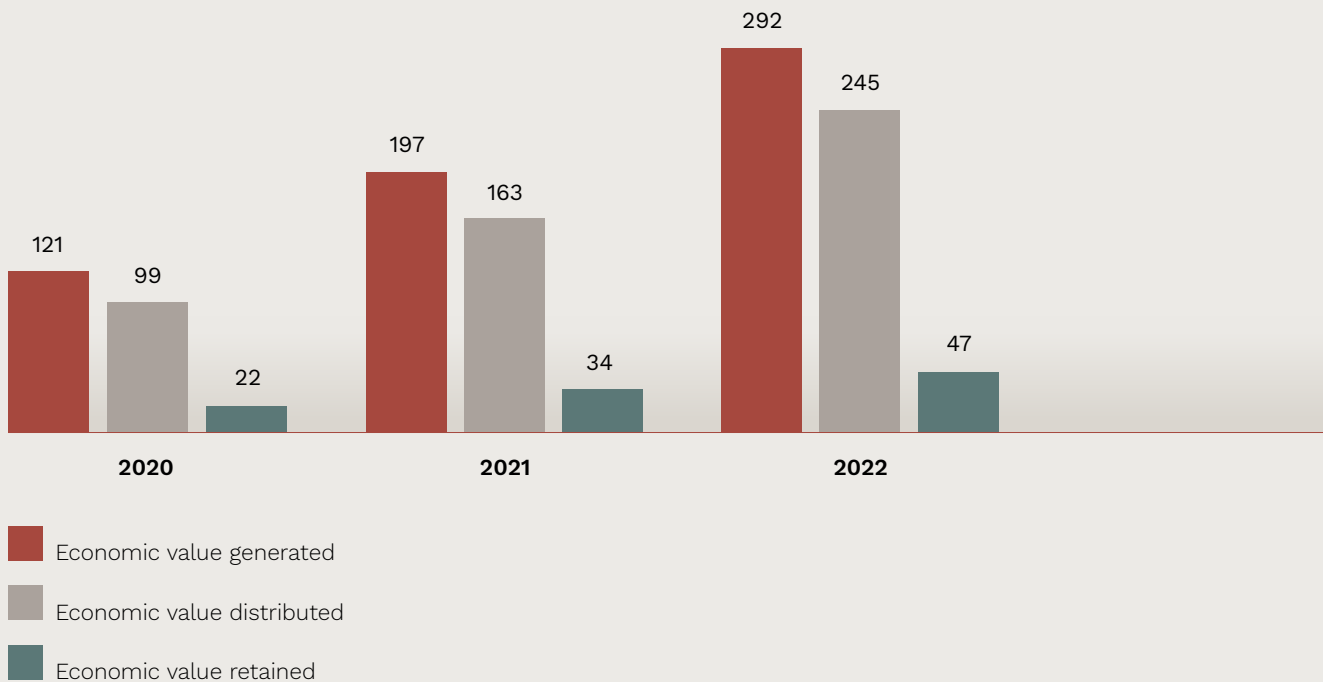
Every year, as part of its business, a company produces and distributes wealth and value to all its stakeholders, i.e. parties with whom or which it has maintained relationships for various reasons, such as employees, suppliers of raw

materials, service providers, providers of investment capital, shareholders, public administration authorities, and the local community.

In 2022, Laminam reached, overall, an economic value generated of

€292 million (data from the profit and loss account which consolidated Best Surface for the first time), approximately 84% (€245 million) of which was distributed to the various stakeholders, and reported a progressive rise as of 2020.

## Laminam Group: economic value generated, distributed, and retained (in € million)

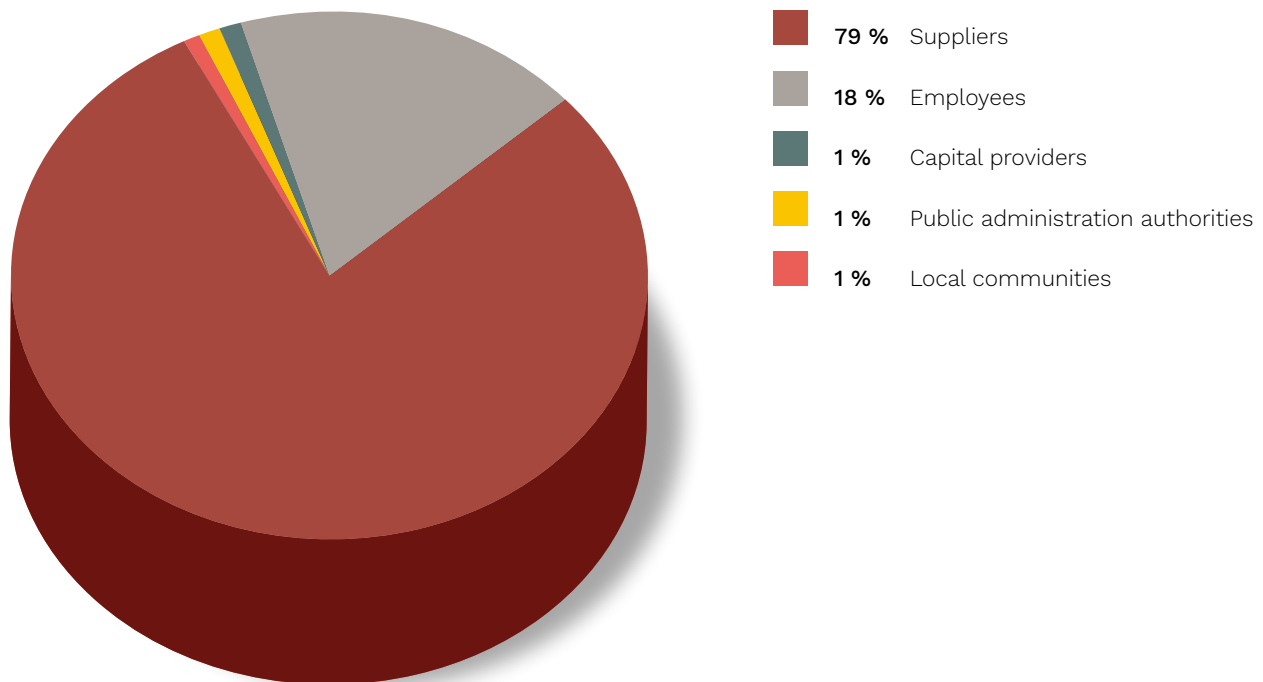


Given the importance of the procurement of raw materials and other products and services within the production cycle, 79% of the economic value distributed by Laminam in the last year went to the suppliers of goods and services.

The other main stakeholders to which the economic value distributed by

Laminam goes include employees, who amount to 18% of the total; the remainder was distributed mainly to capital providers in the form of interest and, to a similar extent, to local communities through donations to charities.

### Laminam Group: economic value distributed broken down by stakeholder (2022)



# 2.

# Our products

- 2.1 Main projects
- 2.2 Laminam surfaces
- 2.3 Materials and supply chain
- 2.4 R&D projects
- 2.5 Product quality and customer satisfaction

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## UN 2030 goals



Ensure health and well-being for everyone and for all ages



Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation



Take action to combat climate change

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**163**  
Surfaces



**12**  
Series



**20-60%**  
Recycled materials  
in the products



**20+**  
System, environmental and  
product certifications



**<0.5%**  
Non-quality index (sqm  
subject to claims/sqm sold)



**1,244**  
Tonnes of packaging materials  
recovered from customers



**93%**  
Natural raw materials



**+70%**  
Ventilated facades in Italy

Our products

# 2.1 Main projects

Laminam participates in prestigious innovative architectural projects all over the world and partners leading companies in the furniture and design industry.

## San Raffaele Hospital

Milan / Italy – 2022

**Type:** Healthcare  
**Design:** MCA – Mario Cucinella Architects  
**Bioclimatic design:** Andrea Rossi.  
**Models:** Yuri Costantini, Ambra Cicognani, Andrea Genovesi.  
**Competitions:** Eurind Caka, Stefano Bastia  
**Facade construction:** AZA Corporation  
**Photo Credits:** Duccio Malagamba  
[www.laminam.com/it/reference/ospedale-san-raffaele/](http://www.laminam.com/it/reference/ospedale-san-raffaele/)

**Product used:** series: Collection (colour: Bianco Assoluto)  
**Slab thickness:** Laminam 3 and Laminam 5  
**Bioactive treatments:** Ambience





With a total of 14,000 square metres of supply, Laminam plays a major role in the architectural structure of the new Surgical Center and ER of the IRCCS San Raffaele Hospital in Milan, designed by MCA – Mario Cucinella Architects.

Leaving behind the concept of horizontal arrangement around squares and embracing high-rise elevations, the new building was built as an extension to the heart of the existing hospital. Created with people and the environment foremost in mind, the project features sustainable building solutions incorporated into an architecturally iconic design. Based on this reasoning, architectural firm MCA chose Laminam's surfaces as the ideal cladding for the building's majestic

facade. Installed in the Bianco Assoluto finish, a classic and timeless shade in the Collection range, ceramic surfaces act as true full-height blades which, in addition to contributing to a tight scanning of the elevations, perform a dual bioclimatic function.

They are zero-impact materials that also provide a further positive contribution to the environment due to the Ambience treatment. This bioactive treatment, developed by Laminam and featuring a combination of titanium dioxide and collateral particles, activates a natural process that absorbs pollutants from air and water and turns them into substances that are harmless to both people and the environment.

*«Beauty, in architecture, must speak clearly. But beauty also lies unseen, beneath the surface, in new materials (...)» explains Mario Cucinella, founder of Mario Cucinella Architects.*

*«This idea led me to reflect on the use of active materials. The cladding of the new surgical and emergency centre at San Raffaele, the white “skin” of the iceberg, is not a formalist gimmick but a system of state-of-the-art anti-smog ceramic blades. It reduces air pollution and performs antibacterial functions (...)»*

Our products

# 2.1 Main projects

## Valtorta 52

Milan / Italy, 2022

Type: office

Design: Park Associati

[www.laminam.com/it/reference/valtorta52/](http://www.laminam.com/it/reference/valtorta52/)

Product used: series: Calce (colour option: Nero);  
series: Filo (colour option: Pece)

Hard retrofitting of a building from the 1960s, distinguished by the skilful use of materials, including metal, carbon fibre, and Laminam ceramic slabs, used for both the facade cladding and for the interiors.

credit for which goes to the materials and resources used. Acknowledgment that Laminam ceramic slabs combine aesthetics, functions, and environmental sustainability in an optimal way.

The Valtorta 52 project follows the sustainability certification protocol of LEED buildings, in the Core and Shell categories and has obtained LEED GOLD energy certification, much of the



Architectural surface materials that establish new standards of beauty, perfected by research, sustainable innovation and product certifications: the slabs in the Calce Nero and Filo Pece used in the Valtorta 52 project, for example, are produced using at least 40% mass pre-consumer recycled material (LEED 40).





# Riad Nyla | Wellness and spa set in a Moroccan riad

Marrakech / Morocco, 2022

**Type:** Hospitality  
**Design:** MSDA - Architect: Mattia Siviero  
**Interior Designer:** Corinne Dressler  
[www.laminam.com/it/reference/riad-nyla/](http://www.laminam.com/it/reference/riad-nyla/)

**Product used:** series: Calce (colour option: Avorio);  
 series: Ossido (colour option: Bruno);  
 series: I Naturali (colour options: Bianco Lasa, Calacatta Oro Venato, Noir Desir);  
 Seta series (Glacé and Or); In-Side series (colour options: Pietra Piasentina Taupe, Porfido Fiammato Marrone)

The inspiration for Riad Nyla, located in the heart of the Marrakech medina, originated from the need for a place where people could unwind, away from the hustle and bustle outside.

Designed with a multicultural soul, the body of the Riad is built following the floor plan of a typical traditional Moroccan house converted into a maison d'hôtes. The architectural dialectic focuses on two themes: "tradition + cosmopolitanism" and

"luxury + intimacy". The aesthetic of Riad Nyla can be described as the Laminam Effect, a total look interior with a Moroccan mood, created using five collections (I Naturali, Seta, Ossido, Calce and IN-SIDE) in nine colours and four surface finishes.

An extensive range of sizes (from 1000 x 1300 mm to the large slabs measuring 1620 x 3240 mm), of thicknesses, of textures, and of processes enabled the designers to bring their style ideas to life, multiplying their creative possibilities exponentially.



Our products

# 2.1 Main projects

## LATAM Lounge

Santiago / Chile – 2022

**Type:** Airport Client: LATAM Airlines Design: Grupo Arquitectos  
**Interior Design:** Enrique Concha & Co. / Bruno Frugone  
**Laminam distributor in Chile:** Bercia  
**Lighting:** SV Lighting

[www.laminam.com/it/reference/latam-lounge/](http://www.laminam.com/it/reference/latam-lounge/)

**Product used:** series: I Naturali (colours: Bianco Statuario Venato, Nero Greco, Noir Desir);  
series: Seta (colours: Gris, Glacé, Liquorice)



With its 4,300 m<sup>2</sup> of surface area, LATAM Lounge is the largest airport lounge in South America. Exploring two directions, the project aimed to highlight the influences of Latin American design and embrace sustainable architecture, in line with the LATAM Airlines' commitment in all its activities.

The new lounge is 80% powered by renewable energy and features interactive games on topics such as recycling, waste reduction, and reuse.



The choice of the Laminam I Naturali series in three different finishes meets the need to mark out three separate spaces and to establish a link, through the shades and materials, with the surrounding area and its diversity. Three different lounges and three experiences, to be explored each time, through a transition from the stress and frenzy of travel to a place and time for reconnection.

*The key word of the project was, in fact, "reconnecting".*

Our products

# 2.1 Main projects

## Villa Tigertail

Bel Air, Los Angeles / USA, 2022

Type: Residential  
Design: DI Group - Architect: Jamie Rezaie  
Home Designer: Adeer Madan  
[www.laminam.com/it/reference/villa-tigertail/](http://www.laminam.com/it/reference/villa-tigertail/)

Product used: series: I Naturali (colours: Nero Greco, Noir Desir, Pietra di Savoia Antracite Bocciardata)



Located in the exclusive Bel Air neighbourhood, the splendid Villa Tigertail was designed by DI Group Architects, which created a bold look for the villa, with block colours in dark shades that emphasise the ultra-modern architecture of the villa, softened by brown wood interior design accents.

The aesthetic strength and the performance of Laminam surfaces helped turn the designers' vision into reality, allowing them to craft sophisticated, functional furnishing features from large sized surfaces. The outstanding excellence of the design was acknowledged by judges at the Ceramics of Italy Tile Competition for the year 2022, who recognised DI Group's talent with the award

for the "Single Family Residential Winner" category. Now in its 28th year, the award celebrates the exceptional work of North American designers who use ceramic materials made in Italy in their projects.

## DaV Milano Restaurant | Allianz Tower



Milan / Italy, 2022

**Type:** Hospitality

**Client:** Allianz S.p.A.

**Design:** Andrea Maffei Architects

**Lighting design:** Jacopo Acciaro, Marija Cekovic / Voltaire Lighting Design, Milan  
[www.laminam.com/it/reference/dav-milano-restaurant-allianz-tower/](http://www.laminam.com/it/reference/dav-milano-restaurant-allianz-tower/)

**Product used:** series: I Naturali (colour: Nero Greco);  
 series: In-Side (colour: Pietra Piasentina Grigio)

With eight Michelin-starred restaurants scattered across Europe and Asia, the latest location for the “Da Vittorio” dining experience is on the first floor of one of the most iconic skyscrapers in the new Milanese skyline, the Allianz Tower. The tallest skyscraper in Italy, it is positioned in the CityLife /Tre Torri area and was designed by architects Arata Isozaki and Andrea Maffei.

With a seating capacity of 64 indoors and 94 on the terrace overlooking the square, the design of informal casual dining venue DaV Milano Restaurant is centred around superior quality raw materials and an elegant mood.

A stylish natural stone-effect hallway welcomes guests, paired with custom Pietra Piasentina Grigio colour slabs from the IN-SIDE serie, used for all the floors throughout the restaurant

and on the walls in the dining room (Laminam 5+ thickness 1200 x 3000 mm), to stunning visual effect.

Architect Andrea Maffei also applied the same seamless concept for the finish (“Naturale”), choosing a natural-looking surface finish that offers a particularly faithful rendition of the sedimentary rock on which is based.



Our products

## 2.2 Laminam surfaces

“It all starts with the resources Earth provides: clay, sand, and feldspar.”

Laminam was the first company to start manufacturing large sized ceramic surfaces and it opened up opportunities for ceramics in unconventional applications employing cutting-edge technologies that are unique the world over.

Laminam was established in 2001 and, due to its-one-of-a-kind product, it stood out immediately. This evocative brand originates from a joining of the term LAMINA (the name of the technology used to produce extra-large extra-thin ceramic surfaces invented by Franco Stefani) and the letter M, for manufacturing.

Laminam was immediately perceived as disruptive and, in fact, it changed the world of surfacing materials for architecture and interior design forever. More than twenty years later, Laminam is the internationally recognised market leader.

Strengthened by its value proposition, the brand embodies the product, which is steeped in know-how, technology, innovation, and environmental sustainability.

The ability to develop innovative, advanced custom solutions is one of the company’s main strengths. Laminam surfaces, which offer characteristics, quality, performance, and versatility beyond those of any other material used in architecture and interior design, including marble and natural stone, overcoming all the limits they pose in terms of application and performance.

*“Ceaselessly striving for uniqueness, our ambition is bring together high craftsmanship and an industrial product produced in a sustainable manner.”*



# One material, many properties



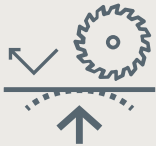
## TECHNOLOGY FOR ALL SPACES

Stunning, versatile, ultra-technological materials that are perfect for all applications: from interior wall cladding to external cladding, through to furniture and design. Inspired by nature, they shape the world of tomorrow, respecting the environment and the people who live in it.



## OUTSTANDING LOOKS AND PERFORMANCE

A wide range of colours and finishes available for use in any kind of space, with constant commitment to research and quality.



## ONE SURFACE. MANY QUALITIES

Hard-wearing slabs with guaranteed high resistance to mechanical stress, wear, scratches, and abrasions.



## EASY TO CLEAN AND RESISTANT TO STAINING

Low surface porosity means Laminam products are non-absorbent and stain-resistant.

They are extremely easy to clean and maintain.



## ECO-FRIENDLY AND RECYCLABLE

Laminam is a product made of 100% natural materials. It does not release any elements into the environment and can be easily milled and recycled in other manufacturing processes.

Our products

## 2.2 Laminam surfaces

### The new products in 2022

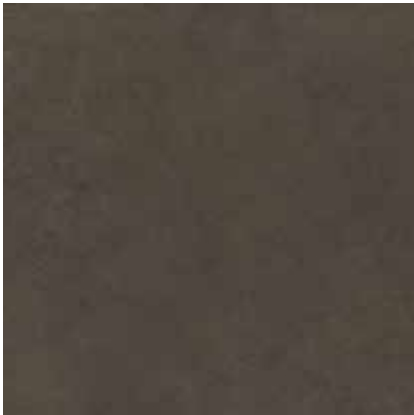
*Terra di Matera, Terra di Pompei and Terra di Saturnia* are the three shades options inspired by the textures and shades that are predominant in the Italian cities they are named after. The result of painstaking style and trend research, the “Le Terre” lines

offer extensive design possibilities for floors and walls, worktops, kitchen tops, bathroom furnishings and indoor and outdoor wellness areas, as well as in the furniture industry.

Available in the 1620 x 3240 mm size in the Laminam 12+ thickness or in the

1200 x 3000 mm size in the Laminam 5/5+ thickness, these surfaces are ideal for large-scale total-look designs.

#### IN-SIDE / The Latest Technology



In-Side / Terra di Pompei

**Naturale**

**1620x3240 mm** (63.7"x127.5")

Laminam 12+ \*

**1200x3000 mm** (47.2"x118.1")

Laminam 5 \*

Laminam 5+

**Fiammato**

**1620x3240 mm** (63.7"x127.5")

Laminam 12+ \*

**1200x3000 mm** (47.2"x118.1")

Laminam 5 \*

Laminam 5+

\*Full size



In-Side / Terra di Saturnia

**Naturale**

**1620x3240 mm** (63.7"x127.5")

Laminam 12+ \*

**1200x3000 mm** (47.2"x118.1")

Laminam 5 \*

Laminam 5+

**Fiammato**

**1620x3240 mm** (63.7"x127.5")

Laminam 12+ \*

**1200x3000 mm** (47.2"x118.1")

Laminam 5 \*

Laminam 5+



In-Side / Terra di Matera

**Naturale**

**1620x3240 mm** (63.7"x127.5")

Laminam 12+ \*

**1200x3000 mm** (47.2"x118.1")

Laminam 5 \*

Laminam 5+

**Fiammato**

**1620x3240 mm** (63.7"x127.5")

Laminam 12+ \*

**1200x3000 mm** (47.2"x118.1")

Laminam 5 \*

Laminam 5+



**IN-SIDE is Laminam's flagship technology, the technology that best reflects its philosophy: to combine endurance and excellence in applications, with flawless looks and seamless continuity between the body and the surface.**

With IN-SIDE technology, the concept of front and rear no longer exists. The material is usable in its entirety, because the patterns featured in the body and surface are always perfectly

aligned, even after the processing needed to complete the final product (cutting, cut-outs, edges).

These slabs offer not only a high visual impact, but also the tactile sensations of natural stone materials, such as Piasentina, Cardoso, and Porphyry, whose hard-wearing beauty has been known about since ancient times and which have been used in prestigious buildings and as paving in Italian villages for centuries.

Terra di Matera, Terra di Pompei and Terra di Saturnia are the three colour options inspired by the shades that are predominant in the Italian cities they are named after.

The uniqueness of the IN-SIDE slabs stems from the desire to recreate the mastery of natural stone of Italian origin, using materials used in architecture in the past.

## CALCE



### Calce / Terracotta

**1000x3000 mm** (39.4"x118.1")

Laminam 3 \*

Laminam 3+

Laminam 5



Inspired by simplicity, to become a benchmark for style. Calce is the line that takes the essentiality and softness of limestone and makes them part of its distinctive look and texture. Calce Terracotta was created to lend the areas in which it is laid a rich rustic feel and distinctive character.

Our products

## 2.2 Laminam surfaces

### FOKOS



#### Fokos / Talco

**1620x3240 mm** (63.7"x127.5")

Laminam 5 \*  
Laminam 5+  
Laminam 12+ \*

**1000x3000 mm** (39.4"x118.1")

Laminam 3 \*  
Laminam 3+  
Laminam 5



#### Fokos / Grafite

**1620x3240 mm** (63.7"x127.5")

Laminam 5 \*  
Laminam 5+  
Laminam 12+ \*

**1000x3000 mm** (39.4"x118.1")

Laminam 3 \*  
Laminam 3+  
Laminam 5

The Fokos serie draws inspiration from primordial materials linked to the earth and which, still today, form the essence of life on Earth for humankind. The Talco finish is ideal for understated designs, while the bold, decisive Graphite finish is one of the strongest colours in the serie.



\*Full size - Untrimmed end product.

## In addition to products, Laminam offers custom design solutions, with Laminam Project Engineering

The Laminam Project Engineering department offers customers a team of highly skilled engineers for advice and assistance, providing specialist information for bespoke solutions.

Given that the Laminam catalogue is large enough to meet any architectural and design need, our Project Engineering team is on hand - with its in-depth knowledge of materials and the application possibilities of these extra-large surfaces, to ensure the final design features the best and the right choices from all that the range has to offer.

When employing an innovative product like Laminam ceramic slabs, designers need qualified professional assistance to ensure they are fully informed of and can benefit from all their characteristics, and consequently exceptional quality and performance.

*“Laminam’s Project Engineering department guarantees customer assistance from the drawing board to the worksite “*

The Project Engineering team offers years of experiencing partnering universities, laboratories, external



bodies, and professionals for the characterisation and certification of our slabs.

Today Laminam’s Project Engineering department can engineer slab application methods in both building construction and furniture design using ad hoc tests: for example, tests for wind resistance or impact from fire, or suitability for contact with food for slabs to be used for

kitchen worktops. During 2022, the Project Engineering department worked on numerous projects to refurbish existing buildings or to construct new environmentally sustainable buildings. In Italy, the company has seen a 70% increase in slabs sold for ventilated facades projects.

Our products

## 2.3 Materials and supply chain



Laminam focuses careful attention on the selection of its raw materials, which are all from natural sources, in order to ensure optimal product quality and performance.

The main raw materials used for the production of Laminam materials are clay, kaolin, feldspar, and sand, all of which come from certified sources and are carefully selected on the basis of purity, homogeneity, colour level, and technical perfection.

### Raw materials and their geographical sources

**The natural raw materials used for Laminam products come from different areas around the world.**

Most of the materials are procured within the European Union, making up around two-thirds of the quantities and more than 80% of the value in 2022. Procurement within Europe ensures high production and organisational standards for these flows in all aspects, from safety through to

logistics and the environment. Non-European Union sources consist mainly of Turkey and Ukraine, while the main EU countries (in addition to Italy) include Germany, Spain, and France. The percentage of European sources confirms the rise on previous years already reported in 2021.

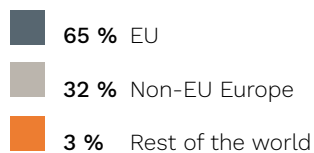
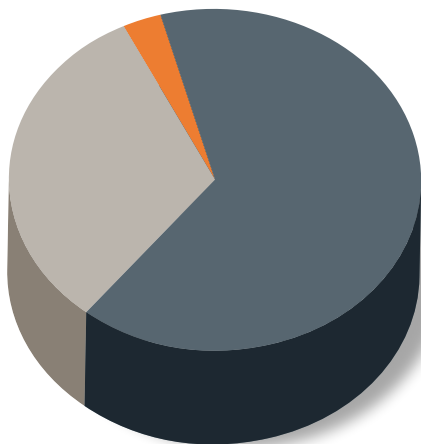
Therefore, a significant overall increase in raw material purchases was recorded, totalling +58% per year in

quantity and +148% in value.

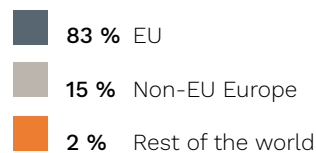
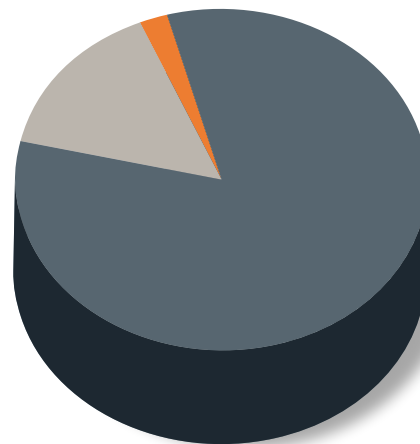
This data does not take into consideration other production components such as semi-finished products and packaging, which - with a view to shortening the supply chain - come solely from EU countries.

## Laminam Group: raw material procurement broken down by source

2022: purchases (quantity)



2022: purchases (value)



The Laminam supply chain is made up predominantly of Italian suppliers and multinationals with branches in Italy, very often either within the ceramics district or not far from the Laminam sites.

As with raw materials, we are very carefully about the suppliers we choose. Priority goes to organised suppliers that provide the maximum

guarantees and help the company meet its daily requirements. More importantly, the suppliers selected are aligned with Laminam's environmental philosophy and policy.

As of 2019, the company has implemented an annual qualification and monitoring process for all suppliers, which are administered a questionnaire on aspects such as

quality, respect for human rights and working conditions, the environment, and health and safety. In addition, every year, the performance of our qualified suppliers is also monitored in terms of quality and delivery times and audits are conducted by Laminam's own QHSE technicians at their sites.

## Our products

## 2.3 Materials and supply chain

### Evolution and structure of the supply of raw and other materials

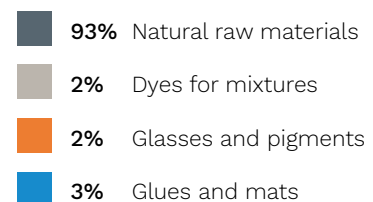
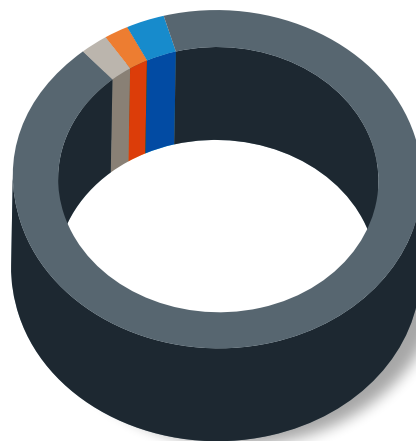
In 2022, the group purchased natural raw materials and semi-finished materials totalling approximately 166,000 tonnes, recording a significant rise on the previous year (+56%).

The strong demand for a product like Laminam, which is recognised for its excellence, has meant outstanding effort was required in the procurement field to keep apace with production (up by 57%).

#### Procurement of materials at all the Laminam Group's facilities

	U.M.	2020	2021	2022
<b>Total raw materials</b>	<b>tonnes/year</b>	<b>68,153</b>	<b>100,421</b>	<b>158,686</b>
Clay, feldspar, sand	tonnes/year	68,153	97,093	154,884
Dyes for mixtures	tonnes/year		3,328	3,802
<b>Total semi-finished products</b>	<b>tonnes/year</b>	<b>4,987</b>	<b>5,935</b>	<b>7,268</b>
Glass, pigments	tonnes/year	3,410	1,951	2,831
Finishing materials (adhesives, meshes)	tonnes/year	1,577	3,984	4,437
<b>Total materials procured</b>	<b>tonnes/year</b>	<b>73,140</b>	<b>106,355</b>	<b>165,954</b>

**93%** of the group's purchases is made up of **natural raw materials** (clay, feldspar, kaolin, and sand), while the remaining 7% mainly consists of dyes for the mixture (2%), semi-finished products (glass and pigments, 2% of the total) and finishing materials (adhesives and meshes, making up 3% of the total), down by 1% on 2021), which are used if the slabs need to be reinforced for safety reasons.



During 2022, Laminam SpA significantly reduced packaging materials (-11%) overall while A-frames purchased increased by 22% on 2021.

This rise is linked to the growth in sales of larger and thicker slabs and these trestles considerably impact the weight of packaging supplies.

### Procurement of packaging materials - Laminam SpA (Italy)

	U.M.	2020	2021	2022
A-frames	tonnes/year	430	999	1,217
Wooden crates	tonnes/year	2,003	3,568	2,871
Plastic supplies	tonnes/year	122	235	190
<b>Total</b>	<b>tonnes/year</b>	<b>2,555</b>	<b>4,802</b>	<b>4,278</b>

In 2022, with a view to reducing consumption and waste, packaging recovery activities continued.

Laminam SpA recovered 765 tonnes of A-frames and 479 tonnes of wooden crates directly from customers. The A-frames collected amounted to 63% of those purchased, while crates amounted to 17%.

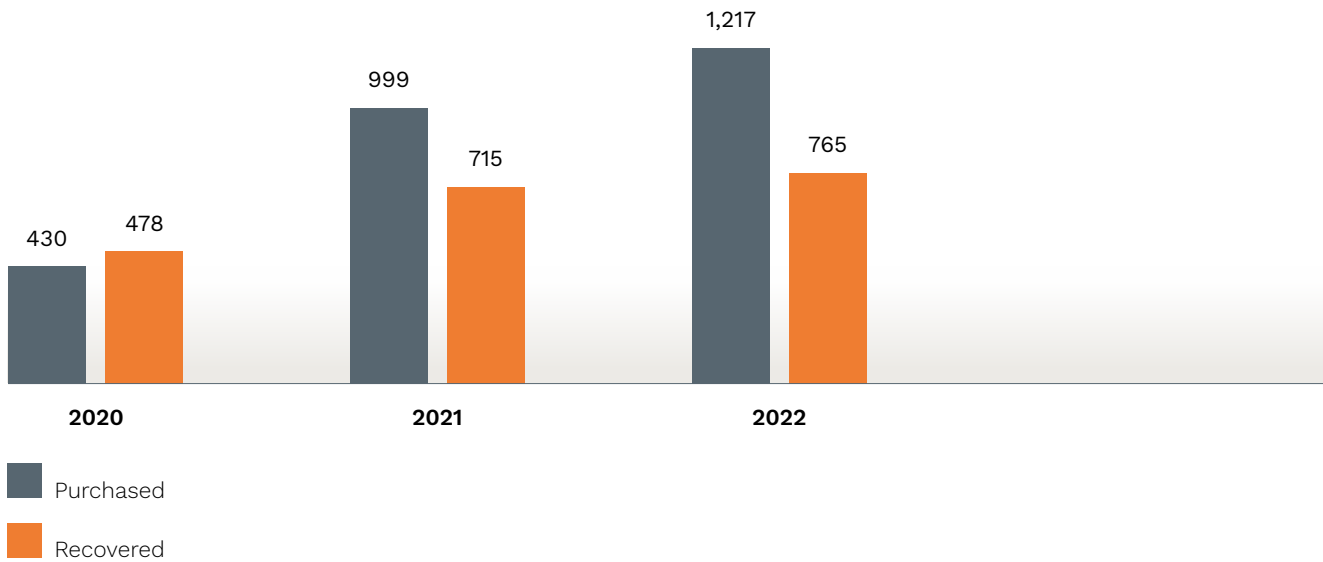
### Packaging materials recovered from customers - Laminam SpA (Italy)

	U.M.	2020	2021	2022
A-frames	tonnes/year	478	715	765
Wooden crates	tonnes/year	289	407	479
<b>Total</b>	<b>tonnes/year</b>	<b>767</b>	<b>1,122</b>	<b>1,244</b>

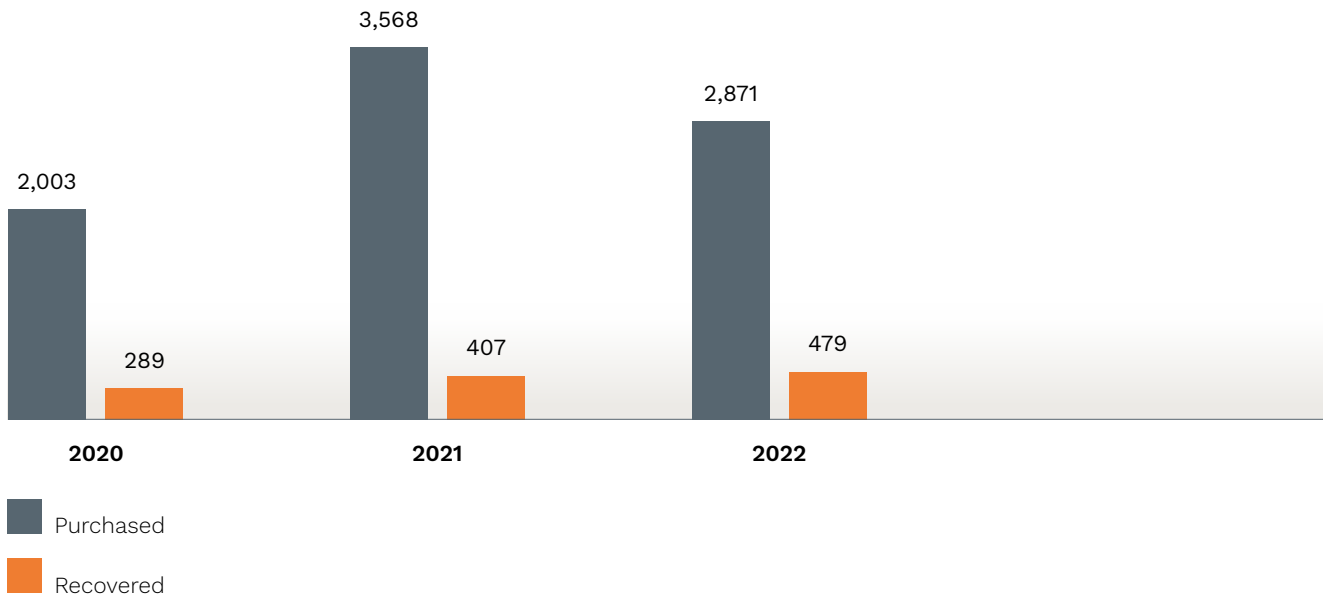
Our products

## 2.3 Materials and supply chain

Laminam SpA: A-frames purchased and recovered (tonnes)



Laminam SpA: wooden crates purchased and recovered (tonnes)





**During 2022, the search for increasingly sustainable packaging and logistics materials and solutions continued.**

After introducing regenerated cellophane, recycled polystyrene was used for certain slab sizes in the Fiorano Modenese facility; expanded foam was introduced in the Borgo Val di Taro and Spanish sites, while - also in Spain - shrinking machines are used that need no natural gas (as they

seal the shrink wrap without heat). Effort has been poured into the packaging logistics chain in general and significant reductions in the consumption of plastic materials have been made by optimising logistics processes during picking operations in the warehouse.

Promotional goods are made from recycled materials and the printing of catalogues and promotional materials is kept to a minimum, with

FSC certified paper always used. In 2022, Laminam joined the plastic cap collection campaign ("Dall'acqua per l'acqua" - From water, for water) organised by the Worldwide Mutual Development Centre in Livorno, which is engaged in a charity project in Tanzania.



Our products

## 2.4 R&D projects

As it is constantly evolving, Laminam offers the market increasingly sophisticated products that combine flawless looks with technological perfection, while also embodying another core value, sustainability. The design versatility for which Laminam is renowned is a crucial element of the company's approach, which is based on a fusion of artisan creativity, industrial capacity, and consideration for the world around us.

### The R&D projects: an ongoing commitment to sustainability

The Laminam technology laboratory works daily to enhance product quality through constant research into raw materials which has led to significant innovations in the ceramic formulation. One of the techniques adopted was to

add materials commonly used in other related sectors, such as porcelain manufacture. It was an incisive move, as the greater choice of raw materials enabled us to increase product quality, above all for the mixture used for the

Laminam "Bianco Assoluto" version, the purity of which is a benchmark for the sector.

## Know-how and technology for diversification

**In addition to the humanitarian drama, the conflict in Ukraine, which is challenging to solve, with its considerable impact on supply chains, is also putting a strain on various industries worldwide, including the Italian ceramics industry.**

For a high quality product such as Laminam, it is particularly difficult to make up for the lack, albeit temporary, of a raw material of the same calibre and stability as Ukrainian clay. The technology has

always focussed, among other things, on monitoring the raw materials market and weighing up possibly advantageous alternatives, to minimise country and political risk.

Given this particular time in history, this activity has been stepped up and extended to research new materials and new geographical sources. New mixtures have been studied and tested to guarantee the same quality end product and the same levels of performance and appearance.



## Commitment to more sustainable production

**One of Laminam's sustainability objectives is to make production less energy-intensive.**

For some years now, the technology laboratory has been working on the study and development of low-melting mixtures, suitable for firing

at significantly lower temperatures than conventional ones. The results achieved to date are very encouraging. At the same time, lower temperatures would allow for kilns with less complex insulation characteristics and savings from a design point of view. One of the goals

of the Laminam R&D team is to bring the group's plants towards the use of 100% water-based inks within the next two years.



## Our products

# 2.4 R&D projects



Laminam works with universities, laboratories, and other organisations and institutes, investing in training to produce a qualified team of young people.

Also important are the traditions of the area in which Laminam operates, where a knowledge and passion for the art of ceramics has been passed down for generations. The result is the creation of an enthusiastic team, well rooted in the company and

in line with its philosophy, whose members understand all aspects of the Laminam products (technical and performance) in all fields of application and in relation to any physical, mechanical, environmental, or climatic stress.

***During 2022, Laminam conducted numerous research and development and technological innovation projects, some of which fell within the scope of the Industry 4.0 programme.***

- Electric heat engine for the production of spray dried powder

On 2 December 2022, Laminam filed a patent application titled “Device for spray drying of a suspension”. In ceramics manufacturing, spray driers are used to produce intermediate semi-finished products (powder) through the nebulisation of suspensions containing inert material in pellet form. These devices generally comprise a drying chamber, usually cylindrical in shape with a tapered lower section in which the dry material collects.

The aim of the invention is to provide a device for spray-drying a suspension which efficiently nebulises and dries the suspension with a level of electricity consumption that significantly reduces environmental impact.

- Enhanced production process leading to enhanced product characteristics

Some projects concerned studies relating to innovative methods for treating the ceramic mixture to eliminate carbonates, new processes to improve testing for uniform material thickness, and new studies on the interpretation of surface flaws.

Laminam’s short-term commitments include projects to achieve greater sustainability by reducing the amount of waste generated during processing and more sustainable management of waste, such as better sorting to increase waste recovery, better management of raw waste, and greater reuse of industrial water.

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- **Improved environmental performance through CO<sub>2</sub> capture**

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Studies relating to the thermal condensation process for CO<sub>2</sub> abatement and capture are at an advanced stage and after the positive results of the first tests, attention is now being focussed on the stabilisation of CO<sub>2</sub>.

- **Study and design of an innovative anti-stain surface treatment**

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The research concerns an innovative stain-resistant surface treatment and new methods for the application of the said treatment with the aim of significantly improving resistance to solid dirt, resulting in stainproof easy-to-clean material.

- **Design activities to create new product lines featuring original looks and functional characteristics with registration of utility and design models**

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During 2022, the R&D Laboratory produced 181 designs for new Laminam products, in addition to numerous designs requested directly by end customers for customisation, for example, for individual architectural projects.



## Our products

# 2.5 Product quality and customer satisfaction

Customer satisfaction has always been a priority for Laminam. The training of new personnel is particularly oriented towards gathering feedback from customers, as part of long established company practices.

This allows us to identify real needs and any latent dissatisfaction within the market and resolve them rapidly.

As clearly expressed in the integrated company policy, Laminam's commitment to achieving its quality,

safety, and customer satisfaction goals is reflected in the development of indicators that are constantly monitored and designed to ensure constant improvement.

## Product quality and safety



Constantly guaranteeing product quality and safety is an essential condition for maintaining a lasting relationship with customers and to ensure business expansion. In line with this, Laminam has adopted a policy centred on understanding and meeting end customers' needs.

Product quality and safety objectives are monitored and discussed in a quarterly quality report. These

objectives are applied in the design stage first and then subsequently focus on raw materials and processes. Quality Management is responsible for ensuring correct application of processes, establishing guidelines for production and monitoring their compliance with current standards and regulations.

The department also develops quality assessment indicators, improvement

plans, and remedial actions and performs internal audits to assess the effectiveness of the management system.

In 2022, two new members joined the team: one specialising in optimisation of surfaces and another dedicated to the implementation of product quality controls based on the customer's needs.

## Customer satisfaction

Product quality and safety are further protected through activities to monitor and assess customer satisfaction, which are carried out by the sales department in association with the quality department.

Given this premise, full product traceability is essential in order to be able to work back

through the production process and identify the day, month, year, and production shift and establish, step by step, the checks carried out on the raw materials used.

In response to the requirements of an increasingly exacting market, meetings between the quality team and the production plants are scheduled on a weekly basis. Laminam has always

acted quickly and with flexibility, creativity, and expertise in dealings with customers and to meet their needs. This is undoubtedly one competitive advantage offered by the company, alongside its conscientious after-sales service.

## Claims and returns

In line with customer focus, over 80% of complaints are handled quickly, within 2-3 days, and the company works constantly to improve this parameter.

Of the complaints received, only a part is linked to factors for which Laminam is responsible. Almost all claims are related to the interior design/ furniture sector. This is because, in this area, claims are always linked to an individual slab or product, while in

the architecture segment, claims refer to a project and therefore concern many square metres of a product. The rise in complaints recorded in 2022 is attributable, apart from the increase in sales, to the Laminam's increased presence in the interior design/ furniture sector. Despite the greater number of complaints, the rate of claims accepted remains quite stable over time (54% in 2022).

Quality parameters actually improved further in 2022.

**Confirmation of the Laminam product quality emerges forcefully from the rate of claims made for poor quality. The percentage of square metres subject to claims in relation to the square metres sold decreased between 2021 and 2022, falling to 0.44%, which is far lower than the 5% benchmark set by technical standard UNI EN 14411 (ISO 13006).**

### Quality indicators employed by Laminam S.p.A. (Italy): claims and returns

	U.M	2020	2021	2022
<b>Total n. of claims</b> (accepted technically)	N°	221	276	673
<b>Rates of claims accepted</b> (claims accepted / claims received)	%	52%	46%	54%
<b>Claims per macrosector: interior design</b> (% sul totale reclami)	%	57%	84%	92%
<b>Claims per macrosector: construction</b> (% of total claims)	%	43%	16%	8%
<b>Claim opening time</b>	days	2.5	2.8	2.5
<b>Rate of claims for poor quality</b> (sqm claimed/sqm sold)	%	0.90%	0.55%	0.44%

Our products

# 2.5 Product quality and customer satisfaction

## System Certifications

ISO 9001

Certified international quality management system. This certifies the attention focused on all company processes.

ISO 14001



During early 2021, Laminam obtained ISO 14001 certification for the Italian plants located in Borgotaro (February 2021) and Fiorano (May 2021). This certification guarantees the presence of a management system dedicated to monitoring the company's environmental impacts, supported by continuous research to improve processes in a sustainable manner.

ISO 14064-1

**ORGANISATIONAL CARBON FOOTPRINT**  
Laminam has quantified the organisation's carbon footprint in compliance with standard UNI EN 14064-1:2018. The certification process was completed successfully in May.

ISO 20400



**SUSTAINABLE PROCUREMENT**  
At the end of 2021, Laminam embarked on a pathway towards environmental, social, and governance sustainability of the supply chain, with the aim of building a sustainable supply chain. The first milestone was successfully achieved in May, when the certification was awarded.

CTPAT



C-TPAT (Customs - Trade Partnership Against Terrorism) certification is administered by the U.S. Customs and Border Protection Agency (CBP), which certifies the security of the entire distribution chain. It concerns secure warehouses, personnel access control, and security checks for subcontractors.



## Product Certifications

EPD



2021 marked completion of the work to renew the EPD (environmental product declaration) certification for its 3+ and 5 mm thick materials and for the extension of the certificate to the 5+, 12+ and 20+ options, with the result that all its products are certified. Alongside this, Laminam completed the life cycle analysis (LCA) on the basis of which the company was able to calculate the carbon footprint of each individual product, providing a comprehensive and complete picture of its impact.

P CAM



Laminam slabs meet the CAM criteria (Minimum Environmental Criteria) required in order to participate in public tenders for new builds, renovation, and maintenance projects.

NSF



Laminam is the first manufacturer of ceramic surfaces to have obtained the NSF (American National Standard for Food Equipment) “Solid surfacing for food zone” certification. The result proves the suitability of Laminam slabs for use in kitchens or for surfaces intended for direct contact with foods and derived fluids. Laminam is therefore not only suitable for splash zones, but also for food zones, i.e. countertops. Laminam slabs have been tested by an independent third party and meet all applicable North American regulatory requirements in terms of ease of cleaning and resistance to acid corrosion and they contain no heavy metals.

LEED AND  
BREEAM



Laminam is a member of the Green Building Council Italy, which promotes the reduction of negative impacts of buildings and construction on the environment. It is in this context that the LEED and BREEAM certifications (international schemes for assessing the sustainability of buildings throughout their entire life cycle) take on relevance. Both schemes are based on the attribution of credits for compliance with specific environmental characteristics, such as building materials with a high level of environmental sustainability. Laminam slabs used in construction are ISO 14021-compliant and therefore certified as containing at least 20% to 40% pre-consumer recycled material (i.e. reused industrial waste) and having a high solar reflection index (SRI), which contributed to obtaining credits in the LEED and BREEAM certifications.

Our products

## 2.5 Product quality and customer satisfaction

### Product Certifications

KOSHER



Laminam slabs are Kosher Parve certified, which means they comply with kashrut requirements, guaranteeing food as suitable for consumption by those who observe these dietary rules of the Jewish religion.

MOCA



This declaration of conformity for foodgrade materials and objects is a necessary certification to guarantee compliance with certain compulsory food hygiene requirements. EC Regulation n. 1935/2004 of the European Parliament and of the Council, issued on 27 October 2004, concerning materials and objects intended to come into contact with foodstuffs, also includes ceramics among the materials in question. Therefore, the declaration of conformity and the relative supporting documentation guarantee Laminam's full compliance with applicable legislation.

CCC



The CCC mark (Chinese Quality Certificate) certifies the safety of products sold on the Chinese market.

UPEC



This French functional certification guarantees that the flooring product certified is suitable for use in a certain setting for a sufficient and reasonable length of time.

ITB



Poland's Instytut Techniki Budowlanej - ITB (Construction Research Institute) has certified the quality of Laminam slabs according to Polish specifications.

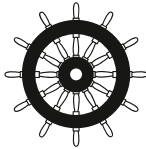
SASO



The SASO (Saudi Standards, Metrology and Quality Organization) is a compulsory quality certification in Saudi Arabia that demonstrates a product's compliance with the country's standards.

## Product Certifications

NAVY



Based on compliance with the fire protection requirements of the Marine Equipment Directive (MED) 2014/90/EU, including the requirements and test standards of EU Regulation 2018/773, Laminam slabs with thicknesses ranging from 3.5 mm to 20.5 mm can be used as surfacing and flooring for marine applications.

ATEX

French certification for the use of Laminam 5+ slabs in the 1000x3000 mm size in curtain walls. The plants in Fiorano and Borgo Val Di Taro are certified.

SQM

Saudi Quality Mark: system certification obtained for Laminam and Restile brand materials for exports to Saudi Arabia.

HPD

Health Product Declaration

CERTIFICATE  
FIRE  
REACTION  
DUBAI

Certification of Laminam 5+ in terms of reaction to fire for use in curtain walls in Dubai.

DGNB

Laminam is registered on Germany's DGNB site, where it has entered - in addition to all the colour options - the information included in the EPD certificate. It is an extremely practical tool used in Germany mainly by manufacturers, architects, and designers, to select products with an EPD.

FDES

Laminam is currently preparing data for the LCA according to the new approach required by the revised French legislation on FDES (Fiche de Déclaration Environnementale et Sanitaire, i.e. the equivalent of an EPD).

# 3. Our people

- 3.1 Personnel characteristics
- 3.2 Training for growth
- 3.3 Employee health and safety

---

## UN 2030 goals



Ensure health and well-being for everyone and for all ages



Ensure inclusive and equitable education and learning



Promote employment and sustainable economic growth

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**930**

Company's personnel  
(including temporary  
workers)

**670**

Employees in Italy  
and facilities abroad  
as at 31.12.2022

**36%**

Female workforce

**208**

New hires

**9,155**

Hours of training provided  
to employees

**80%**

Employees aged under 50

**94%**

Workers with  
permanent  
contracts

**0**

Serious injuries at work

## Our people

# 3.1 Personnel characteristics

Laminam sets itself fundamental goals for its personnel including developing and retaining talent, promoting a culture of social wellbeing, and improving and increasing the health and safety of employees and other workers. Laminam's successes are deeply linked to its people, who are the driving force behind innovation in the company.

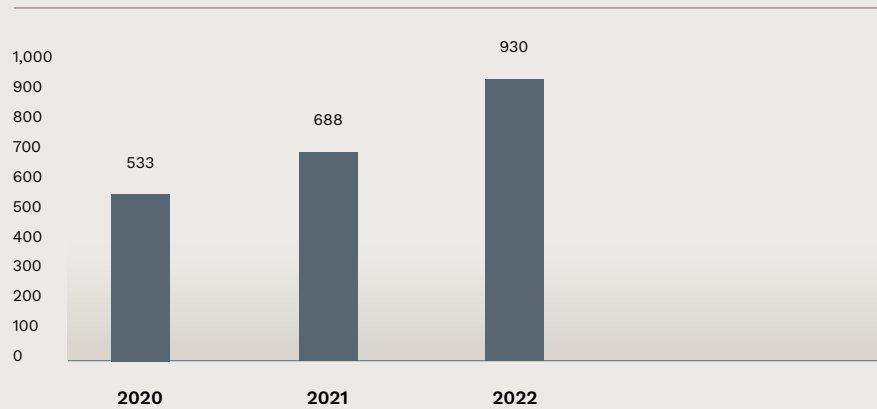
Through its ability to think differently and innovate materials, as well as its refusal to be constrained by consolidated practices, day after day, Laminam maintains a leading position in the market, constantly offering cutting-edge products and solutions.

In 2022, the Laminam Group reported 930 employees and temporary workers, up 35% on the previous year. This increase is attributable to both the acquisition of the Spanish company Best Surface, formalised on 1 February 2022, which accounts for 126 employees, and to the expansion of the workforce recorded in the Italian sites, in Fiorano and Borgo Val di Taro (+7%), and in the Laminam branches abroad (+94%).

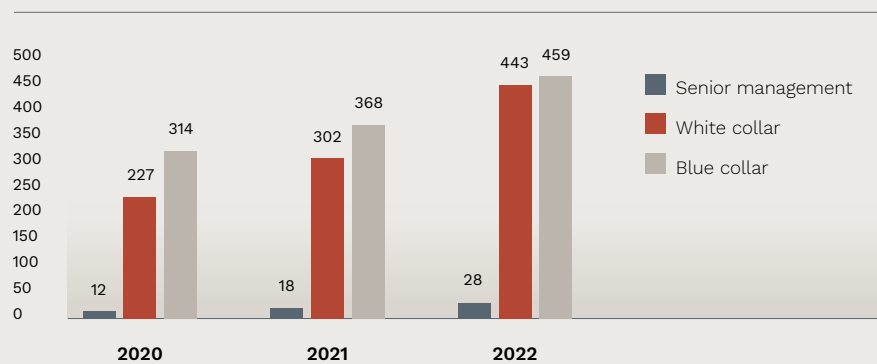
The share of workers employed in the group's foreign branches rose from 26% in 2021 to 41% in 2022.

\* The figure refers to both employees and temporary workers. The figure includes all the workers in the group, including the Laminam sales branches around the world.

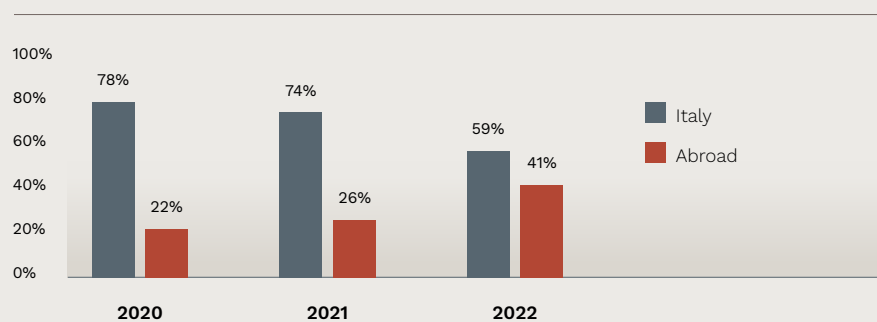
Total Laminam Group personnel (from consolidated financial statements), 2020 - 2022 \*



Total Laminam Group personnel (from consolidated financial statements) by employment classification, 2020 - 2022 \*



Total Laminam Group personnel (from consolidated financial statements) Italy/abroad as a percentage, 2020 - 2022 \*

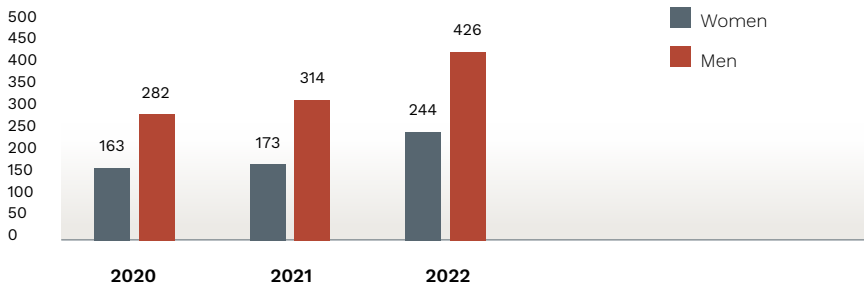


The following analysis – focused on personnel characteristics – refers only to employees in the headquarters, in the two Italian facilities in Fiorano and Borgo Val di Taro, and in the plants located abroad, making up a total of 670 employees. Foreign sales branches and temporary workers are not included.

Overall, the employee workforce recorded an increase of 38% while the two Italian plants reported a rise of +15%. The increase in the number of employees involved male and female workers with the same intensity and across the board; consequently, breakdown by gender is unchanged with respect to 2021. At Laminam

women make up 36% of the employee workforce, a high figure in an industry which is traditionally male dominated.

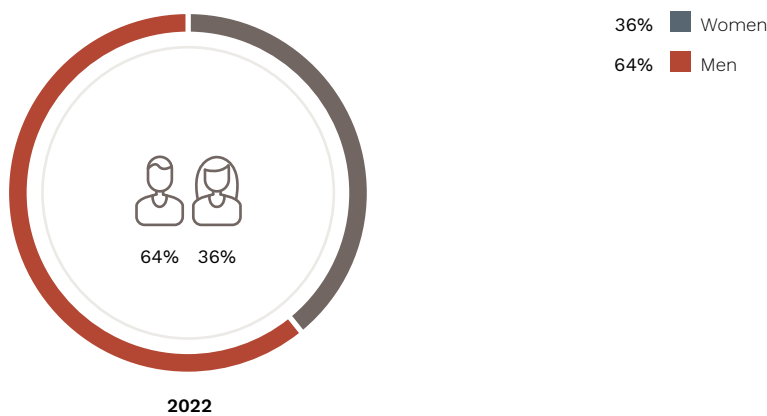
### Total employees, number and gender, 2020 - 2022



Laminam is working constantly to stabilise and promote loyalty among its workforce: in 2022, 94% of total contracts were permanent contracts, up by 3 % with respect to the previous year. As regards gender, permanent contracts were held by 93% of female workers and 94% of male workers.

Full-time employees account for 99% of total employees, up 1% on 2021. As regards gender, all male employees have a full time contract while 4% of its female staff work part time.

### Total employees by gender, percentages, 2022



Observation of data by age shows an average workforce of a young age: eight out of ten employees are under 50 and one out of five workers is under 30.

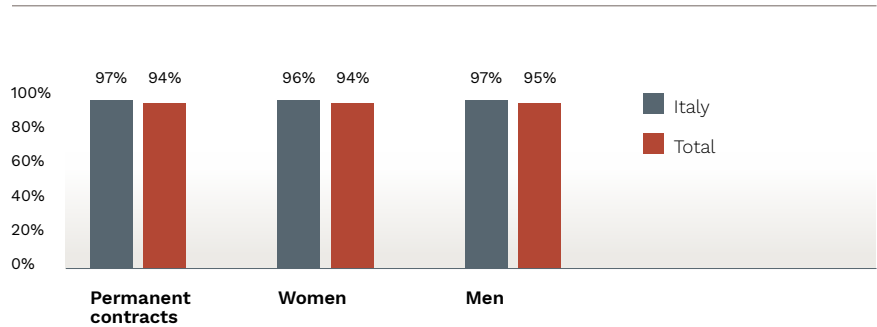
Our people

# 3.1 Personnel characteristics

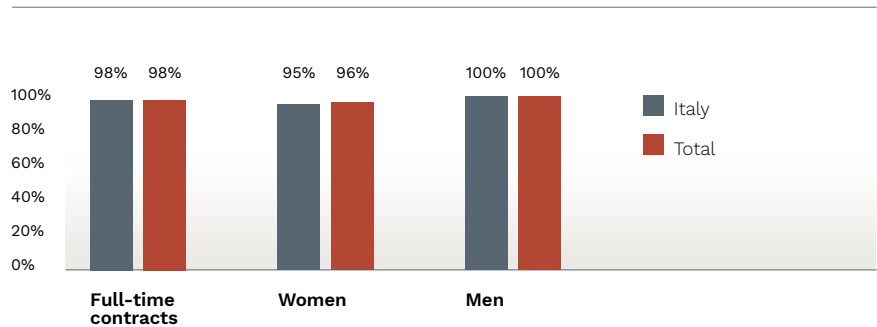
During 2022, 208 new employees were hired as against 122 employment relationships terminated, as a result of which the hiring rate stood at 31% and the turnover rate at 18%. In the Italian plants alone, the hiring rate amounted to 24%, while the turnover rate stood at 11%.

Analysis of data relating to both the hiring and the turnover rate for the last three years shows a significant increase in figures during 2022, highlighting an acceleration of mobility in the labour market.

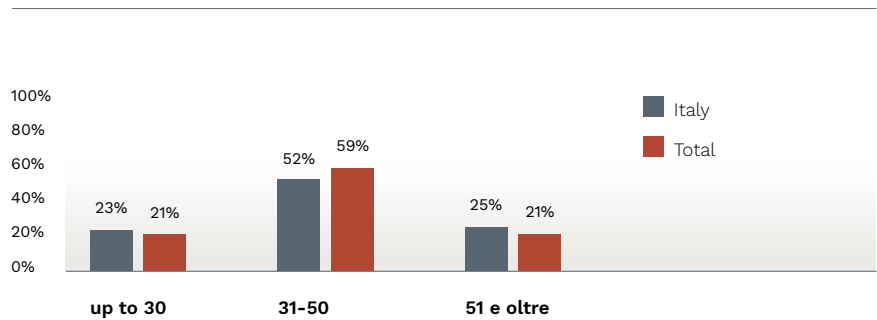
Permanent contracts, percentages, 2022



Full-time contracts, percentages, 2022

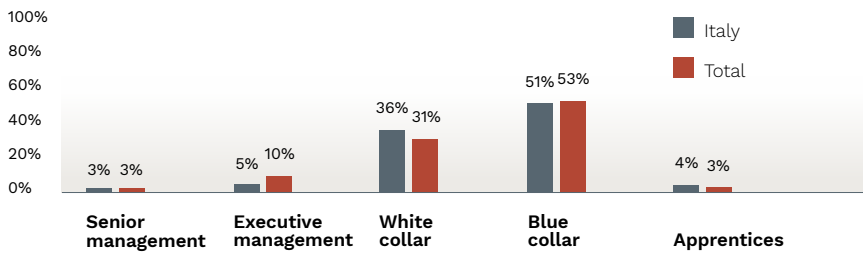


Employees by age, percentages, year 2022

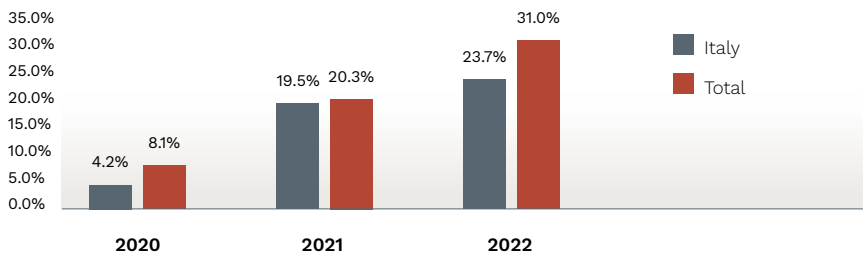




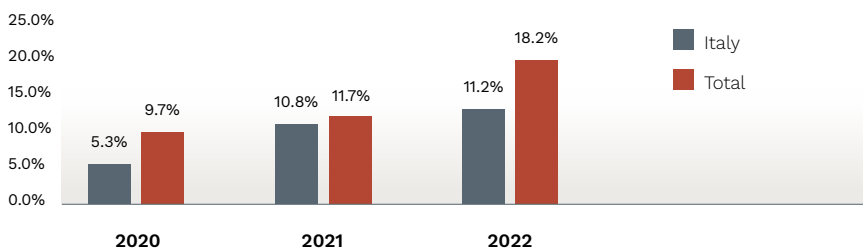
## Employees by employment classification, percentages, 2022



## Hiring rate, percentages, 2020 - 2022



## Turnover rate, percentages, years 2020 - 2022



## Our people

# 3.2 Training for growth

In 2022, in the aftermath of the Covid-19 pandemic, Laminam stepped up its investments in training, concretely supporting employees' growth by fostering their technical and professional skills.

A total of 9,155 training hours were provided in 2022, involving all employees across the board. On average, each employee received 13.7 hours of training in 2022, a marked increase on the 7.0 hours in 2020 and

8.4 in 2021. The data broken down by employment classification shows an increase in per capita training hours across all classifications, with the exception of blue-collar workers, for whom training rose steeply in 2021 and then per capita training hours settled at the same levels in 2022.



#### New training projects include:

- cyber security courses aimed at all employees with corporate email, with more technical and specific insights intended solely for the IT team;
- English and Spanish language courses;
- team building courses, with staff involved in outdoor training days.

#### Hours of training by employment classification

Classification	Unit of measurement	2020	2021	2022
Senior management	Hours per employee	8.7	5.5	22.6
Executive management	Hours per employee	16.1	9.2	24.5
White collar	Hours per employee	7.9	6.1	16.5
Blue collar	Hours per employee	4.2	10.0	9.1
Trainee	Hours per employee	28.8	6.5	21.2
<b>TOTAL EMPLOYEES</b>	Hours per employee	<b>7.0</b>	<b>8.4</b>	<b>13.7</b>

## Team building training projects

As part of training activities, the operations team and the marketing team were involved in two different team building experiences, intended to build a strong corporate culture by strengthening the bond between colleagues, increasing team spirit, and enhancing personal and group identity.

On 7 and 8 October 2022, the first training experience, which was called "Get Involved" and held on Monte Baldo in the Prealps near Lake

Garda, involved the marketing team; not long after, the second initiative - called "Ready, steady ... GO!" - took place on 2 and 3 December in Folgaria - in the Alpe Cimbra area - and involved the members of the operations team. The training days, coordinated by a facilitator, were both arranged in informal settings and involved predominantly outdoor activities. During the days, participants were encouraged to take part in both practical activities and opportunities for reflection, which fostered everyone's ability

to learn, as part of a dual process in which they were engaged as both individuals and members of a group. Through play and practical activities, the participants were given the chance to work together on common goals, on giving and receiving feedback, as well as on self-awareness, leadership, and mutual trust to strengthen their capacity to delegate. A few months later, the events were completed with a follow-up session held at the company.

## Relations with schools and universities

Laminam also develops expertise through the ongoing relationships it entertains in the area with universities (University of Modena and Reggio Emilia, University of Parma, Milan Design University, and Milan Polytechnic, to name but a few), upper secondary technical institutes and schools, and training centres.

In November 2022, the second course of the level II inter-university master's degree in Ceramics Business and Technology began at the Enzo Ferrari Engineering Department of UniMoRe, which was developed in association

with Confindustria Ceramica association. The aim of the course is to provide qualified staff with a multidisciplinary skills set for business and technology in ceramics, with specific expertise in the industry's competitive dynamics and the management of production systems, including advanced skills concerning processes, products, business, and marketing for ceramics. Laminam provided sponsorship for one participant in the course, who will be assigned to work experience in the company during 2023. Laminam attends university career days and offers students university

work experience placements, assisting them afterwards in their in dissertation projects, providing extra-curricular work experience, and guiding them on career paths within the company. As regards upper secondary technical institutes, Laminam welcomes students on work experience placements and maintains active relations with local schools and institutes.

Our people

## 3.2 Training for growth

### Corporate welfare: the Laminam Cares project

With a view to promoting a culture of social wellbeing and welfare for its employees, Laminam has launched LAMINAM CARES, which brings together a series of corporate welfare initiatives and health protection and prevention activities.

The project, which kicked off in November 2022, was divided into three different initiatives, each with its own particular focus. The first initiative, "Our health", concentrated on prevention through screening to encourage early diagnosis. An important opportunity offered by Laminam to help employees take stock of their health using a variety of tools. Since November, every employee has been given the chance to:

- learn about the regional prevention campaigns that Emilia-Romagna offers its residents through information disseminated by email and posted on the bulletin board;
- make use of screening programmes (upon providing proof of a screening appointment, employees were entitled to paid leave from work, at the company's expense);
- have blood tests (specific to men and women) taken at work, the results of which were then uploaded to their personal health record within the national healthcare system;
- receive flu vaccinations at work.

*The employee healthcare initiatives have had an excellent response, with a high level of take-up by workers: in the four days of the healthcare campaign in the Borgo Val di Taro and Fiorano plants, **235 screenings were carried out in December and 45 workers took the opportunity to receive a flu vaccination at work.***

**The second initiative in the Laminam Cares project focused on corporate welfare.**

For the festive season, Laminam decided to replace the traditional Christmas dinner with a gift of shopping and fuel vouchers, to support and remain close to all its workers and their families. This initiative, which goes far beyond any employment agreements, is in line with the values upheld by Laminam

concerning corporate welfare and looking after employees, neatly conveyed by the name: Take Care of your PEOPLE!

The focal point of the third Laminam Cares initiative was savings. The company has provided all employees with a series of discounts and concessions for a wide range of activities and services in the following areas:

- Health
- Cars (discounts and facilitated payment for repairs, tyre changes, servicing, etc ...)
- Education
- Gyms
- Wellness
- Shops
- Restaurants



## Our people

## 3.3 Employee health and safety

Laminam promotes and guarantees the health and safety of its workers through the HSE (Health, Safety, and Environment) department, which constantly oversees and monitors the company's adoption of and compliance with regulations to protect the physical safety and wellbeing of workers in all its business processes.

The accident and injury data recorded in 2022 - aligned with the 2021 figures - confirm the effectiveness of the measures implemented, with an annual total of 12 injuries overall for the two Italian plants, i.e. in Fiorano Modenese and Borgotaro (same figure as in 2021), none of which were classified as serious.

Considering the increase in the

workforce and therefore (compared to 2020 and 2021) the higher number of hours worked (respectively, +30% and +10%), the injury frequency index (obtained by comparing the number of accidents recorded with the hours worked) has improved, decreasing from 18.71 in 2020 and 19.02 in 2021 to the current level of 17.23.

The total number of days lost due to injury (269) is higher than in 2020 (260) and in 2021 (143). Despite the increase in hours worked, the considerable increase in days lost due to accidents leads to an increase in the accident severity index generated from the relationship between days of absence and hours worked. In 2022, the severity index stood at 3.86, which is lower than was recorded for 2020 (4.86) but higher than for 2021 (2.27).

The following table shows the main injuries data (with indicators) recorded for the last three years in the two Italian plants (Fiorano and Borgo Val di Taro).

	Unit of measurement	2020	2021	2022
Total number of occupational injuries recorded	Number	10	12	12
Injuries en route to work	Number	0	0	0
Severe injuries	Number	0	0	0
Fatal injuries	Number	0	0	0
Days absent as a result of injuries	Number	260	143	269
Injury frequency	Number of injuries recorded/hours worked * 1,000,000	18.71	19.02	17.23
Severity index	Days absent/ hours worked* 10,000	4.86	2.27	3.86

## Open Days

Together with 25 other companies in the area, Laminam has joined “Imprese Aperte” (“Open Businesses”), an initiative conceived and developed by a local association for social development called “Parma, io ci sto!” (“Parma, I’m in!”) and local trade association Unione Parmense degli Industriali in association with training institution Cisita Parma for the Parma Capital of Culture 2020 events.

The initiative - which is based on the premise that companies are an integral part of the heritage of an area and its community - involves local companies opening their doors to visitors, to raise awareness of corporate culture among the public and host cultural initiatives on their premises.

On 7 December 2022, Laminam held an open day at the Borgo Val di Taro plant, at which visitors who had booked at tour of the plant were given the opportunity to discover the facility’s innovative production processes and highly automated technologies.

The tour of the production line was followed by a presentation of the Laminam Sustainability Report, during which visitors learnt more about the actions taken for sustainability and the approach taken to achieve it, involving governance, people, products, and operations.

**OPEN DAY**

**LAMINAM**  
*Borgo Val di Taro*

**10:30**  
Benvenuti

**11:00 - 13:00**  
Visita della produzione e  
presentazione delle progettualità:

I quattro pillar della Sostenibilità

- Governance
- Persone
- Prodotti
- Operations

**13:00**  
Rinfresco

**Career Day: porta il tuo CV**

*Per partecipare all' evento:*  
sms **whatsapp** al nr. **324 9275472**  
comunicando **nome e cognome**

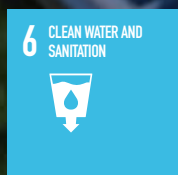
Via Primo Brindani, 1, 43043 Borgo Val di Taro PR

# 04.

# Our operations

- 4.1 The plants and the production process
- 4.2 Laminam's environmental commitment
- 4.3 Rational management of resources
- 4.4 Initiatives and commitment to local communities

## UN 2030 goals



6 CLEAN WATER AND SANITATION  
Ensure sustainable management of water



7 AFFORDABLE AND CLEAN ENERGY  
Promote the use and production of clean energy



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE  
Sustainably improve industrial infrastructure, increasing efficiency in the use of resources



12 RESPONSIBLE CONSUMPTION AND PRODUCTION  
Adopt sustainable resource management and production processes



13 CLIMATE ACTION  
Take action to combat climate change



**68**

Thousand tonnes of total  
CO<sub>2</sub> emissions  
(Scope 1 + Scope 2)

**745**

Thousand kWh of self-  
produced electricity

**50**

thousand m<sup>3</sup> of waste  
water recovered

**-10%**

Energy consumption per  
tonne of product

**95%**

Raw waste reused in the  
production process

**0.01**

Emission intensity of  
finished product (tonnes  
of CO per m<sup>2</sup>)

## Our operations

# 4.1 The Laminam plants and production process

## The plants

*Four plants, one technology. Since 2022, the Laminam production model has been based on four facilities, located in Italy, Russia, and Spain.*

### Fiorano Modenese, Modena, Italy, Headquarters

Opened in 2001, the group's first plant is located in Fiorano Modenese, within the Sassuolo ceramic district. The facility produces all kinds of ceramic slabs, ranging in size from 1000x3000 mm to 1620x3240 mm and in thickness from 3 to 12 mm. In May 2021, the plant was awarded ISO 14001 certification



### Dobrinovo Village, Russia

Opened in 2017, the Dobrinovo plant is located in an important industrial area approximately 100 km from Moscow. The plant is dedicated to the production of ceramic slabs measuring 1000 x 3000 mm in thicknesses of 3 mm and 5 mm, for the Russian market.



### Borgo Val di Taro, Parma, Italy

New to the group in 2016, the Borgo Val di Taro plant, in the province of Parma, is dedicated to the production of slabs measuring 1620x3240 mm in thicknesses of 5, 12, and 20 mm. Since February 2021, it has been ISO 14001 certified.

### Castellón, Spain

Best Surface is located in Castellón de la Plana, in the heart of the Spanish ceramic district, and operates in the ceramic surfacing materials market producing 1620x3240 slabs in 12 and 20 mm thick versions.

## Best Surface and the new facility in Spain

The production technology for the creation of large slabs at Best Surface enables the Spanish company to manufacture products with the same quality as Laminam. The plant is certified ISO 14001.

The increase in production capacity brought by the Spanish plant has helped Laminam reduce delivery times, to the benefit of customers all over the world, while continuing to create products with sustainable quality and performance.

*«One year after the acquisition, Best Surface and its people are making an important contribution to the growth of Laminam Group within a time of considerable momentum in the market. The aim is to keep on winning new shares».*  
*Alberto Selmi, CEO Laminam*



Our operations

# 4.1 The Laminam plants and production process

## Production process: innovation and technology



The origins of Laminam are rooted in its innovative technology for the production for large ultra-thin ceramic surfaces, launched in the early 2000s, which is based on an exclusive system for compacting carefully selected, high refined clays and feldspars.

Indeed, it was Laminam in 2001 that made a breakthrough in the Italian

history in the plant development industry for the production of large slabs: the first forming technology developed - as an alternative to the conventional pressing process - to produce 3 mm thick slabs measuring 1x3 m.

Next to be developed was the digital decoration technology, followed by the installation of edge-straightening

lines inside the plants and the simplifications in handling made possible by the digitalization of the plants which provided for a more easy-to-manage production system, thus allowing the company to increase steeply over the following years.

The creation of a Laminam slab, then, involves innovative, highly automated, and digitalised technologies and

methods, which increase energy efficiency and safety, while reducing environmental impact.

In sustainability terms, the company's pioneering use of digital decoration technology has enabled us to improve processing conditions in the production plants, drastically reducing water usage and the production of hard-to-dispose-of waste, as well as the need for raw material storage, due to the high levels

of efficiency achieved in the use of these materials.

**Internal logistics is performed using fully automated electric machinery and vehicles**, which has led to the creation of a safe, ergonomic working environment, less exposure to risks from human error, and no more conventional fuel usage.

As digitalisation is a key issue for Laminam, during 2021 and 2022, the

company invested time and effort in the development of the "LIA\_MES" project. Applied to the production units in Fiorano Modenese and Borgo Val di Taro, the aim of the project was to establish a single standardised Manufacturing Execution System (MES) platform for both plants.



## Our operations

# 4.2 Laminam's environmental commitment

Laminam focuses constant attention on increasing the efficiency of its production processes and lowering its environmental impacts.

Our approach to business development sets an example for the sector, as we pursue the highest standards of environmental protection and decreasing dependence on conventional energy sources.

Many aspects of the Laminam production process and of the ceramic slabs themselves can be combined with a circular economy model in order to minimise raw materials, energy consumption, and waste production by creating



flows for the reuse and recovery of the materials employed and maximising the product's lifetime. A Laminam slab is in itself an easily recyclable material. As it is so much lighter and

thinner than other ceramic products, a Laminam slab uses less raw materials and has lower environmental impact linked to its transportation.

## “Emissions Project”

### Abatement of air emissions

**For Laminam, lowering emissions is a key objective of the sustainability strategy.** The environmental performance of the Italian sites is managed by the HSE (Health, Safety, and Environment) department. Both Italian sites are compliant with the Integrated Environmental Authorization (AIA) scheme, which governs atmospheric emissions, noise impact, raw material balance, waste management, water balance, and energy balance. Greenhouse gas emissions are governed by the European Union Emissions Trading Scheme (EU ETS). From 2019, the particulate and nitrogen oxides emissions from

the Italian sites are governed by an emissions agreement to protect the air quality of the ceramics district - established within the ceramics district with the cooperation of Confindustria Ceramica association - which, like the EU ETS scheme, has introduced an emission certificate system. With reference to emissions and the EU ETS Directive, Laminam operates under the opt-out regime, as both Laminam plants record emissions of less than 25,000 CO<sub>2</sub> equivalent tonnes per year.

**The emission abatement systems adopted by Laminam are innovative:** unlike conventional post-combustor



assemblies, which require the use of natural gas, these systems operate on the basis of thermal abatement and special filtering masses. Laminam is equipped, then, with emission and odour abatement systems that prevent the production of further CO<sub>2</sub> or pollutants (such as, for example, nitrogen dioxide).

Laminam's abatement systems do not produce hazardous waste.

Since 2020, Laminam has been researching filtering masses to find those offering the most advanced performance. The decision went to the best activated carbon available on the market.

Again, this was another sustainability choice, since a large part of the carbons is regenerable. Once spent, only a small fraction of the carbons is disposed of as waste while the rest, once redeveloped by a specialist company, is returned for use as a filtering masses.



## CO<sub>2</sub> capture

Starting from the unique experience and know-how developed over recent years on activated carbon technology for emission abatement, the company has also been experimenting with the

use of activated carbons for lowering CO<sub>2</sub> levels.

**Laminam is working on a physical chemical plant for reducing significant percentages of CO<sub>2</sub> in**

**the firing process, including the subsequent capture and inerting of the gas.**

## Our operations

# 4.2 Laminam's environmental commitment

## “Energy Project”

### Photovoltaics and electrification

Laminam works constantly to reduce dependence on external conventional energy sources. The company already uses more than 1 MW of self-produced electricity in the Fiorano Modenese

site. In 2021, a project to refurbish and extend the systems installed in Fiorano Modenese was launched, followed by the installation of new systems in the Italian and European facilities.

The goal is to increase self-produced green energy while decreasing non-renewable energy use.



### The Roadmap

- In Fiorano, the refurbishment and extension of the first plant was followed by similar work on the second and third plants in 2022; construction of the new plant is planned for 2023. The facility will reach a total peak power of 1432 kW.
- Also in 2023, the installation of a 360 kW-peak photovoltaic system is planned for the Borgo Val di Taro site, with a possible peak extension to 600 kW.

- A photovoltaic plant is also planned for Castellòn by the end of the year, with a rated capacity of 1300 kW, which is the peak power use reached by the facility.

In the Fiorano facility, the solar energy produced by the photovoltaic system is added to the mains electricity in order to run the kilns. That is because three out of the four kilns installed are hybrid models, which run 75% on electricity and 25% on natural gas. The company is also committed

to lowering the impact of logistics activities. All logistics activities, both internally and externally, are carried out with fully electric vehicles and machinery.

**Production at the Fiorano facility is therefore strongly oriented towards electricity and renewable energies. The 3 mm slab, Fiorano's flagship product, can be made using only solar energy from the photovoltaic systems installed and mains electricity.**



## Partnership with Enel electricity company for electrification and renewable sources. Towards decarbonisation of a hard-to-abate industry



The memorandum of understanding signed by Enel and Laminam in 2022 established a partnership that will speed up progress towards electrification and decarbonisation of the ceramics industry, which is currently marked by high natural gas consumption. Joint ventures include distributed generation, optimisation of energy costs, but above all a pilot project for the complete electrification of a new site through the introduction of innovative plant and energy technology in the production process.

The agreement takes the experience, know-how, and innovative spirit for which both Enel and Laminam have become renowned over the years and turns them into the building blocks for a sustainable and environmentally friendly production model.

The only way to achieve zero emissions is by increasing the use of renewable sources and electrification of consumption. This partnership marks the beginning of a decarbonisation process for one of

the most important supply chains in the world.

Laminam aims to increase use of renewable sources and achieve progressive electrification of its production sites so as to become a carbon-neutral company, providing further demonstration of the pioneering vision that has already made the company a world ambassador of Italian design.

In addition to developing an innovative pilot case involving the complete electrification of the production process at a green-field plant in the ceramics industry, the company also has plans to refurbish the plants installed in Fiorano Modenese in 2011. The work involves converting systems to electricity, increasing energy efficiency, and prioritising renewable energies (in particular photovoltaic systems and storage systems). Lastly, in addition to the opportunity for further initiatives in the field of distributed renewable generation (with the creation of energy communities where possible), the agreement also includes solutions to optimise energy costs, such as the reduction of power peaks and a lowering of rates through changes in loads.

## Our operations

# 4.2 Laminam's environmental commitment

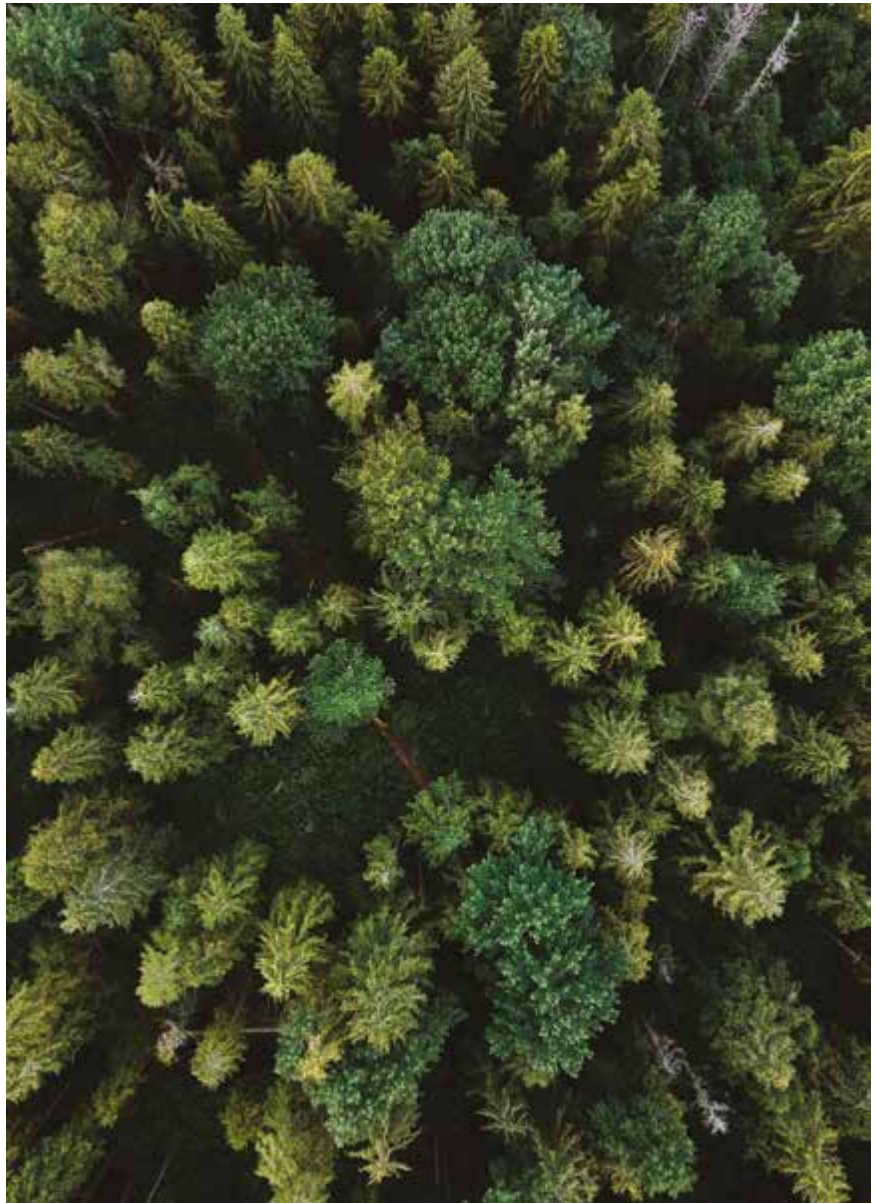
### Energy efficiency

Laminam takes great care to ensure accurate monitoring of the energy performance of its plants and systems. This has meant that when strategic choices concerning increasing production capacity were required, the company was in a position to experiment with technologies designed to reduce consumption.

In the short term, feasibility studies conducted will allow us to implement system solutions to guarantee the reduction of energy needs, which will also increase economic competitiveness and lower environmental impact.

Among these solutions, of particular note is the implementation of **high-efficiency trigeneration or CHPC** (combined heat, power, and cooling) plants. The plants are part of a project concerning the Italian sites aimed at recovering thermal energy in various stages of the production process and at producing electricity and cooling power on site. The feasibility studies for the project have shown a 10% saving in primary energy consumption.

The first plant to be active will be located at the Fiorano Modenese site and it is expected to be up and running by the end of 2023, while the second plant is planned for the Borgo Val di Taro facility.



### Low-firing bodies

The technology laboratory is continuing research for a project to create a new ceramic body that allows a reduction in the temperature

at which the ceramics are fired, with a consequent significant reduction in the energy used and therefore increased sustainability of its ceramic products.

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## “Water Project”

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Laminam is introducing new practices to limit the use of water in its production cycle. More specifically, the company’s project aims to optimise both water use and energy requirements for its ceramic slab manufacturing processes at the Borgo Val di Taro (PR) site.

The goals set are challenging and range from decreasing the energy consumed for pumping water from the wells located at the treatment plant to reusing purified water for manufacturing.



## Our operations

# 4.3 Rational management of resources

## Energy consumption



Laminam's energy consumption is linked to the use of natural gas and electricity, mainly for heating the kilns.

In 2022, total energy consumption in the group's Italian sites was approximately 800 thousand GJ, up 20% on 2021. However, this increase is in line with the growth in production and it should be emphasised that energy from renewable sources rose by 55% compared to the previous year. Energy consumption per square metre showed a slight increase (2%)

compared to 2021. The slight increase is explained by the fact that, for short periods during 2022, the Italian sites were not running at their maximum production capacities; this had adverse effects on energy efficiency but a positive impact on working continuity for employees.

### Energy consumption at Laminam SpA (Italy)

	UDM	2020	2021	2022
<b>Direct energy consumption</b>				
Natural gas	<b>Sm3/year</b>	9,263,002	13,130,114	15,998,807
	<b>GJ</b>	327,012	517,327	630,353
<b>Indirect energy consumption</b>				
Electricity	<b>kWh/year</b>	30,195,859	40,931,456	46,145,220
	<b>GJ</b>	108,705	147,353	166,123
Self-produced energy*	<b>kWh/year</b>	726,301	480,630	745,346
	<b>GJ</b>	2,615	1,730	2,683
<b>Total energy consumption</b>	<b>GJ</b>	<b>438,332</b>	<b>666,410</b>	<b>799,159</b>

\* from the photovoltaic system at the Fiorano facility.



Considering all the Laminam production plants, energy consumption amounted to approximately 1 million GJ. In this case, the +42% increase on 2021 was lower than the growth in overall production (+57%), which means significant savings and improvements in energy efficiency were achieved.

While energy consumption per square metre rose, consumption measured in terms of tonnes produced fell by 10%. The fall is the most significant figure, however, as since the same size slab is produced in various thicknesses, energy efficiency per square metre alone can vary significantly depending on the production mix.

## Energy consumption at all the group's facilities

UDM	2020	2021	2022	
<b>Direct energy consumption</b>				
Natural gas	<b>Sm3/year</b>	10,403,393	14,656,804	21,578,200
	<b>GJ</b>	409,894	577,478	850,181
<b>Indirect energy consumption</b>				
Electricity	<b>kWh/year</b>	38,651,360	49,340,176	61,579,024
	<b>GJ</b>	139,145	177,625	221,684
Self-produced energy*	<b>kWh/year</b>	726,301	480,630	745,346
	<b>GJ</b>	2,615	1,730	2,683
<b>Total energy consumption</b>	<b>GJ</b>	<b>551,653</b>	<b>756,833</b>	<b>1,074,549</b>

\* from the photovoltaic system at the Fiorano facility.

Our operations

## 4.3 Rational management of resources

The energy crisis: focusing on conversion to achieve financial sustainability.

*“Faced with madness in the energy market, in the central week of August 2022, we made a swift decision to invest in a large LPG plant that would allow us to diversify the energy supply for our most important industrial site. (Borgotaro), recalls Mattia Tassi, Energy Manager at Laminam”.*

Part of the production cannot use LPG alone, which means for this part we will be using propane air, which is a mixture of LPG and air with the same characteristics as natural gas that can therefore be used to replace it. The plant was designed in 2022 and was completed in early 2023.

The need arose from the circumstances as the time but it will help Laminam increase its resilience. When faced with the volatile energy markets that will undoubtedly characterise the coming years, the ability to respond quickly and flexibly to market crises will make Laminam stronger and more reliable in its relations with customers, partners, and workers.



## GHG emissions

Also this year, Laminam continued to calculate its CO<sub>2</sub> footprint, certifying the reliability of the data according to ISO 14064-1. The carbon footprint study was extended to the consolidation scope of the Laminam group, including the new Spanish plant.

In 2022, in the Italian facilities, total CO<sub>2</sub> emissions (Scope 1 + Scope 2 - location based) amounted to approximately 50 thousand tonnes of CO<sub>2</sub>, marking an increase of 19% compared to 2021, in line with the growth in annual production in quantity terms.

The intensity of emission per finished product in stock - equal to 0.01 tonnes of CO<sub>2</sub> per square metre - remained the same as the previous year.

Consistently with the energy consumption trends observed, CO<sub>2</sub> emissions are mainly attributable to

natural gas usage (Scope 1), which by 2022 amounted to 67% of the company's total CO<sub>2</sub> emissions (Scope 1 + Scope 2).

### GHG emissions at Laminam SpA (Italy)

GHG EMISSIONS	U.M	2020	2021	2022
Scope 1	tonnes of CO <sub>2</sub> eq/year	18,446	27,407	33,341
Scope 2 Location-based	tonnes of CO <sub>2</sub> eq/year	10,840	14,808	16,734
<b>TOTAL SCOPE 1 + SCOPE 2</b>	<b>tonnes of CO<sub>2</sub> eq/year</b>	<b>29,286</b>	<b>42,215</b>	<b>50,075</b>

Overall, in the group's four production sites, total CO<sub>2</sub> emissions in 2022 (approximately 68,000 tonnes) rose by 35% against the previous year, which was less than the growth in overall production (up 57% compared to 2021).

**Emissions per square metre were stable compared to the previous year but much lower when measured against tonnes produced (-14%).**

### GHG emissions at all the group's facilities

GHG EMISSIONS	U.M	2020	2021	2022
Scope 1	tonnes of CO <sub>2</sub> eq/year	20,718	30,511	44,648
Scope 2 Location Based	tonnes of CO <sub>2</sub> eq/year	13,595	19,694	23,363
<b>TOTAL SCOPE 1 + SCOPE 2</b>	<b>tonnes of CO<sub>2</sub> eq/year</b>	<b>34,313</b>	<b>50,205</b>	<b>68,011</b>

## Our operations

# 4.3 Rational management of resources

## Water resources

Water consumption and the relative indicators continue to confirm the company's excellent performance compared to the levels specified by applicable BATs (Best Available Techniques).

In the Italian plants, water withdrawals in 2022 amounted to 76,415 m<sup>3</sup>, down 13% on 2021. This figure is particularly virtuous given the strongly rising production levels.

It is important to remember that in the Fiorano Modenese plant, water is drawn entirely from the industrial water mains, **preventing any impacts on the deep aquifer.**

At the Borgotaro site, the water is taken predominantly from the water mains with small amounts drawn from surface wells.

Proper management and optimisation of the purification plants have enabled the company to **increase the percentage of water reused and/or recycled out of the total water consumed, which rose from 48.8% in 2021 to 50.4% in 2022.**

Finally, 100% of process-only water was recovered.

### Water consumption Laminam SpA (Italy)

	U.M.	2020	2021	2022
Water withdrawal	m <sup>3</sup> /year	43,916	88,184	76,415
from well	m <sup>3</sup> /year	8,174	18,624	6,936
from mains	m <sup>3</sup> /year	35,742	69,560	69,479
Treated and reused wastewater	m <sup>3</sup> /year	20,527	43,003	38,545
RECYCLED WATER OUT OF TOTAL WATER USED (%)		46.74%	48.77%	50.44%







Also at group level, overall water withdrawal - amounting to 90,224 m<sup>3</sup> - decreased by -7% compared to 2021.

**Treated and reused wastewater accounted for 55.5% of the total**

**water used, marking a significant growth compared to 2021, when it the figure stood at 51.9%.**

## Water consumption at all the group's facilities

	U.M.	2020	2021	2022
Water withdrawal	m <sup>3</sup> /year	51,088	96,500	90,224
from well	m <sup>3</sup> /year	8,174	18,624	11,386
from mains	m <sup>3</sup> /year	42,914	77,876	78,838
Treated and reused wastewater	m <sup>3</sup> /year	26,566	50,084	49,857
<b>RECYCLED WATER OUT OF TOTAL WATER USED (%)</b>		<b>52.00%</b>	<b>51.90%</b>	<b>55.26%</b>

## Our operations

# 4.3 Rational management of resources

## Waste and reuse

The total waste produced in the Italian sites in 2022 amounted to 33,047 tonnes, 99% of which was non-hazardous waste.

Overall, waste production in the two Italian facilities rose by 20% compared to 2021 as a result of increased production. The percentage of waste with respect to total production remained at the same levels as 2021. Non-hazardous waste mainly consisted of wood and cardboard packaging material sent for recycling, sludge from process water treatment, and waste from the production process.

The share of non-hazardous waste sent for recovery through reuse,

recycling, composting and energy recovery stood at 94%, which is perfectly in line with figures recorded in 2021. The remaining 6% is sent for incineration, disposed of in landfill facilities, or stored.

The main hazardous wastes include spent oil and lime, packaging with residues of hazardous substances, and filter supplies.

The proportion of hazardous waste sent for recovery (33%) showed a marked increase compared to the 27% recorded in 2021, demonstrating the company's constant commitment to optimising processes and reducing waste.



### Waste production Laminam SpA (Italy)

	U.M.	2020	2021	2022
Hazardous waste	tonnes/year	252	359	63
recovered*	tonnes/year	42	96	154
Non-hazardous waste	tonnes/year	20,729	27,128	32,584
recovered*	tonnes/year	19,436	25,625	30,585
<b>Total waste produced</b>	<b>tonnes/year</b>	<b>20,981</b>	<b>27,487</b>	<b>33,047</b>

\* i.e. waste which is reused in the production process, recycled, or recovered through composting or through energy recovery, except recovery by incineration.

At the Fiorano and Borgo Val di Taro facilities, 95% of raw waste was directly reused in the production process. Such a high proportion of recycled materials in the ceramic mixture is attributable to the installation of dedicated plants for the recovery of these materials.

Overall, the four production facilities, located in Italy and abroad, generated 53,059 tonnes of waste in 2022, 99% of which was non-hazardous. The overall increase in waste produced is in line with the increase in production activities and the addition of the fourth plant, in Spain. The significant commitment by Laminam to minimise the percentage of hazardous waste (down on the previous year) and maximise the amount of waste recovered is highlighted by the share of non-hazardous waste sent for recovery, which reached 92%, up 2% on 2021.



## Production of Laminam waste at all the group's facilities

	U.M.	2020	2021	2022
Hazardous waste	tonnes/year	642	780	776
recovered*	tonnes/year	432	517	443
Non-hazardous waste	tonnes/year	21,936	28,555	52,283
recovered*	tonnes/year	19,436	25,625	48,206
<b>Total waste produced</b>	<b>tonnes/year</b>	<b>22,578</b>	<b>29,335</b>	<b>53,059</b>

\* i.e. waste which is reused in the production process, recycled, or recovered through composting or through energy recovery, except recovery by incineration.

## Our operations

# 4.4. Initiatives and commitment to local communities

## Creating value for the community

For Laminam, being a responsible company means supporting the local area and the communities within which it operates, communicating with all the stakeholders and financing local projects and

initiatives. In keeping with this outlook, over the years, Laminam has supported numerous projects involving local organisations, institutions, and public authorities, as well as university associations

and sports clubs.

Over recent years, activities to encourage dialogue and engagement with local associations and communities have been particularly significant.

### Sponsorships in 2022



Laminam sponsors the Polisportiva Giovanile Salesiana Smile A.s.d. in Formigine. An amateur sports club whose aim is to promote sports at amateur level, it is a focal point for the community and also for children and young people in difficulty.



Laminam sponsored the second Fibrosirun held on 4 September 2022 in the nature reserve around Giussano lake, in the province of Monza and Brianza - the entire proceeds of which were donated to research on cystic fibrosis.



Laminam provided sponsorship for the 38th edition of the Coppi and Bartali International Week, a men's road cycling stage race that celebrates two cycling greats and takes place on the roads of Emilia-Romagna in March every year. Activities for the start and finish of the fourth of the five legs of the race were hosted by the town of Fiorano Modenese.

### ASOLO GOLF CLUB

In the province of Treviso, Laminam's partnership with the Asolo Golf Club continues, with the company providing sponsorship for the club's youth activities.



Laminam sponsors the Valtarese 200 amateur basketball club.



Laminam sponsors the Modena women's amateur football club.

## Laminam for Sassuolo hospital

Together with eight other prestigious names in the Sassuolo ceramics district (the most important in the world in terms of technology and know-how), Laminam helped fund the purchase of an innovative diagnostic imaging system for Sassuolo hospital, raising €1 million in less than 60 days.

A truly extraordinary result that shows just how strong the ties are between the companies in the heart of the ceramics district and the local community. The ambitious goal of the initiative, organised jointly by not-for-profit organisation Sassuolo Hospital Foundation and Ospedale di Sassuolo S.p.A., was to purchase an innovative radiological diagnostic system, comprising a new CT and a state-of-the-art work station, to put at the service of the entire local population. "I would like to thank all those who worked so hard personally, demonstrating sensitivity, a sense of responsibility, and a far from obvious concern for the wellbeing of the local community" were the words of Dr



Stefano Reggiani, General Manager of Ospedale di Sassuolo S.p.A., the public enterprise responsible for operations at Sassuolo hospital.

*"I would like to thank the industrialists of Sassuolo for their generosity and their attachment to the local area" stated Micol Pifferi, chair of the Sassuolo Hospital Foundation not-for-profit organisation - "for the very tangible contributions for which*

*they are renowned, and for the trust they have placed in the Sassuolo Hospital Foundation. Taking care means understanding the importance of a community and the health of every one of its members. The example set by our business owners working together also conveys important values, values that are inextricably linked to this outstanding achievement".*

## Our operations

# 4.4. Initiatives and commitment to local communities

## Laminam and architecture

After taking an active role in the creation of the first DoorScape, an international competition to support and disseminate the architecture of entrances, Laminam continues its partnership with Oikos Venezia, a leading Venetian name in the design of high-end entrance doors.

In 2022, Laminam assisted Oikos Venezia with the staging of a series of architecture meetings titled “Effetto Rinascimento “ (Renaissance Effect), promoted in association with Casabella training providers.

*The “Effetto Rinascimento” project originated from Oikos’ decision to use theatre to convey the intangible, evocative dimension of its products and identity and, ultimately, to celebrate the cultural value of Italian manufacturing.”*

The project toured Italy, with 11 dates in as many towns and cities, and involved two different events, a keynote speech by an architect of international importance, followed by “Effetto Rinascimento”. The performance was created under the

scientific supervision of the AIKU centre for art, business, and culture of the Ca’ Foscari University of Venice and staged by the La Piccionaia theatre company.

Laminam hosted the penultimate date of the road show, at which the key note speech was given by architect Stefano Pujatti.



## The Case Sottane project

Laminam supports the “Case Sottane” community project. Case Sottane is an agricultural property measuring approximately 200 hectares located near Porcigatone, in Alta Val di Taro. Made up of various residential and non-residential buildings, some of which have been renovated and others which are awaiting refurbishment, the area forms a small rural village.

The Case Sottane association for social and cultural promotion has set up a tertiary sector not-for-profit organisation in order to start a new

rural community project - founded on work and sharing, according to the rules of Christian community life - in Case Sottane. The project - which is aimed at disadvantaged people - takes the form of a common work and life plan shared with other people who acknowledge the importance of cohesion, respect for people of all origins, social backgrounds, and religions, environmental stewardship, inclusion, and work as founding core values of the community. The rural community that will live and form in Case Sottane will strive to be

self-sustaining, using the proceeds from various activities, such as farming, the processing and sale of farm food products, food service, and accommodation for tourists, combined with social and educational activities. The proceeds from these activities are expected to remunerate the work performed by the residents adequately and at market rates and cover all the management costs of the community.

## The Christmas lights in Sassuolo



When the town of Sassuolo lights up for the most magical time of the year, Laminam is proud to have sponsored the wonderful illuminations that make December evenings even more special.

Through the lights, Laminam contributes to the beauty of Christmas with a focus on local community and people.

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Laminam

# Note on the methodology

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**The 2022 Sustainability Report of the Laminam Group was prepared with advice on technical and methodology matters from Nomisma in compliance with EU Directive 2014/95 (known as the Non-Financial Reporting Directive or NFRD) and according to the GRI Standards established by the Global Reporting Initiative.**

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The data, performance indicators, and observations on quality are the result of market analyses and data processing, combined with the use of databases, sector scenarios, and questionnaires. During the reporting process, the materiality concept was applied when identifying and analysing the areas of social, economic, and environmental sustainability deemed to be priority. To provide a comprehensive and comparable

picture of the current dynamics, data from previous years has also been reported, accompanied by descriptions of the initiatives that the group as a whole intends to undertake in the near future.

The timeframe is the business year running from 1 January 2022 to 31 December 2022 and the report takes into consideration the consolidated financial statements of the group for 2022 for economic performance (which includes Laminam S.p.A. and the other companies in which the share held is over 50%, including the newly acquired Best Surface); for the environmental and social results, reference is made to the Italian sites in Fiorano Modenese and Borgotaro for Laminam S.p.A., and abroad, to the Dobrino facility in Russia for Laminam RUS and the Castellón plant in Spain for Best Surface.

In continuity with the previous editions, an internal process was established to ensure the involvement of the various corporate departments and units that contributed to the preparation of the report.

The materiality analysis carried out in 2022 and the 2023-2030 sustainability roadmap are the key documents identifying the strategic issues on which the company is focussing its effort, both currently and in the future, including initiatives and projects whose results will be explained in the various sections of the sustainability report.

In the description of the activities and the results achieved, particular attention was given to the accessibility and comprehensibility of the information, to ensure full dissemination and usability among all stakeholders.



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**PREMISES OF PARENT COMPANY LAMINAM S.P.A.**

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