

2024 ANNUAL REPORT

SUSTAINABILITY REPORT



Follow us



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Dear Stakeholders,

We are pleased to present our fourth Sustainability Report. This document is a valuable opportunity for us to illustrate the progress made, the commitments undertaken, and the goals achieved over the past year in the environmental, social, and economic areas.

In 2024, the global landscape was characterized by several complex challenges, highlighting the importance of balancing the three dimensions of sustainability. The instability of financial markets and the severe consequences of ongoing conflicts, particularly those in Ukraine and the Middle East, have caused significant changes worldwide. Despite these difficulties, we are proud to continue facing these challenges while maintaining PHSE's values and commitment to providing a reliable, high-quality service, remaining a benchmark of excellence in our industry.

During 2024, the PHSE Group continued to pursue its growth strategy through targeted acquisitions, further consolidating its international presence. In line with the strategic operations of previous years, the Group acquired Moving Forward International GmbH (MFI), a German company operating in the international freight forwarding of pharmaceuticals, with a strong specialization in the transport of radiopharmaceuticals. This acquisition is an important addition to our portfolio, allowing us to expand our presence in the German market, the European leader in pharmaceutical production and distribution, thereby strengthening our coverage of Central Europe and expanding development opportunities for the Group.

Our transportation services require state-of-the-art technologies for accurate tracking and monitoring along their way. PHSE addresses these needs through the implementation of innovative solutions, combining the experience gained over the years with the specific demands of our customers.

At PHSE, we firmly believe in developing long-term relationships with our employees, as we believe that our services, requiring specific expertise and special attention, should be entrusted to people of the utmost trust. For this reason, PHSE values the employment of its own staff, avoiding recourse to cooperatives and sub-carriers. This approach allows us to consistently deliver the high-quality standards that distinguish PHSE.

Moreover, as a testimony to our commitment to reducing the gender gap, we are proud to be able to say that, since 2023, PHSE S.r.l. has become one of the first Italian companies in the sector to obtain gender equality certification in accordance with UNI/PDR 125:2022. This certification promotes policies for gender equality and female empowerment.

With this paper, we want to give you a comprehensive and detailed view of our performance, successes and challenges ahead. We understand that the path to sustainability requires a constant commitment from all of us. We are determined to continuously improve our environmental, social and economic performance, working with you, our stakeholders, to build together a more sustainable future for all.

We invite you to read this document and share your opinions and suggestions with us, which are essential to our continuous improvement.

The President

Signature



01. THE COMPANY



IN NUMBERS



15

BRANCHES THROUGHOUT ITALY



14

WAREHOUSES IN ITALY COMPLIANT WITH GOOD DISTRIBUTION PRACTICES



25

MORE THAN YEARS OF EXPERIENCE IN BIOPHARMACEUTICAL LOGISTICS



OPENING OF A NEW TRANSIT POINT IN VICENZA IN 2024

MATERIAL TOPICS

Ethics and Integrity

Economic performance

Supply chain management

Customer satisfaction

Health and safety at work

Staff development and well-being

Safety and quality of services

Innovation and digitization

Data privacy and cybersecurity

Energy consumption and renewable energy

Emissions

1.1 THE COMPANY

PHSE is one of the world's leading operators in **temperature-controlled healthcare transportation and distribution**, focusing on hospitals, home care, and clinical laboratories. The Company manages the global shipping and handling of high-value drugs, clinical trials, biological samples, biopharmaceutical products, APIs (active pharmaceutical ingredients), radiopharmaceuticals, and products for cell and gene therapy. PHSE carries out transport by land, air and sea, through a solid and continuous cold chain, ensuring the correct maintenance of any required temperature conditions, from -180°C to +25°C.

In Italy, PHSE operates through a solid controlled temperature distribution network, unique of its kind, dedicated exclusively to pharmaceutical products. Internationally, PHSE has its own subsidiaries in the USA, UK, India, Singapore, Brazil, Spain and Germany, as well as a dense network of qualified agents that allow it to effectively cover the whole world territory.

Thanks to the exclusive use of its own personnel and means of transport and high Quality and IT skills, PHSE stands out in the sector for the high quality and reliability of the service offered, managing over 4.270 daily shipments in Italy. The Company is constantly committed to ensuring an excellent quality level and high reliability of the services provided, also through the continuous search for innovative solutions oriented to efficiency and digitalization.

Internationally, PHSE is one of the few **specialized providers** in the biopharma segment. The proven ability to handle global shipments of pharmaceutical products and clinical trials enables PHSE to effectively support clinical research.

The scope of this financial statement, although reporting some background information on the PHSE Group, refers exclusively to PHSE S.r.l. (hereinafter "PHSE" or "Company") and does not include the Italian and foreign subsidiaries present in different areas of the world.

MISSION

Help save and improve the lives of people around the world by making treatment accessible to anyone who needs it.

PHSE serves pharmaceutical companies, pharmaceutical logistics operators and the hospital supply chain. Its main objective is to build **long-term relationships with customers** and to provide a **specialized**, fast and reliable **service**.

As of December 31, 2024, PHSE had **15 branches** located in Italy, of which **14 warehouses conform to Good Distribution Practices (GDP)** and an administrative office.

During 2024, the administrative headquarters were transferred to **Pagani** (Salerno), which also became a new Transit Point from January 2025.

In 2024, moreover, **the new warehouse in Vicenza** replaced the one in Padua, becoming the new reference point for last-mile distribution to hospitals, patients and laboratories in the Triveneto region.

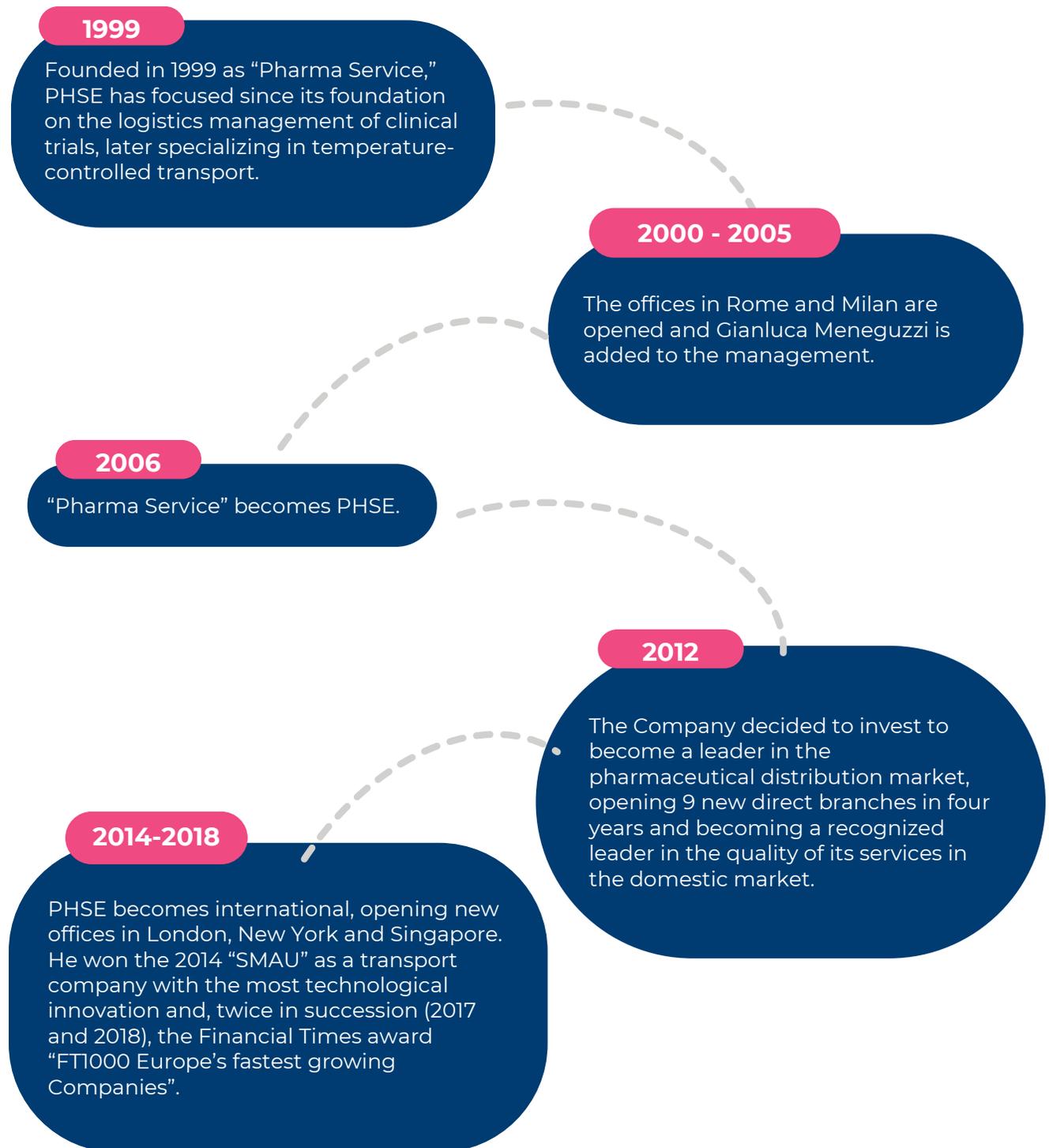
The platform, fully air-conditioned and with **an area of over 1.000 square meters**, is equipped with a warehouse of 350 square meters with controlled temperature +15/+25 °C, a pre-refrigerated cell of 350 square meters with temperature between +2/+8 °C and a cell of 50 square meters dedicated to the management of products that require a highly specialized cold chain.

Thanks to the use of innovative refrigeration systems, PHSE guarantees the correct preservation of the drugs in all phases, from inbound to delivery to hospitals and to the homes of patients. In addition, using RFID technology for inbound and outbound tag reading, PHSE provides accurate tracking of individual packages, enabling greater **accuracy, visibility, and speed** in product tracking.



In continuity with the activation of the Bologna warehouse in 2023, the new opening of Vicenza is part of the **optimization process of logistic flows** implemented by PHSE. In fact, the Transit Point in Bologna has further enhanced the efficiency of the local distribution process and the re-routing of the shipments collected in Northern Italy to the Central and Southern regions, reducing the transits across the rest of the network and ensuring **faster delivery times**.

1.2 THE PATH OF PHSE S.R.L.



2019

The entry of the entrepreneur Eddy De Vita, through the co-investment agreement with the private equity fund NB Aurora to take over control of PHSE, marks an important step for business development through the contribution of new managerial skills and financial resources.

2020

PHSE inaugurates the new **Pharma Hub in Lodi**.

In response to the Covid-19 emergency, PHSE was selected for the management of strategic stock and the redistribution of any surpluses between vaccine hubs to ensure the smooth progress of the vaccination campaign.

2021

PHSE draws up its **first Sustainability Report**. The year marks the beginning of a considerable series of strategic operations at international level: PHSE acquires control of **TEK Freight Ltd**, of **Rapid Time & temperature LLP** and **Duimex**.



2022

PHSE acquires **Bio Transportes**, a Brazilian company specialized in temperature-controlled biopharmaceutical transport.



2023

This is the year that marks the creation of **PHSE Spain** and the acquisition of **Air Plus S.r.l.** and **Bio Pharma Logistics S.r.l.**, specialized in the controlled temperature transport of drugs, diagnostic and biological samples. PHSE inaugurates a **new Hub in Bologna**, crucial for the efficiency of the national distribution process.



2024

PHSE acquires **Moving Forward International GmbH**, a German freight forwarding company active in international drug shipments and specialized in the transport of radiopharmaceuticals, the last frontier of cancer therapies.

In line with the strategy of expanding the global network, PHSE has implemented an investment plan starting in 2021. The plan has led to the acquisition of control of various companies active in the sector at an international level, with the aim of accelerating the strengthening of the distribution chain and giving a further boost to innovation.

The acquired companies are:



TEK Freight Ltd, a leading ground transport company for drugs and biological samples from Great Britain to Europe and vice versa, acquired in March 2021;



Rapida Time & Temperature LLP, now PHSE India, an Indian company specialized in international and domestic transport, mainly concerning clinical trials and pharmaceutical active principles (APIs), acquired in June 2021;



Duimex, Italian company active in national and international transport at controlled temperature, with a strong specialization in the logistics of special services “same day”, clinical trials and biological samples, acquired in October 2021;



Transporte de Carga Biologica Express Ltda “Bio Transportes”, a Brazilian company active in the controlled temperature transport of materials for clinical studies, drugs and vaccines in the experimental phase, acquired in September 2022;



In addition to the acquisitions, **PHSE Spain** was established in June 2023 with the aim of establishing the presence of PHSE also in Spain;



Moving Forward International GmbH (MFI), a German freight forwarding company controlled by PHSE Germany GmbH and active in international drug shipments, with a strong specialization in the transport of radiopharmaceuticals. This acquisition, which took place in October 2024, enabled the PHSE Group to enter a key market in the sector, as Germany is a leading country in Europe for pharmaceutical production and distribution. Furthermore, the acquisition of MFI has allowed for greater and more widespread coverage of Central Europe by the Group;



World Infinity Services SRL (WIS), a Belgian logistics company specialized in the international shipment of radiopharmaceuticals, the new frontier of cancer therapies, acquired in January 2025;



Sat Cargo S.r.l., an Italian company specialized in the international controlled temperature transport of drugs, veterinary products and supplements, with storage activities and “cross docking” at the temperature-controlled warehouse (+2/+8 °C and +15/+25°C) of 5.000 m² of Lainate (MI), acquired in May 2025, together with its Swiss subsidiary ConNet Sagl (now PHSE Sagl).



Mulder Express Courier SV, a company specialized in the distribution of healthcare products in the Netherlands, acquired in August 2025.

1.3 GOVERNANCE AND ETHICS OF THE COMPANY

As of December 31, 2024 PHSE S.r.l. is 85% controlled by PHS Group S.p.A. (holding company controlled by Eddy De Vita and partly owned by Aurora private equity funds), 12,2% by Gianluca Meneguzzi, and 2,8% by Aurora funds.

The relationship with the investors is particularly important, and the Company undertakes to carry on with the utmost transparency and professionalism. Relations with investors are managed - ensuring the full involvement of the Company's governing bodies - not only in a view of the availability of new financial resources, but also in the provision of new skills and opportunities, creating stable and long-term relationships.

PHSE is aware that a company is evaluated not only for the quality of the services it is able to offer, but also for its ability to **generate value and well-being for the community**, in compliance with certain ethical principles. In fact, the Company recognizes the importance of principles such as ethics, integrity and transparency as fundamental elements for the conduct of its business and undertakes to respect the legitimate interests of its stakeholders and the community in which it operates.

To witness its commitment to sustainability and business ethics, PHSE has prepared its own **Code of Ethics**, approved by the Board of Directors and available on the Company's website. This document contains the principles and rules of conduct that inspire business activities and relationships with employees, collaborators, business partners, shareholders, institutions and all stakeholders.

In order to ensure full application of the Code of Ethics and the reporting of possible violations, PHSE has established its own **supervisory body**. This body, appointed by the Board of Directors, works by guaranteeing autonomy, independence, professionalism and continuity of action.

The principles and values in which the Company is primarily identified are:



HONESTY



TRANSPARENCY



CORRECTNESS



CENTRALITY OF THE PERSON



PROTECTION OF PERSONAL
INFORMATION

In addition, PHSE has adopted the **Organization, Management and Control Model** according to Legislative Decree 231/2001, with the objective of implementing a structured, integrated and organic prevention and control system for a correct risk management associated with various types of crime.

In order to ensure maximum awareness among employees regarding the risks of crime and the configurable facts, PHSE prepares special **training programs** under the supervision of the supervisory body, which takes care of its distribution at all the Company's offices.

In addition, PHSE undertakes to disclose the rules of conduct of the Model to customers, suppliers, business partners and consultants, to further ensure the prevention of the risks of crime described in the Model of Organization, Management and Control.

PHSE promotes a **corporate culture** characterized by correct behavior and a good corporate governance system; for this reason, the Company recognizes the importance of having a procedure that regulates the management of reports of illegitimate behavior.

To achieve this objective, in 2023 the **Whistleblowing procedure** was introduced, which establishes communication channels for the reception, analysis and treatment of reports of **illegitimate** behavior within the Company.

The Whistleblowing procedure offers the possibility to carry out signaling through the following channels:

- in writing, through software accessible via the internet at www.phse.com;
- in oral form, through a direct meeting at the request of the signer, by contacting the e-mail address: whistleblowing@phse.com.

In addition, the **Whistleblowing Committee** has been set up for the management of reports, a body composed of internal staff¹, which groups together various functions.

In particular, the Whistleblowing Committee is responsible for promoting information and training activities related to the Whistleblowing procedure and the Whistleblowing Decree.

During 2024, **no reports were received** through the Whistleblowing channel.

¹ The Whistleblowing Committee is composed of Fedele De Vita, Paolo Gagliardi La Gala and Antonio Esposito.

As of December 31, 2024, the Board of Directors of PHSE S.r.l. was composed of five members with the following roles:

| Role | Member | Executive / Non-executive |
|-------------------------|-------------------------|---------------------------|
| Chairman | De Vita Fedele | Executive |
| Chief Executive Officer | Meneguzzi Gianluca | Executive |
| Director | Hertel Matteo | Non-executive |
| Director | Micucci Patrizia Elvira | Non-executive |
| Director | Inglis Graham David | Non-executive |

| COMPOSITION OF THE BOARD OF DIRECTORS BY GENDER AND AGE GROUPS AS OF 31 DECEMBER | | | | | | | | |
|--|------|-------|-----|-------|------|-------|-----|-------|
| Number | 2023 | | | | 2024 | | | |
| | <30 | 30-50 | >50 | Total | <30 | 30-50 | >50 | Total |
| Men | - | 2 | 3 | 5 | - | 2 | 2 | 4 |
| Women | - | - | - | 0 | - | - | 1 | 1 |
| Total | - | 2 | 3 | 5 | - | 2 | 3 | 5 |

There is currently no formalized procedure with specific criteria for the appointment and selection of members of the Board of Directors.

The Shareholders' Meeting appoints the members of the Board of Directors and defines their positions and powers; where not indicated by the Shareholders' Meeting, the latter are defined by the Board of Directors.

According to the law in force, the administrator who has an interest, on his own behalf or on behalf of third parties, in conflict with the interests of the Company in a particular transaction, must inform the other directors and the Board of Statutory Auditors of the matter, specifying its nature, terms, origin and scope.

In terms of sustainability, the Board of Directors sets guidelines and ensures that non-financial reporting is consistent with GRI reporting standards.

It should be noted that, during 2024, **there were no episodes of corruption, anti-competitive behavior, antitrust and monopolistic practices.**

1.4 MATERIALITY ANALYSIS AND STAKEHOLDER INVOLVEMENT

PHSE stakeholders

PHSE is committed to creating value for all stakeholders through the provision of high-quality services, adopting management choices characterized by high social and environmental sustainability.

In carrying out its activities, PHSE interacts with different categories of stakeholders, defined as individuals or groups, as well as the organizations and institutions they represent, whose interests are influenced by the direct and indirect effects of PHSE's activities.

PHSE believes that listening to and engaging its stakeholders is a priority for understanding their needs and expectations. In this regard, the Company promotes constant and transparent communication, encouraging a participatory and constructive dialogue.



The following are the main ways of dialogue adopted by PHSE for each stakeholder category:

| PHSE stakeholders | Engagement methods |
|---------------------------------|---|
| Shareholders and investors | Meetings with the top-management |
| Local communities | Communication channels for initiatives on the territory and liberality |
| Institutions | Dialogue with authorities for permissions and authorizations |
| Suppliers and business partners | Regular meetings and ongoing dialogue in the business management |
| Trade associations | Regular meetings and shares of good practice |
| Employees | Internal communication platforms (mail, intranet) |
| Customers | Continuous dialogue through customer service channels |
| Trade unions | Dialogue with trade union representatives in the management of employment relationships |
| Research entities | Regular collaborations |
| Universities | Projects and collaborations |

The identification of the topics of discussion and discussion with stakeholders and the management of their expectations was carried out taking into consideration the GRI standard and the experience of PHSE in its field of membership as a technical reference basis.

The materiality analysis of PHSE

PHSE conducted the first materiality analysis in 2022, in order to identify the most relevant aspects, so-called “material topics”, on which to focus reporting, in line with the requirements of the reporting standards GRI sustainability reporting standards.

Subsequently, in 2023, this analysis was updated considering the important changes affecting the GRI Standards, the reference framework for the preparation of this Sustainability Report. In particular, the process for the definition of material themes has been divided into the following phases:

- identification of actual and potential positive and negative impacts;
- assessment of the significance of the impacts and prioritization of the most significant impacts;
- definition of the list of material topics.

A series of impacts, shared and validated by the Company's main function managers in an ad hoc meeting, were thus identified² - also through appropriate benchmarking analysis of the context in which PHSE operates - this allowed an active comparison with the Company's knowledge and experience on sustainable development issues. Subsequently, the identified impacts were aggregated into material themes, which express the current and potential positive and negative impacts on environmental, social and governance aspects in its activities and business relationships. The materiality analysis has been submitted to the Board of Directors.

The following is a list of the 11 material topics of PHSE, confirmed also for 2024, with a brief description of the same, in order of priority:

| Scope | Material topic | Description |
|------------------------------|--------------------------------|---|
| Social responsibility | Safety and quality of services | Development of practices and programs to promote safety in temperature-controlled transport and a high level of quality and service. |
| Social responsibility | Customer satisfaction | Provide services that meet customer needs in terms of quality of service and monitor satisfaction to pursue continuous improvement. |
| Environmental responsibility | Emissions | Monitoring, prevention and reduction of direct and indirect greenhouse gas (GHG) emissions, reducing energy consumption. |
| Social responsibility | Data privacy and cybersecurity | Data management and storage systems that guarantee the protection of the privacy of customers and other stakeholders, in accordance with the European law and regulations in force. |
| Social responsibility | Health and safety at work | Development of practices and programs to promote the protection of health and safety in the workplace, promotion of training and specific initiatives in the field of employee health and safety, and monitoring and accident prevention activities in the performance of their duties. |
| Social responsibility | Innovation and digitization | Activities to promote an innovative service that is attentive to market trends and needs and to implement research activities aimed at the development of new technologies and the implementation of innovative processes also in order to improve the performance of the services offered, with benefits in terms of reducing consumption and increasing efficiency. |

² For an in-depth analysis of the impact list, please refer to the section "Attachments - perimeter of material issues".

| | | |
|------------------------------|---|---|
| Economic responsibility | Economic performance | Allocate resources that generate medium-to-long-term shared economic value for workers, local communities, suppliers, customers, and other stakeholders. |
| Environmental responsibility | Energy consumption and renewable energy | Efficient energy management through the implementation of actions, programs and ad hoc management systems. |
| Governance | Ethics and Integrity | Promoting a business model oriented toward ethics, transparency and the prevention of corruption through the adoption of internal policies and procedures. Business activities are conducted in full compliance with the principles of honesty and good faith, through the adoption of tools for reporting irregularities and illegal behavior and in full compliance with applicable laws and regulations. |
| Social responsibility | Supply chain and procurement management | Responsible management of procurement processes throughout the supply chain, in particular attention in the selection of suppliers and promotion of purchases from local suppliers. |
| Social responsibility | Staff development and well-being | Development, training and professional development activities aimed at strengthening the technical, managerial and organizational skills of staff. Development of appropriate working practices and conditions to ensure inclusion and equal opportunities and to avoid discrimination in the workplace, which also attract new resources and talent. Diversity management and multiculturalism (e.g. disability, gender, nationality, religion) at work. |



02. OUR SERVICES



IN NUMBERS



OVER **4.270**
DAILY SHIPMENTS IN ITALY



91%
OF SHIPMENTS ARE TEMPERATURE CONTROLLED



ADOPTION OF RFID TECHNOLOGY FOR PHARMACEUTICAL TRANSPORT



76,1%
OF PURCHASES FROM SUPPLIERS WITH REGISTERED OFFICES IN ITALY

MATERIAL TOPICS

Ethics and Integrity

Economic performance

Supply chain management

Customer satisfaction

Health and safety at work

Staff development and well-being

Safety and quality of services

Innovation and digitization

Data privacy and cybersecurity

Energy consumption and renewable energy

Emissions

2.1 OUR SERVICES: INNOVATION AND SECURITY FOR OUR CUSTOMERS

PHSE has set itself the strategic objective of proposing itself as a **specialized operator in temperature-controlled transport**. The Company operates at the service of pharmaceutical companies, research centers and logistics operators in the pharmaceutical and hospital sectors.

To achieve this goal, PHSE has built on solutions with an excellent temperature, timing, safety and additional compliance system that enable it to lead the world in biopharmaceutical and cold chain.

In 2024, PHSE moved:



Over 688 thousand

shipments at 2°/8° temperatures



Over 296 thousand

shipments at temperatures 15°/25°



Over 1620

shipments at a temperature of -20°C



The Company is structured in five different departments, each designed to meet different needs:

- distribution services in the national territory;
- land transportation of radiopharmaceuticals;
- global forwarding;
- freight freight;
- transport of biological material and special services.



Distribution & Home Delivery

PHSE is a leader in the distribution of pharmaceutical products throughout Italy. The main recipients of the deliveries are hospitals and, to a lesser extent, to patients' homes, wholesalers and pharmacies.

Transport operated by PHSE takes place **at controlled temperature** (2/8°C and 15/25°C) and follows Good Distribution Practices (GDP).

During the COVID-19 emergency, PHSE implemented the home delivery service of drugs with leading brands of pharmaceutical and biopharmaceutical companies. In this area, many benefits have been realized and continue to be realized for the National Health Service and especially for people.





Distribution of radiopharmaceuticals

PHSE has a **highly capillary and flexible network** for the distribution of radiopharmaceuticals. This model allows the Company to reach any destination as quickly as possible, an important prerogative when it is treated by a “sensitive” material such as radioactive material, where the product must have adequate physical and documentary traceability, be transported with protection of the health and safety of the operators themselves, and, above all, it must arrive at its destination at precise times to maintain its effectiveness.

PHSE has introduced **new lead vehicles** for the transport of radiopharmaceuticals. These vehicles, thanks to the lead shielding, provide **additional protection** against radiation, demonstrating particular attention to the health and safety of both operators and the public. The adoption of such vehicles represents a further step forward in the responsible management of radioactive materials, ensuring that transport takes place in accordance with current regulations and minimizing the risks associated with the handling of radioactive substances.



Global forwarding

In addition to Italy, PHSE ships all over the world, ensuring fast transit times. **International transport** is mainly by air, but can also be by road or sea.

The most recent implementation and equally important is heavy haulage. PHSE has enriched its fleet with about twenty trucks, thanks to which it can offer full-load services for the most important pharmaceutical companies.



Transport of biological material and special services

In addition, throughout the national and European territory, the Company is involved in **the transport of biological materials and organs, blood, plasma, stem cells** to laboratories, transfusion centers, public and private hospitals.

CLINICAL TRIALS

Clinical trials can often involve many transcontinental shipments. When combined with the complexities of the different international regulatory bodies, managing these shipments can take a long time for clinical study coordinators, researchers and other healthcare professionals. PHSE supervises every detail of the operation and, thanks to its global network and the experience acquired over the years, can provide **logistic solutions that are completely compliant, complete and tailored for clinical trials.**



The Company directs its activity toward the full **satisfaction of the needs and expectations of the customers**, adopting a style of behavior based on transparency, impartiality, autonomy, independence and availability, as well as respect and courtesy, in the perspective of a cooperative relationship with high professionalism. PHSE manages customer relationships in a highly professional way through a careful customer care service, resolving - and preventing - possible criticalities for each of the operational divisions in which it structures its services.

Over the years, PHSE has succeeded in further consolidating its position as the only Italian company specialized in the transport of temperature controlled drugs, global forwarding, clinical trials, APIs and radiopharmaceuticals, thanks also to the collaboration started in Italy and worldwide with some of the most important brands of pharmaceutical and biopharmaceutical companies in the sector, including Pfizer, Janssen, AstraZeneca, Roche, Merck, MSD, Grifols, Thermo Fisher Scientific, Eli Lilly and Bristol Myers Squibb.

PHSE implements an **integrated Quality, Environment, Security and Health Safety Management System**, in compliance with UNI EN ISO 9001:2015, GDP 2013, TAPA TSR and in line with UNI EN 14001:2015 and ISO 45001:2018.

In addition, the Company has obtained the authorization to transport radioactive materials by road, as well as the following **certifications**:

- **ISO 9001** (quality);
- **ISO 14001** (environment);
- **TAPA TSR 1** (truck security requirements);
- **CEIV Pharma** (with which IATA - International Air Transport Association - certifies compliance with the highest standards of management and air transport of heat-sensitive medicines, recognized globally by airport operators, airlines and pharmaceutical companies);
- **GDP** (Good Distribution Practices).

Gold Pharma Supplier Award

To confirm PHSE's continued commitment to quality, excellence and compliance, during 2024, the Company obtained the **“Qualifyze Gold Pharma Supplier Award”**, which certifies the respect of the highest quality standards throughout the supply chain.

Qualifyze is a start-up specialized in audit for the Supply Chain and Quality, in the pharmaceutical and healthcare sector.

By making the most of its customers' safety, PHSE applies the precautionary principle for the services offered by its network. As a result of this approach, it should be noted that in 2024, as in the previous reporting period, **there were no cases of non-compliance** with the regulations and/or self-regulatory codes concerning the impacts on health and safety of products and services.

Likewise, **no loss of customer data occurred** during 2023 and 2024. In fact, through the application of state-of-the-art systems, PHSE treats with the utmost care and confidentiality the data of its customers: this is important for the sector in which the Company operates, as many of the services offered are related to health – and therefore to the private and intimate sphere – of people.

PHSE believes collaboration is the key to managing the healthcare supply chain. The pharmaceutical and healthcare supply chain is a highly regulated, multifaceted and complex industry, making it very difficult for companies to act independently.

Thus, PHSE facilitates the exchange of skills through its proximity to major **trade associations** and **universities**.

MOST project

During 2024, PHSE took part in the National Center for Sustainable Mobility PNRR project, which brings together 24 Universities, the National Research Council and 24 large enterprises with the aim of developing modern, sustainable and inclusive mobility solutions across the country.

In the context of this project, PHSE has started a **collaboration with the Milan Polytechnic**, with the aim of promoting new models of sustainable logistics.

Research and experimentation are concentrated in the Lodi Hub, selected as a case study to design and test **more resilient and flexible logistic systems**.

Here are the main associations of which PHSE is part:



FEDERCHIMICA ASSOBIOTEC

It represents companies and technological and scientific parks in Italy in the various fields of application of biotech: Health, agriculture, environment and industrial processes.



DISTRIBUZIONE
PRIMARIA
FARMA e
SALUTE
Associazione Operatori
Commerciali e Logistici

ASSORAM

An Italian association representing more than 100 companies in the distribution and healthcare sector of pharmaceuticals, parapharmaceuticals, cosmetics, medical devices, human and veterinary health products.



PHARMACOM ITALY

The first Italian non-profit association that puts the needs and experiences of the operators of the logistics and pharmaceutical sector at the same time contributing to the creation and diffusion of culture.

2.2 A LOGISTICS 4.0

Innovation is a key aspect for PHSE, as the Company believes that it is necessary to provide its specialized transport solutions with a high level of responsiveness and control. For this reason, the Company's IT department has internally developed a **digital, GDP-certified tracking platform**, which includes temperature and live GPS control components.

In addition, PHSE uses the following systems:

myphse: real-time pharmaceutical tracking solution

It is a monitoring system that enables PHSE customers to verify shipping status, temperature, and location in real time.



myControlTower

The Control Tower monitors all shipping data to ensure total control of the entire fleet: temperature, position of each vehicle, door opening/closing, warnings, average speed, kilometers traveled, fuel consumption, driver name, CO₂ emissions and more.

In particular, the CO₂ level of shipments is estimated by considering parameters such as the kilometers traveled for delivery, the type of vehicle used and the weight of the shipment. Through this technology, PHSE is able to intervene promptly in case a shipment presents problems in relation to the maintenance of the correct temperature of the pharmaceutical products transported.

PHSE management is constantly active in assessing the potential adoption of new solutions, which are periodically evaluated in terms of economic and operational feasibility, taking into account the needs of customers, as well as its many years of experience in the sector.

RFID Cold Chain concept and e-QMS

PHSE S.r.l. is the first player in Italy to **implement RFID technology in pharmaceutical transport**, on a national scale, mutating what already happens in the transport and storage of other goods sectors such as retail.

The advantages are evident: the adoption of this technology, which involves a considerable economic investment by PHSE, allows **capillary tracking** of the movement and temperature of each single package, as well as guaranteeing **speed and precision in the controls**, certifying the quality and safety of the service for the benefit of the chain and of the patients.

In addition, further advantages of adopting RFID technology are **greater transport sustainability** and operational advantages in the execution of warehouse operations.

A further step in PHSE's innovation path is the introduction of the **e-QMS (electronic Quality Management System)**, which follows the recent implementation of Radio Frequency Identification (RFID). The e-QMS is an electronic quality management system, structured in order to standardize and speed up the activities that were previously handled on paper. The software has enabled PHSE to digitize and streamline processes for document flow management, non-compliance management, corrective action management, and preventive action management.

2.3 SUPPLY CHAIN RESPONSIBILITY

PHSE pays particular attention to managing relationships and deals with suppliers, with the aim of establishing **strong and long-term partnerships**. Therefore, the purchasing office of PHSE S.r.l. deals with negotiating contracts with the various suppliers following the principles of **mutual trust, transparency, and collaboration**.

In 2024, PHSE worked with 1.056 suppliers, of which 44,7% are service providers (especially for the maintenance of vehicles and cleaning services), while the remaining 55,3% are raw materials suppliers.

In particular, the most significant categories of PHSE suppliers in economic terms are:

- transport service providers (primarily by air);
- fuel suppliers;
- suppliers for the maintenance of vehicles;
- suppliers for spot rental of equipment;
- tire suppliers;
- suppliers of vehicle spare parts;
- highway management company.

The **internal operational procedure relating to purchases**, adopted in 2023, has the objective of defining the authorization procedure for purchases in PHSE S.r.l. by identifying the responsibility for approval of purchases, the matrices of spending limits and the maximum monthly amounts for each purchase item at approval level.

At PHSE, the **selection of suppliers** is through a careful evaluation process, focused on quality and the ability to provide an adequate level of service. This process includes a prior verification of the generalities of each counterparty, as well as the acquisition of certificates and documentary evidence attesting to the possession of the appropriate professional requirements.

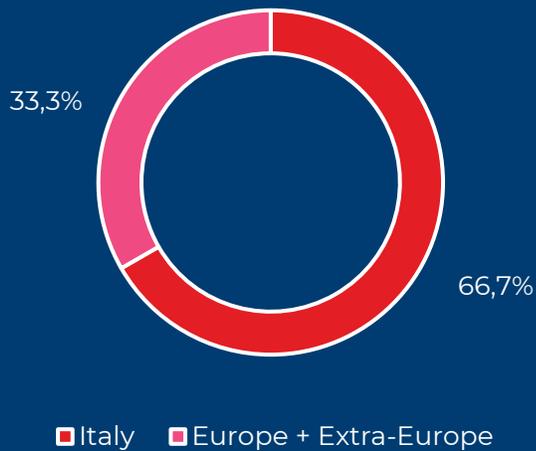
Suppliers are not only evaluated for their efficiency and cost-effectiveness, but must also share the values and principles of professionalism and reliability that are the basis of PHSE's success and growth. This commitment is expressed in the Company's Code of Ethics, which emphasizes the desire to engage in commercial relations exclusively with suppliers and customers of proven reputation, who carry out legitimate business activities and whose income derives from legitimate sources. When activating a long-term supply, PHSE requires suppliers to sign the PHSE Code of Ethics. This process underlines the importance of the commitment on the part of the suppliers to maintain the high standards of ethics, professionalism, and reliability that the Company demands.

Currently, environmental and social requirements are not included as elements in the selection and evaluation of suppliers. In the coming years, the Company will evaluate the opportunity to insert certain procedures for this purpose, in order to align its suppliers even more with the high standards of professionalism and ethics of PHSE.

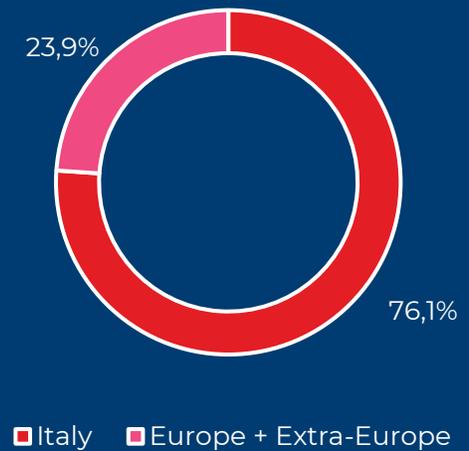
In the context of the sector and geographical area in which PHSE operates, most suppliers are identified as “**local**”. This definition, in fact, is applicable to all suppliers having their registered office within the Italian national borders, which are mainly linked to the operation of the fleet of vehicles, offices, and warehouses in Italy.

In 2024, **76,1% of the purchases are made from local suppliers**, while the remaining part is made from European and non-European suppliers. The increase in the portion of expenditure from local suppliers indicates the commitment of PHSE S.r.l. to build relations on the national territory.

% OF EXPENDITURE BY
GEOGRAPHICAL AREA IN 2023



% OF EXPENDITURE BY
GEOGRAPHICAL AREA IN 2024





03. OUR PEOPLE



IN NUMBERS



431

EMPLOYEES AS OF 31.12.2024



78%

OF PERMANENT EMPLOYEES
IN 2024



3.095

HOURS OF TRAINING
PROVIDED IN 2024



16

WORK RELATED INJURIES
IN 2024

MATERIAL TOPICS

Ethics and Integrity

Economic performance

Supply chain
management

Customer satisfaction

Health and safety at
work

Employee development
and well-being

Safety and quality of
services

Innovation and
digitization

Data privacy and
cybersecurity

Energy consumption
and renewable energy

Emissions

3.1 PHSE HUMAN RESOURCES



Direct employees and own resources

Only personnel, drivers and own transport anywhere in Italy.

For PHSE, employees are the beating heart of the enterprise, essential to its success. With their commitment and dedication, employees are key elements in achieving business goals. Therefore, investing in their well-being and professional development is crucial to ensuring a strong business culture and a positive work environment, in which everyone feels inspired to give their best.

PHSE is firmly convinced that the creation and consolidation of relationships based on loyalty and mutual trust with its employees can be a decisive factor in limiting outsourcing, thus promoting the growth and success of the organization. This commitment of the Company to establish lasting employment relationships is evidenced by the fact that 99,3% of the entire workforce³ is made up of employees.



100%

Employees covered by the collective bargaining agreement: Logistics, Freight Transport, and Shipping

In addition, in compliance with the law in force, all PHSE employees are covered by the national collective bargaining agreement regarding Logistics, Freight Transport and Shipping.



431

Number of employees at 31.12.2024

Between 2023 and 2024, the workforce employed in PHSE S.r.l. confirmed the growth trend of the recent years, increasing by 6% (from 405 to 431 employees). There is also a 7,4% increase in the number of full-time contracts compared to 2023. As a result, full-time employees reached about 98% of PHSE's total workforce contracts in 2024.

During the year, 175 new resources entered PHSE, while 149 people ceased their employment relationship. The turnover has particularly affected drivers, for whom these

dynamics are physiological and linked to the nature of the job itself. In addition, the closure of the Pozzonovo (Padua) branch and the simultaneous opening of the Meledo (Vicenza) one has further contributed to influencing the total number of exits and new hires.

³ As of 31 December 2024, PHSE had 3 workers who are not employees (2 interns and 1 external collaborator).

With regard to workers who are not employees, PHSE was able to count on the collaboration of 3 among interns and external collaborators during 2024.

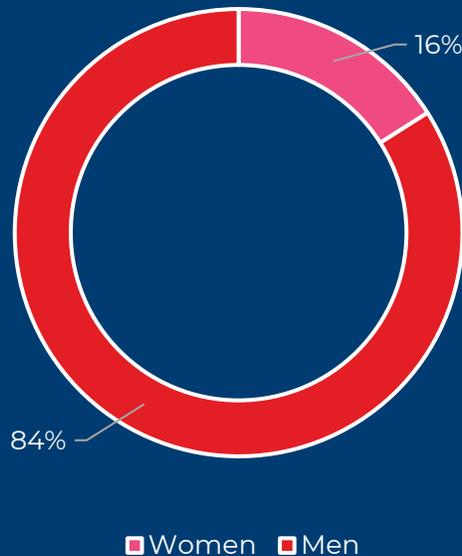
The composition of employees according to the professional categories is in line with that of the previous year. Most of the workforce consists of blue collars⁴ (318 people, 74% of the total employees), while 25% are white collars (107 people), and the rest are managers (6 people).

In 2024, the number of women in the workforce (68 people, 16% of all employees) increased by about 6% compared to 2023, confirming the positive trend observed in the previous reporting period. Indeed, while PHSE operates in a traditionally male-dominated sector, the growing female workforce presence testifies to the Company's commitment to promoting gender diversity and creating an inclusive and fair environment for all employees.

As regards the distribution of the workforce by age group, there is a significant presence (55%) in the 30 to 50 age group. 30% of employees are over 50 years old, while young people under 30 make up 15% of the Company's population.

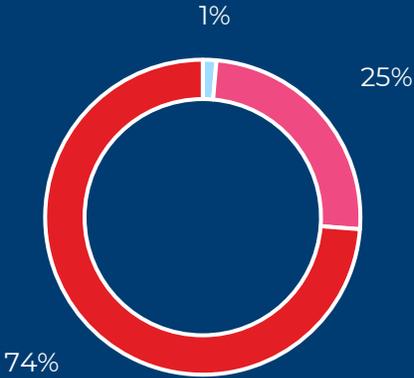
The breakdown of the Company's employees by gender and professional category is shown in the following graphs:

COMPANY EMPLOYEES BY GENDER AS OF 31.12.2024 (%)



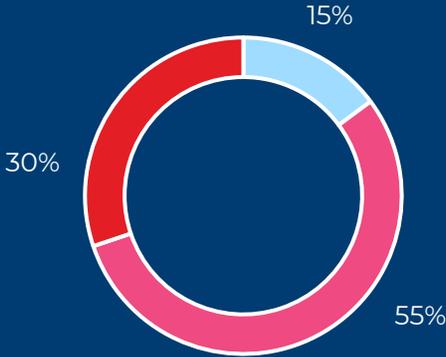
⁴ The data relating to the occupational category of blue collars mainly refers to drivers and warehouse workers of PHSE S.r.l..

Breakdown by professional category as of 31.12.2024 (%)



Managers White Collars Blue Collars

Breakdown by age group as of 31.12.2024 (%)



<30 30-50 >50

3.2 THE INCLUSIVE WORKING ENVIRONMENT

PHSE emphasizes the importance of diversity and inclusion and categorically rejects racism and discrimination in any form. Consistent with PHSE's Code of Ethics, any discrimination based on age, sex, sexuality, health, race, nationality, political opinions and religious beliefs is precluded in all decisions that influence relations with stakeholders. Diversity is recognized by the Company as an important value and as a precious source of inspiration, which is why we are actively working to promote a work environment that respects and values diversity.

In confirmation of the above regarding PHSE's focus and commitment to maintaining an inclusive work environment, it is noted that no cases of discrimination have been recorded within the Company during 2024.

In 2023, PHSE adopted a **Gender Equality Policy** based on the following inspiring principles:



IMPARTIALITY AND INCLUSIVENESS

PHSE S.r.l. ensures that its directors, employees and collaborators operate in behavior inspired by objectivity, impartiality and attention toward all the organizations to which it provides its products/services.

PHSE S.r.l. undertakes, in respect of its staff, to promote fair treatment and to promote a work environment free from discrimination of race, religion, sex, age, political opinions and physical handicaps.



FAIRNESS AND TRANSPARENCY

PHSE S.r.l. is committed to ensuring that its employees are always engaged in ethical behavior, marked by dignity and respect. In this regard, all activities must be carried out with commitment and integrity in accordance with the current regulations and internal procedures. Furthermore, it is committed to operating in a clear and transparent manner, without favoring any interest group or individual.



ENHANCING STAFF

The management of human resources is based on respect for people and equal opportunities, in a context of equal treatment, loyalty and trust.

PHSE S.r.l. contrasts all discrimination based on race, gender, nationality and origin, religion, language, disability, political orientation, sexual orientation and any other cultural or personal characteristics.



PERSONAL PROTECTION

PHSE S.r.l. carries out its activities in accordance with the laws in force to protect the working conditions. Relations between employees must be based on principles of civil coexistence and must be conducted with mutual respect for the rights and freedoms of persons, to maintain a working environment with a climate of mutual respect for the dignity and reputation of each one.



THE FIGHT AGAINST ALL FORMS OF VIOLENCE AND DISCRIMINATION

PHSE S.r.l. ensures that no form of intimidation, threat, verbal or physical misconduct or offence, or solicitation of personal favors occurs in internal or external working relationships that may hinder the peaceful and proper performance of duties. Anyone carrying out activities on behalf of or in favor of PHSE S.r.l. who believes they have been subjected to harassment or discrimination for any reason is entitled to report the incident in accordance with the procedures set out in the Whistleblowing Policy.

PHSE's commitment is directed toward the following objectives:

- adopt instruments to **prevent all forms of gender discrimination** and to combat any actions that undermine the dignity of personnel, regardless of their role or level of responsibility;
- to **enhance diversity** in every business process: from research and selection of human resources to access to training, from the definition of remuneration policies to the evaluation of performance and the allocation of reward systems, from the selection of suppliers to the provision of services/supply of products;
- support the **reconciliation of professional activity and private life** of its employees through working methods such as smart working, part time, flexible working hours;
- to promote information, awareness-raising and engagement of employees on **equal opportunities and women's empowerment** issues, avoiding stereotypes and promoting the visibility of women's contribution;
- to promote **communication**, including through marketing and advertising activities, which transparently declares the will to achieve gender equality and to enhance diversity and support female empowerment.

In order to ensure the effective adoption and continued implementation of the Gender Equality Policy, PHSE has established the **Guidance Committee on Gender Equality**⁵, which

⁵ Committee for Gender Equality is composed of Paolo Gagliardi La Gala (Head of Quality Assurance), Antonella Capraro (QA Specialist National Distribution), Antonio Esposito (Head of Human Resources) and Martina Cavallazzi (Head of Marketing).

has developed the **Strategic Plan for Gender Equality 2023-2026**, given the starting point and operational orientation of PHSE for the implementation of increasingly inclusive actions.

For the preparation of the Strategic Plan for Gender Equality, the Steering Committee proceeded through various steps:

- identification of business processes related to gender equality issues;
- definition of the strengths and weaknesses present for each business area related to gender equality issues;
- formalization of the specific objectives and of the corresponding actions considered appropriate to address the identified gaps;
- the appointment of those responsible for the implementation of the actions and the definition of the frequency for monitoring the status of the objectives set, as well as the timeline deemed appropriate for their achievement.

Certification on gender equality

The adoption of the Gender Equality Policy and Strategic Plan is tangible proof of the continuous commitment of the Company management, the Gender Equality Guide Committee and all PHSE personnel to achieving a fair and inclusive working environment.

However, the Company's deep dedication to gender equality is recognized not only within the organization but also externally. PHSE S.r.l. considers it important that an independent, professional third-party body verifies and certifies that the Company's working environment is genuinely equitable and inclusive. Therefore, in December 2023, PHSE S.r.l. obtained the Certification on Gender Equality issued by IBC, a Certification Body accredited by Accredia.

PHSE is proud to be the first Company in its industry to achieve Gender Equality Certification.

To achieve this goal, PHSE successfully addressed a careful audit process based on measuring all six **KPI areas** under the Gender Equality Management System Guideline (UNI/PDR 125:2022):

- culture and strategy;
- governance;
- HR processes;
- opportunities for growth and inclusion of women in the Company;
- gender pay equity;
- protection of parental rights;
- work-life balance.

Achieving the certification for gender equality is only the first part of a path toward gender equality policies, with a view to improving and promoting gender equality.

3.3 COMMITMENT TO THE DEVELOPMENT AND WELL-BEING OF OUR EMPLOYEES

The consolidated relationship between the Company and its employees plays a crucial role in providing services that meet the quality expectations of consumers. As a result, PHSE recognizes the training and well-being of its employees as key elements in ensuring business development.

In particular, the Company is dedicated to the **professional growth** of its employees, actively promoting participation in training courses and development programmes. This strategy aims to fulfil the skills and aspirations of individuals in alignment with the achievement of the Company's objectives.



3,2

Hours of training per capita in 2024

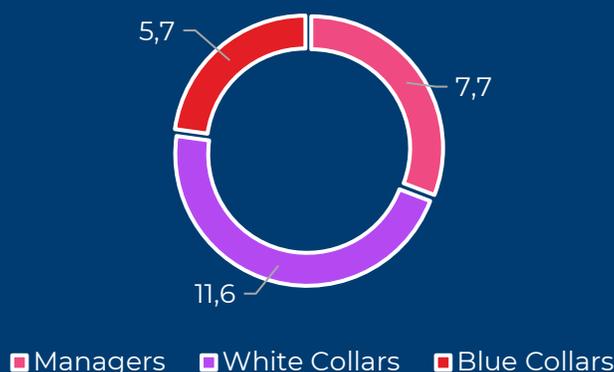
Training needs are managed centrally, according to needs. In 2024, PHSE paid particular attention to employee training, providing a total of **3.095 hours**, divided into 1.506 hours of compulsory training and 1.589 hours of non-compulsory training. This commitment reflects the Company's desire to strengthen the skills of its employees, guaranteeing high standards of safety and professionalism.

The training programs have covered several thematic areas. Among these, general and function-specific training has enabled the updating and extension of employees' skills. In addition, health and safety at work training courses have been organized, including first aid, fire protection, radiation protection, and safe use of forklift trucks. During the year, a joint training program between the Quality department and the Operations function was set up, aimed at strengthening the preparation of operational and employee personnel in the daily activities. An English language training session was also introduced for apprentices.

Finally, in 2024, PHSE implemented a new quality management information system, developed with an external partner, and provided personnel with specific training to ensure efficient use.

The significant increase in training hours compared to last year is also due to the "Rise the Bar" initiative, which consists of the implementation of frontal training on all platforms from 2024.

Training hours per capita by category in 2024



balance within the organization, providing employees with a tangible opportunity to better reconcile family and professional commitments.

PHSE has established **flexible working hours** for its employees, allowing them to arrive and leave work one hour earlier or later, as well as the option of **working remotely**. Through these measures, PHSE aims to promote the well-being of its personnel and enhance work-life balance within the organization, providing employees with a tangible opportunity to better reconcile family and professional commitments.

Furthermore, PHSE ensures that all employees receive **adequate health coverage** through membership of the Sanilog Fund, an additional fund of the National Health Service for employees in the logistics, freight transport and shipping sectors. In particular, the Sanilog Fund guarantees health services through two primary insurance companies: UniSalute for general medical services and AIG - Odonetwork for dental services.



In addition, PHSE joins Ebilog (National Bilateral Authority for Logistics, Freight Transport and Shipping) to obtain support in the **professional training** and **welfare** of its employees.



On December 14, PHSE organized its first **"Family Day"** at the Milan Pharma Hub, opening its doors to employees and their families. The event was a great success, with enthusiastic participation by everyone.

During the day, participants had the opportunity to celebrate the holiday season and explore behind the scenes of PHSE activities. The initiative enabled the sharing of moments of joy and engagement, clearly reflected on the faces of children, colleagues, and their loved ones, emphasizing the importance of such occasions in strengthening the **sense of community and belonging** within the Company.



3.4 HEALTH AND SAFETY IN THE WORKPLACE

The Company has always paid particular attention to the health and safety of its people. As mentioned in the previous chapters, PHSE implements an Integrated Quality, Environment, Security and Health Safety Management System which includes all employees of the Italian offices of PHSE S.r.l. for the activities of delivery of the transport service that includes the phases of warehouse, goods movement and transport. With the support of an external Head of Prevention and Protection Service (RSPP), the system is aimed at aligning with the UNI EN ISO 45001 standard, which is expected to be obtained by 2025.

PHSE adopts a structured risk management process for health and safety at work, the results of which are formalized in the Risk Assessment Document (DVR), which:

- Defines a health and safety organization chart, with specific tasks and responsibilities assigned to the actors involved: employer, safety manager, occupational physician, Prevention and Protection Service Manager (RSPP), Workers' Safety Representative (RLS), Emergency Management Officer, First Aid Officer;
- defines the risk assessment methodology and criteria;
- identifies and assesses risks related to health and safety of the Company, based on the methodology and assessment criteria defined, in relation to the work activities carried out and the prevention and protection measures taken;
- identifies actions to take for continuous risk monitoring.

In particular, the annual inspection of the RSPP is a crucial moment to identify possible anomalies and take appropriate corrective actions, aimed at the **continuous improvement of safety and operational quality**.

For each corrective action, a responsible person is identified to verify the execution of the action, thus ensuring the correct implementation of all the actions.

Confirming the effectiveness of the measures already adopted by PHSE and the respect of the high standards of safety and quality, the visits of the RSPP in 2024 led only to minor recommendations, without the need to carry out any significant corrective action.

Each year or at additional frequencies, medical checks are carried out on employees by the occupational physician and the authorized physician for the radiopharmaceutical department. Health surveillance shall also include the verification of work processes which could affect the health of workers, having regard to:

- monitoring the health of workers in relation to work;
- advice on health, safety and hygiene at work;
- online health and safety training on e-learning platform on ergonomic advice and individual and collective protective equipment and emergency treatment.

The compulsory training courses required by Italian Legislative Decree 81/2008, such as the fire-fighting course and the first-aid course, are carried out periodically. Furthermore, for the transport of radiopharmaceuticals or hazardous goods under ADR regulations, designated personnel with specific and monitored training are assigned.

With the aim of reducing health and safety risks during commercial relations, in the management of dangerous shipments, which is entrusted only to suitably trained drivers, before accepting or providing a service, a safety data sheet is requested, and advice is sought from a professional. Similarly, for the management of the shipments of radiopharmaceuticals, an operating instruction is applied related to the transport of such material shared with the radiation protection expert. In order to ensure continuous improvement through the application of corrective and preventive measures, each employee has the possibility to report a hazard, deviation or near miss.

During 2024, there was an increase in the number of **injuries**, partly attributable to the increase in the number of shipments handled. In fact, there were 16 injuries at work, including one fatality. The latter involved a driver who suffered a sudden illness while on delivery duty. The other accidents were classified as non-serious; in fact, the main types of accidents involved collisions during transport and the handling of loads.

PHSE reaffirms and renews its priority commitment to the safety and well-being of its staff. The Company is always careful to adopt rigorous preventive measures, targeted training programs, and investments in advanced safety technologies, with the aim of significantly reducing accidents and ensuring an increasingly safe and secure working environment.

04 COMMUNITY AND TERRITORY



IN NUMBERS

More than
64,5 million euros
 OF ECONOMIC VALUE
GENERATED IN 2024

88,3%
 OF THE ECONOMIC VALUE
GENERATED IN 2024 WAS
DISTRIBUTED TO STAKEDHOLDERS

21.000 euros
 INVESTED IN 2024 FOR COMMUNITY
SPONSORSHIP AND SUPPORT

 SUPPORT FOR AIRC AND AOPI
(ASSOCIATION OF ITALIAN
PEDIATRIC HOSPITALS)

MATERIAL TOPICS

Ethics and Integrity

Economic performance

Supply chain
management

Customer satisfaction

Health and safety at
work

Staff development
and well-being

Safety and quality of
services

Innovation and
digitization

Data privacy and
cybersecurity

Energy consumption
and renewable energy

Emissions

4.1 THE VALUE GENERATED

In 2024, PHSE had a turnover of approximately 63,1 million euros. After the significant growth occurred in 2023, which saw an increase in revenues of up to 66,9 million euros, the trend in the last year reflects a natural adjustment of the market. In this context, PHSE has further affirmed its position in the market and has continued to expand its activities, strengthening operational efficiency and laying the foundations for sustainable and long-term growth.

Growth-leading PHSE

In its report published on March 1, 2024, in the “Financial Times”, PHSE was recognized among the **Growth Leaders 2024 in Europe**, with average annual growth of 40,20%. This award is dedicated to the 1000 European companies that have had the highest turnover growth in the three years 2019-2022.

Moreover, in the report published on November 24, 2024, in “Il Sole 24 Ore”, PHSE was included, with an average annual growth of 40%, among the **Growth Leaders 2025** - a list of the 500 Italian companies that recorded the highest growth in turnover over the 2020-2023 period.

These prestigious awards acknowledge the enthusiasm and hard work of all employees, confirming PHSE's high potential to compete internationally.

The results in terms of economic performance, with a view to transparency and a full understanding of the value created by PHSE, have been revised through the statement of the economic value generated and distributed. This allows for a more direct and simplified understanding of the impacts generated with respect to the structure of the civil budget. The economic value produced is thus represented through the following methods: Reclassified Operating Costs (mainly purchases of raw materials and services), employee remuneration (direct remuneration consisting of wages, salaries and severance pay and indirect remuneration consisting of social security contributions), remuneration of financiers (interest liabilities and other financial charges), remuneration of the Public Administration (income taxes) and remuneration of the Community (liberality and sponsorship). Regarding the retained value, however, reference is made to operating profit for reserves and depreciation and provisions.

In 2024, PHSE generated a value of more than 64,5 million euros.

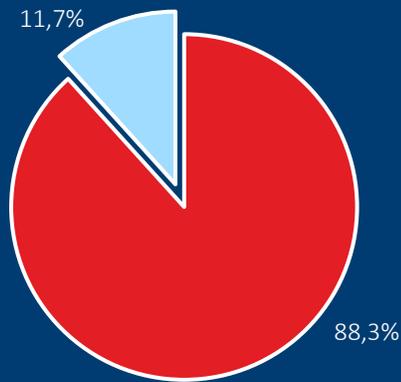
This figure defines the wealth produced by PHSE during the year, redistributed to its stakeholders by 88,3%.

From the reclassification of the generated economic value, represented below, it is possible to note the distribution of the generated value to the different categories of stakeholders.

| DIRECTLY GENERATED AND DISTRIBUTED ECONOMIC VALUE (thousands of euros) | | |
|---|---------------|---------------|
| | 2023 | 2024 |
| Directly generated economic value | 68.022 | 64.512 |
| Retained economic value | 9.125 | 7.559 |
| Distributed economic value, of which: | 58.897 | 56.953 |
| Value redistributed to suppliers | 36.539 | 31.707 |
| Employee remuneration | 15.756 | 17.489 |
| Remuneration of lenders | 3.135 | 4.537 |
| Remuneration of shareholders | 0 | 0 |
| Remuneration of the Public Administration | 3.447 | 3.200 |
| Remuneration of the community | 20 | 21 |

By analyzing the values reported above, it can be noticed that a 5,2% decrease in the economic value generated in 2024 compared to the previous reporting period, due to the aforementioned reduction in turnover in a year characterized by a physiological adjustment of the market, after an extremely positive performance in 2023.

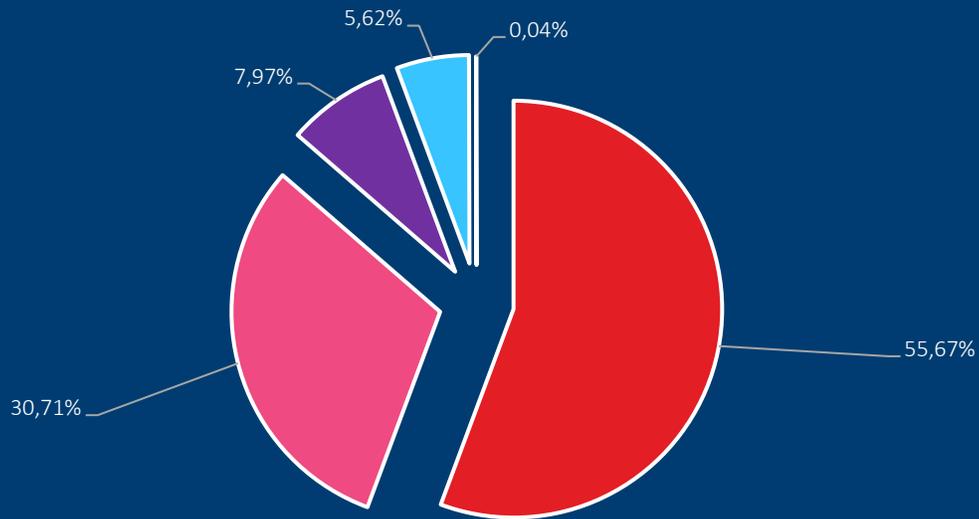
ECONOMIC VALUE GENERATED IN 2024



■ Economic value distributed ■ Economic value retained

At the same time, the economic value distributed also decreased from 58,9 million euros in 2023 to almost 57 million euros in 2024 (-3,3%). Despite the overall reduction, some categories experienced significant increases: in particular, **employee remuneration** increased by 11% compared to 2023, reflecting PHSE's commitment to enhancing its workforce.

DETAIL OF THE ECONOMIC VALUE DISTRIBUTED IN 2024



■ Suppliers ■ Employees ■ Lenders ■ Public Administration ■ Community

4.2 OUR RELATIONSHIP WITH THE TERRITORY



€ 21.000

Employees for sponsorship and community support

PHSE S.r.l. recognizes the importance of maintaining a good relationship with the communities of the areas in which it operates and is committed to supporting them by actively participating in initiatives with social purposes. To this end, the Company contributes annually to a number of initiatives and sponsorships that support the local communities it engages with. In 2024, the amount allocated to these initiatives is € 21.000.

For over 20 years, PHSE has been supporting cancer patients and research, making treatments accessible and serving the clinical trial community around the world.



Support for AIRC research

PHSE supported the Italian Association for Cancer Research (AIRC), contributing, in 2024, to the financing of a scholarship in the field of pediatric cancer research.



A caress for Christmas

In 2024, PHSE once again joined the initiative of solidarity "A caress for Christmas". On the occasion of the Christmas holidays, backpacks containing **gifts were delivered to 500 children in more than 20 hospitals** throughout Italy belonging to the AOPI (Association of Italian Pediatric Hospitals).

Kenya: A forest funded by PHSE in collaboration with Treedom

Aware of the importance of our planet's health and the preservation of its ecosystem and communities, PHSE has taken concrete action in support of the environment. Among these, PHSE's significant contribution to an ambitious project to plant **1.000 trees** in Kenya stands out.

In fact, through its collaboration with Treedom, PHSE provides **financial support** to the farmers involved in planting the trees, assisting them during the critical early growth phase when the trees are not yet productive.

Thanks to Treedom's experience and technical support, farmers receive the skills needed to properly plant and manage their trees. In addition, each tree is photographed, geolocated and monitored over time, ensuring healthy and sustainable growth.

05. ENVIRONMENTAL RESPONSIBILITY



IN NUMBERS



10.016 tCO₂

OF SCOPE 1 + SCOPE 2
LOCATION BASED EMISSIONS



HEADQUARTER OF PAGANI
CERTIFIED ISO 14001



437

VEHICLES FOR THE TRANSPORT
OF GOODS IN 2024



COMPANY FLEET
INCREASED BY 13%
INTRODUCING
LATEST-GENERATION
VEHICLES

MATERIAL TOPICS

Ethics and Integrity

Economic performance

Supply chain
management

Customer satisfaction

Health and safety at
work

Staff development and
well-being

Safety and quality of
services

Innovation and
digitization

Data privacy and
cybersecurity

Energy consumption
and renewable energy

Emissions

5.1 ENERGY CONSUMPTION AND EMISSIONS⁶

In line with the Code of Ethics, the strategies and operational management of the Company are based on the principles of sustainable development, with continuous attention to ensure that the activities are carried out in respect of the environment and public health, in line with national and international regulations. PHSE is committed to raising awareness among its employees and collaborators regarding the importance of environmental respect, in particular in relation to those tasks which may have significant environmental impacts.

Demonstrating the Company's tangible commitment to environmental sustainability, the new administrative headquarters has been certified ISO 14001 since February 2025. In future years, the Company will consider extending the certification to other sites, further consolidating its path towards environmental responsibility.



HEADQUARTER OF PAGANI CERTIFIED ACCORDING TO UNI EN ISO 14001

Monitoring energy consumption is a fundamental element for evaluating performance and identifying potential areas for improvement through the planning of efficiency measures. In 2024, PHSE utilized various energy sources for its operations: approximately 94% of consumption was attributable to **diesel fuel**, with a minor proportion accounted for by **petrol** and **methane** used by the Company fleet in the provision of logistics services.



145.451 GJ

Total energy consumption in 2024

Furthermore, 5,8% of the energy consumption is attributable to the use of **electricity** for air conditioning, lighting, and equipment in offices and warehouses. A residual portion of consumption is due to **natural gas** used for heating offices and warehouses. Regarding the latter, a 52% reduction in consumption compared to 2023 is noted, attributable to the closure of the Pozzonovo and Angri sites, which previously used natural gas for heating. On the other hand, at the new branches in Meledo and Pagani, heating is powered by electricity; consequently, consumption of this energy source increased by approximately 13% compared to 2023.

⁶ Following a process to improve the reporting system, the data relating to Scope 2 emissions (Location-Based method) for 2023 have been restated compared to those published in the previous Sustainability Report. For previously published data, please refer to the 2023 Sustainability Report.

Additionally, consumption related to the Company fleet increased overall by 12%. This rise is due to the **expansion of the Company fleet**: in 2024, PHSE's vehicle fleet comprised 460 vehicles (437 dedicated exclusively to freight transport and 23 for mixed use), compared to 407 vehicles in 2023 (381 for freight transport and 26 for mixed use).

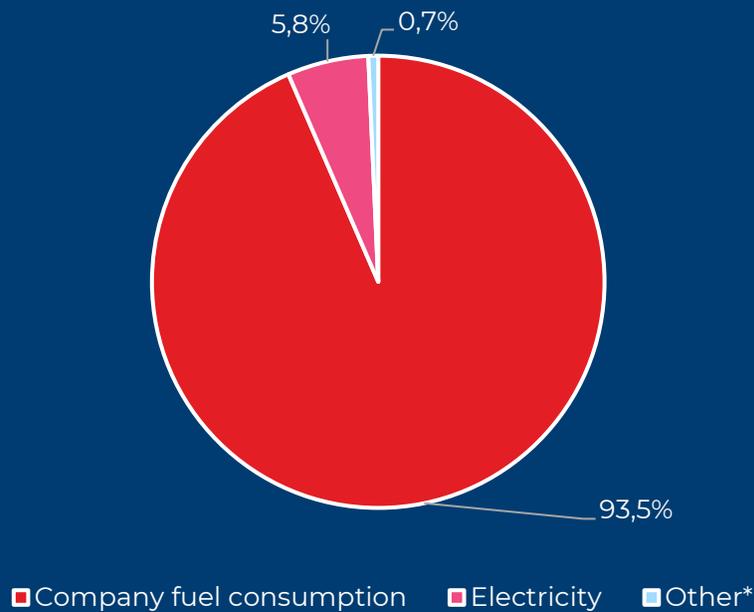
Overall, PHSE's total energy consumption amounted to 145.451 GJ, representing an increase of approximately 12% compared to 2023. This growth reflects the increase in the number of shipments managed by PHSE during 2024, as well as the further expansion of its vehicle fleet, without compromising economic performance or the sustainable growth of the business.



437

Vehicles for the transport of goods in 2024

DETAIL OF PHSE'S ENERGY CONSUMPTION IN 2024



* The "Other" category in the graph refers to fuels used in the mixed-use vehicle fleet (0,6%) and natural gas used for heating (0,1%).

Based on energy consumption, PHSE has calculated its CO₂ emissions: direct emissions (Scope 1) are generated from the consumption of transport vehicles and natural gas, while indirect emissions (Scope 2) are derived from the consumption of electricity purchased. The reporting standard used provides two different approaches to calculating the emissions of Scope 2: “Location-based” and “Market-based”. The “Location-based” approach involves the use of average emission factors for the specific national energy mix of electricity generation. The “Market-based” approach involves the use of emission factors defined on a contractual basis with the electricity supplier. In the absence of specific contractual agreements between the Organization and the electricity supplier (e.g., purchase of Guarantees of Origin), the “Market-based” approach uses the emission factor corresponding to the national “residual mix”.



10.016 tCO₂

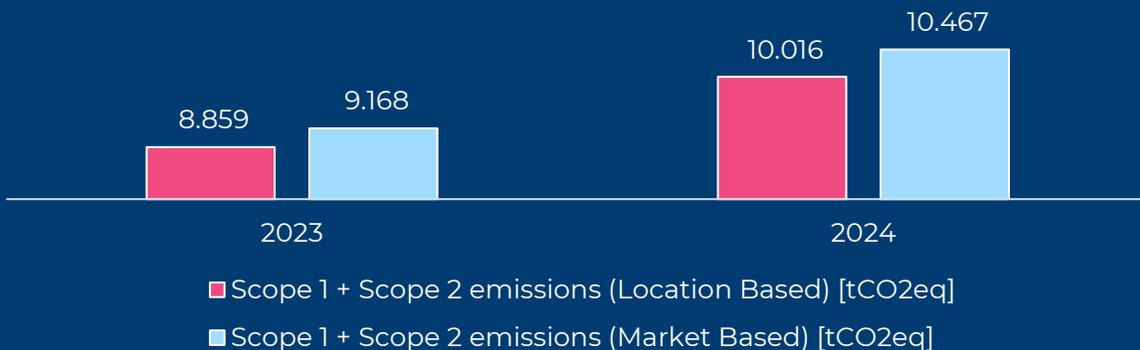
Scope 1 and scope 2 emissions
Location based

10.467 tCO₂

Scope 1 and scope 2 emissions
Market based

The Scope 1 emissions of PHSE are almost predominantly linked to the consumption of transport vehicles: in fact, 97,8% of total Scope 1 emissions derive from the vehicle fleet, while the remaining 2,2% relate to the emissions deriving from refrigerant gas refills and, to a negligible extent, natural gas used for heating. Overall, PHSE's Scope 1 emissions increased by 13,1% compared to 2023. The rise in consumption resulting from the expansion of the vehicle fleet is also reflected in the calculation of combined Scope 1 and Scope 2 CO₂ emissions: these emissions increased by 13,2% (using the “Location-Based” methodology), while Scope 1 and Scope 2 emissions calculated according to the “Market-Based” methodology increased by 14,2%.

TOTAL SCOPE 1 AND SCOPE 2 EMISSIONS IN 2023-2024 (tCO₂EQ)



In addition to its efforts to reduce emissions, PHSE has set itself the goal of achieving ISO 14064 certification in the near future. This certification, based on an international standard that verifies and quantifies greenhouse gas emissions, would represent a further step forward in ensuring the transparency and accuracy of PHSE's virtuous environmental management.

In line with its ongoing commitment to innovation, a modern platform aimed at optimizing delivery routes is currently being implemented. With this initiative, PHSE aims to further reduce the environmental impact associated with its transport network.

It is emphasized that the drive for innovation within PHSE's sector can also yield significant benefits for resource efficiency: by specializing in active temperature-controlled transport, the Company is able to avoid the use of packaging materials and, consequently, the environmental impact related to their production and disposal.



Innoplus, controlled by PHSE, is engaged in the development, production, and distribution of validated packaging solutions for the cold chain (both reusable and single-use) as well as intelligent trackers capable of monitoring any shipment data.

In particular, the **LIFE Reusable Packaging** developed by Innoplus is reusable and contains advanced isothermal technology consisting of an outer box made of printed cardboard, an inner container made of polypropylene, vacuum insulating panels, and phase-change cooling plates that can be selected according to the temperature range to be controlled. This solution enables significant cost savings and also delivers positive impacts regarding resource consumption related to packaging.



APPENDIX

METHODOLOGICAL NOTE

This document represents the Sustainability Report of PHSE S.r.l. (hereinafter also “Company” or “PHSE”), drawn up on an annual and voluntary basis in order to describe the activities, initiatives and main results achieved in relation to economic, environmental and social aspects, it refers to the period from January 1st to December 31st, 2024.

The document responds to the Company’s desire to share with its stakeholders, with a view to increasing transparency, the most significant qualitative and quantitative information regarding its model of corporate responsibility.

For the purposes of drafting the Sustainability Report, the reporting content was selected on the basis of the results of the materiality analysis, carried out on the basis of the approach described in the paragraph “Materiality analysis”.

This report has been prepared in accordance with the Global Reporting Initiative Sustainability Reporting Standards, as defined by the Global Reporting Initiative: option *In accordance*.

There are no significant changes in organizational structure, ownership structure and supply chain.

The reporting perimeter of economic, social and environmental information refers to PHSE S.r.l. in order to allow the comparability of data over time and the evaluation of the performance of the Company’s activities, a comparison with the data relating to the previous year is reported where possible. In order to ensure the reliability of the data, the use of estimates has been limited as far as possible, which, if present, are appropriately reported and based on the best available methodologies.

The 2024 Sustainability Report, approved by the Board of Directors of PHSE S.r.l. in September 2025, has not been subject to verification by an independent third party and is also made publicly available on the Company’s website, accessible at the following address: www.phse.com

For information about this document, please refer to the following contact: giuseppe.ronga-external@phse.com.

Performance indicators

SOCIAL RESPONSABILITY

DISCLOSURE 2-7 Employees

| EMPLOYEES BY TYPE OF CONTRACT AND GENDER AS OF DECEMBER 31 st (HEADCOUNT) | | | | | | |
|--|------------|-----------|------------|------------|-----------|------------|
| Type of contract | 2023 | | | 2024 | | |
| | Men | Women | Total | Men | Women | Total |
| Permanent | 284 | 49 | 333 | 286 | 51 | 337 |
| Fixed-term | 69 | 1 | 70 | 74 | 9 | 83 |
| Apprenticeship | 0 | 2 | 2 | 3 | 8 | 11 |
| Total | 353 | 52 | 405 | 363 | 68 | 431 |

| EMPLOYEES BY TYPE OF EMPLOYMENT AND GENDER AS OF DECEMBER 31 st (HEADCOUNT) | | | | | | |
|--|------------|-----------|------------|------------|-----------|------------|
| Type of employment | 2023 | | | 2024 | | |
| | Men | Women | Total | Men | Women | Total |
| Full-time | 341 | 52 | 393 | 354 | 68 | 422 |
| Part-time | 12 | 0 | 12 | 9 | 0 | 9 |
| Part-time percentage | 3% | 0% | 3% | 2% | 0% | 2% |
| Total | 353 | 52 | 405 | 363 | 68 | 431 |

| EMPLOYEES BY GENDER AND REGION AS OF DECEMBER 31 st (HEADCOUNT) | | | | | | |
|--|------------|-----------|------------|------------|-----------|------------|
| Geographical area | 2023 | | | 2024 | | |
| | Men | Women | Total | Men | Women | Total |
| Northern Italy | 179 | 27 | 206 | 167 | 36 | 203 |
| Central Italy | 60 | 7 | 67 | 69 | 14 | 83 |
| Insular Italy | 37 | 1 | 38 | 38 | 1 | 39 |
| Southern Italy | 77 | 17 | 97 | 89 | 17 | 106 |
| Total | 353 | 52 | 405 | 363 | 68 | 431 |

DISCLOSURE 2-8 Workers who are not employees

| NON-DEPENDENT WORKERS AT 31 st DECEMBER BY GENDER | | | | | | |
|--|----------|----------|----------|----------|----------|----------|
| Professional category | 2023 | | | 2024 | | |
| | Men | Women | Total | Men | Women | Total |
| Interns | 3 | 2 | 5 | 1 | 1 | 2 |
| Collaborators | 0 | 0 | 0 | 1 | 0 | 1 |
| Total | 3 | 2 | 5 | 2 | 1 | 3 |

DISCLOSURE 405-1 Diversity of government bodies and employees

| EMPLOYEES BY PROFESSIONAL CATEGORY AND GENDER AS OF DECEMBER 31 st (HEADCOUNT) | | | | | | |
|---|------------|-----------|------------|------------|-----------|------------|
| Professional category | 2023 | | | 2024 | | |
| | Men | Women | Total | Men | Women | Total |
| Managers | 6 | 0 | 6 | 6 | 0 | 6 |
| White collars | 46 | 50 | 96 | 49 | 58 | 107 |
| Blue collars ⁷ | 301 | 2 | 303 | 308 | 10 | 318 |
| Total | 353 | 52 | 405 | 363 | 68 | 431 |

| NUMBER OF EMPLOYEES BY PROFESSIONAL CATEGORY AND AGE GROUP AT 31 st DECEMBER (HEADCOUNT) | | | | | | | | |
|---|-----------|------------|------------|------------|-----------|------------|------------|------------|
| Number | 2023 | | | | 2024 | | | |
| | <30 | 30-50 | >50 | Total | <30 | 30-50 | >50 | Total |
| Managers | 0 | 4 | 2 | 6 | 0 | 4 | 2 | 6 |
| White collars | 12 | 69 | 15 | 96 | 18 | 73 | 16 | 107 |
| Blue collars | 39 | 162 | 102 | 303 | 46 | 160 | 112 | 318 |
| Total | 51 | 235 | 119 | 405 | 64 | 237 | 130 | 431 |

| % OF EMPLOYEES BY PROFESSIONAL CATEGORY AND GENDER AS AT 31 st DECEMBER | | | | | | |
|--|--------------|--------------|---------------|--------------|--------------|---------------|
| Percentage | 2023 | | | 2024 | | |
| | Men | Women | Total | Men | Women | Total |
| Managers | 1,5% | 0% | 1,5% | 1,4% | 0% | 1,4% |
| White collars | 11,4% | 12,3% | 23,7% | 11,4% | 13,5% | 24,8% |
| Blue collars | 74,3% | 0,5% | 74,8% | 71,5% | 2,3% | 73,8% |
| Total | 87,2% | 12,8% | 100,0% | 84,2% | 15,8% | 100,0% |

| % OF EMPLOYEES BY PROFESSIONAL CATEGORY AND AGE GROUP AT 31 st DECEMBER | | | | | | | | |
|--|--------------|--------------|--------------|---------------|--------------|--------------|--------------|---------------|
| Percentage | 2023 | | | | 2024 | | | |
| | <30 | 30-50 | >50 | Total | <30 | 30-50 | >50 | Total |
| Managers | 0,0% | 1,0% | 0,5% | 1,5% | 0,0% | 0,9% | 0,5% | 1,4% |
| White collars | 3,0% | 17,0% | 3,7% | 23,7% | 4,2% | 16,9% | 3,7% | 24,8% |
| Blue collars | 9,6% | 40,0% | 25,2% | 74,8% | 10,7% | 37,1% | 26,0% | 73,8% |
| Total | 12,6% | 58,0% | 29,4% | 100,0% | 14,0% | 55,0% | 30,2% | 100,0% |

⁷ The data relating to the professional category of blue collars refers mainly to the drivers and warehouse workers of PHSE S.r.l.

DISCLOSURE 401-1 New employee hires and employee turnover

| RATE OF EMPLOYEES HIRES AND TURNOVER BY GENDER | | | | |
|--|------------|--------------|------------|--------------|
| Percentage of total | 2023 | | | |
| | Hires | | Turnover | |
| | Number | % | Number | % |
| Men | 49 | 12,1% | 15 | 3,7% |
| Women | 0 | 0,0% | 4 | 1,0% |
| Total | 49 | 12,1% | 19 | 4,7% |
| Percentage of total | 2024 | | | |
| | Hires | | Turnover | |
| | Number | % | Number | % |
| Men | 152 | 35,3% | 142 | 32,9% |
| Women | 23 | 5,3% | 7 | 1,6% |
| Total | 175 | 40,6% | 149 | 34,6% |

| RATE OF EMPLOYEES HIRES AND TURNOVER BY AGE GROUP | | | | |
|---|------------|--------------|------------|--------------|
| Percentage of total | 2023 | | | |
| | Hires | | Turnover | |
| | Number | % | Number | % |
| < 30 years | 0 | 0,0% | 10 | 2,5% |
| 30 - 50 years | 17 | 4,2% | 9 | 2,2% |
| > 50 years | 32 | 7,9% | 0 | 0,0% |
| Total | 49 | 12,1% | 19 | 4,7% |
| Percentage of total | 2024 | | | |
| | Hires | | Turnover | |
| | Number | % | Number | % |
| < 30 years | 72 | 16,7% | 59 | 13,7% |
| 30 - 50 years | 78 | 18,1% | 76 | 17,6% |
| > 50 years | 25 | 5,8% | 14 | 3,2% |
| Total | 175 | 40,6% | 149 | 34,6% |

DISCLOSURE 404-1 Average hours of training per year per employee

| AVERAGE HOURS OF TRAINING BY PROFESSIONAL CATEGORY AND GENDER | | | | | | | | | |
|---|--------------|---------------------|-------------------------|-------------|-----------------------|---------------------------|--------------|-----------------|---------------------|
| Training hours | 2023 | | | | | | | | |
| | Hours Men | Total men employees | N. hours per capita Men | Hours Women | Total women employees | N. hours per capita women | Hours Totals | Total employees | N. hours per capita |
| Managers | 34 | 6 | 5,7 | 1 | 0 | 0 | 35 | 6 | 5,8 |
| White collars | 150 | 46 | 3,3 | 166 | 50 | 3,3 | 316 | 96 | 3,3 |
| Blue collars | 1.237 | 301 | 4,1 | 0 | 2 | 0 | 1.237 | 303 | 4,1 |
| Total | 1.421 | 353 | 4,0 | 167 | 52 | 3,2 | 1.588 | 405 | 3,9 |
| Training hours | 2024 | | | | | | | | |
| | Hours Men | Total men employees | N. hours per capita Men | Hours Women | Total women employees | N. hours per capita women | Hours Totals | Total employees | N. hours per capita |
| Managers | 46 | 6 | 7,7 | 0 | 0 | 0 | 46 | 6 | 7,7 |
| White collars | 571 | 49 | 11,7 | 667 | 58 | 11,5 | 1.238 | 107 | 11,6 |
| Blue collars | 1.800 | 308 | 5,8 | 11 | 10 | 1,1 | 1.811 | 318 | 5,7 |
| Total | 2.417 | 363 | 6,7 | 678 | 68 | 10 | 3.095 | 431 | 7,2 |

HEALTH AND SAFETY

DISCLOSURE 403-9 Work-related injuries (employees)

| WORK-RELATED INJURIES | | |
|--|------|------|
| Number of incidents | 2023 | 2024 |
| Total number of fatalities as a result of work-related injuries | | |
| <i>Employees</i> | - | 1 |
| Total number of high-consequence work-related injuries (excluding fatalities) ⁸ | | |
| <i>Employees</i> | - | - |
| Total number of recordable work-related injuries | | |
| <i>Employees</i> | 10 | 16 |

| RATE OF WORK-RELATED INJURIES | | |
|---|------|------|
| Rate of fatalities as a result of work-related injuries | | |
| <i>Employees</i> | - | 0,28 |
| Rate of high-consequence work-related injuries (excluding fatalities) | | |
| <i>Employees</i> | - | - |
| Rate of recordable work-related injuries | | |
| <i>Employees</i> | 3,12 | 4,54 |

⁸ High-consequence work-related injuries refer to work-related injuries which result in a fatality or an injury in such a way that the worker cannot, or does not expect, fully recover from the pre-accident state of health within 6 months. The accident rate was calculated as the ratio between the total number of injuries and the total hours worked, using a multiplication factor of 200.000. The data includes injuries occurred while commuting only in the case where the transport has been managed by the organization.

DISCLOSURE 403-9 Work-related injuries (workers who are not employees)

| WORK-RELATED INJURIES | | |
|--|------|------|
| Number of incidents | 2023 | 2024 |
| Total number of fatalities as a result of work-related injuries | | |
| <i>Workers who are not employees</i> | - | - |
| Total number of high-consequence work-related injuries (excluding fatalities) ⁹ | | |
| <i>Workers who are not employees</i> | - | - |
| Total number of recordable work-related injuries | | |
| <i>Workers who are not employees</i> | - | - |
| RATE OF WORK-RELATED INJURIES | | |
| Rate of fatalities as a result of work-related injuries | | |
| <i>Workers who are not employees</i> | - | - |
| Rate of high-consequence work-related injuries (excluding fatalities) | | |
| <i>Workers who are not employees</i> | - | - |
| Rate of recordable work-related injuries | | |
| <i>Workers who are not employees</i> | - | - |

⁹ High-consequence work-related injuries refer to work-related injuries which result in a fatality or an injury in such a way that the worker cannot, or does not expect, fully recover from the pre-accident state of health within 6 months. The accident rate was calculated as the ratio between the total number of injuries and the total hours worked, using a multiplication factor of 200.000. The data includes injuries occurred while commuting only in the case where the transport has been managed by the organization.

ENVIRONMENTAL RESPONSIBILITY

DISCLOSURE 302-1 Energy consumption within the organization

| ENERGY CONSUMPTION WITHIN THE ORGANIZATION | | | | | |
|--|-----------------|------------------|----------------|------------------|----------------|
| Type of consumption | Unit of measure | 2023 | | 2024 | |
| | | Total | Total (GJ) | Total | Total (GJ) |
| Methane gas | SMC | 4.175 | 167 | 2.013 | 81 |
| Diesel fuel for business use | l | 3.196.007 | 120.875 | 3.588.440 | 135.790 |
| Petrol for business use | l | 3.402 | 116 | 3.708 | 126 |
| Methane for business use | l | 2.988 | 151 | 2.874 | 145 |
| Diesel fuel for mixed-use | l | 27.634 | 1.045 | 24.201 | 916 |
| Electricity purchased | KWh | 2.065.037 | 7.434 | 2.331.160 | 8.392 |
| of which from non-renewable sources | KWh | 2.065.037 | 7.434 | 2.331.160 | 8.392 |
| of which from renewable sources | KWh | - | - | - | - |
| Total consumption | | - | 129.789 | - | 145.451 |

| CONSUMPTION OF REFRIGERANT GASES | | | |
|----------------------------------|-----------------|-------------|-------------|
| Type of F-gas | Unit of measure | 2023 | 2024 |
| | | Total | Total |
| R404A | Kg | 7,2 | 51,5 |
| R452A | Kg | 34,9 | - |
| Total | Kg | 37,5 | 51,5 |

| Energy consumption conversion factors | | | | |
|---------------------------------------|-----------------|--------|--------|-------------------------------------|
| | Conversion unit | 2023 | 2024 | Source |
| Electricity | GJ/kWh | 0,0036 | 0,0036 | Costante |
| Diesel fuel | GJ/l | 0,0382 | 0,0387 | DEFRA 2023 and 2024 Fuel Properties |
| Petrol | GJ/l | 0,0341 | 0,0341 | DEFRA 2023 and 2024 Fuel Properties |
| LPG | GJ/l | 0,0262 | 0,0261 | DEFRA 2023 and 2024 Fuel Properties |
| Natural gas | GJ/l | 0,0401 | 0,0402 | DEFRA 2023 and 2024 Fuel Properties |

DISCLOSURE 305-1 Direct (Scope 1) GHG emissions

| DIRECT EMISSIONS | | | |
|--------------------------------|------------------------|--------------|--------------|
| | Unit of measure | 2023 | 2024 |
| Methane gas | tCO ₂ | 9 | 4 |
| Refrigerant gases | tCO ₂ | 103 | 203 |
| Vehicles - business use | tCO ₂ | 8.043 | 9.032 |
| Vehicles - mixed use | tCO ₂ | 69 | 61 |
| Total emissions Scope 1 | tCO₂ | 8.224 | 9.300 |

DISCLOSURE 305-2 Energy indirect (Scope 2) GHG emissions¹⁰

| INDIRECT EMISSIONS | | | |
|---|------------------------|------------|--------------|
| | Unit of measure | 2023 | 2024 |
| Purchased electricity – Location based | tCO₂ | 635 | 716 |
| Electricity purchased – Market based | tCO₂ | 944 | 1.167 |

| TOTAL EMISSIONS | | | |
|---|------------------------|--------------|---------------|
| | Unit of measure | 2023 | 2024 |
| TOTAL EMISSIONS (SCOPE 1 + SCOPE 2 - Location based) | tCO₂ | 8.859 | 10.016 |
| TOTAL EMISSIONS (SCOPE 1 + SCOPE 2 - Market based) | tCO₂ | 9.168 | 10.467 |

| EMISSION FACTORS | | | | |
|--|----------------------------------|---------|---------|---|
| | Conversion unit | 2023 | 2024 | Source |
| Electrical Power (Location based) | kgCO ₂ /kWh | 0,30728 | 0,30728 | ISPRA 2022 |
| Electricity (Market based) | kgCO ₂ /kWh | 0,45700 | 0,50057 | AIB, European Residual Mixes, 2023 and 2024 |
| Natural gas | tCO ₂ /m ³ | 0,00204 | 0,00205 | UK Government - GHG Conversion Factors for Company Reporting, 2023 and 2024 |
| LPG | tCO ₂ e/l | 0,00156 | 0,00156 | UK Government - |

¹⁰ Following a process to improve the reporting system, the data relating to Scope 2 emissions (Location-Based method) for 2023 have been restated compared to those published in the previous Sustainability Report. For previously published data, please refer to the 2023 Sustainability Report.

| | | | | |
|---------------------------------------|----------------------|---------|---------|---|
| | | | | GHG Conversion Factors for Company Reporting, 2023 and 2024 |
| Petrol | tCO ₂ e/l | 0,00210 | 0,00208 | UK Government - GHG Conversion Factors for Company Reporting, 2023 and 2024 |
| Diesel fuel for automotive use | tCO ₂ e/l | 0,00251 | 0,00251 | UK Government - GHG Conversion Factors for Company Reporting, 2023 and 2024 |

RESPONSIBLE SUPPLY CHAIN

DISCLOSURE 204-1 Proportion of spending on local suppliers

| PROPORTION OF EXPENDITURE TO LOCAL SUPPLIERS | | |
|--|-------------|-------------|
| Area | 2022 | 2023 |
| Italy | 60% | 67% |
| Europe | 40% | 33% |
| Total | 100% | 100% |

Perimeter of material topics

| Material topics | Impact and description ¹¹ | Type of impact | Disclosure GRI | Perimeter of impact | Involvement of the Company |
|--------------------------------|---|--------------------|----------------|--|---|
| GOVERNANCE | | | | | |
| Ethics and Integrity | <p>Impact: Non-ethical business conduct</p> <p>Description: Non-compliance with applicable laws, regulations, internal and external standards with indirect economic impacts on employees, customers and suppliers</p> | Negative Potential | GRI 205-3 | Company Shareholders Investors Employees | Caused by the Company |
| | <p>Impact: Anti-competitive behavior and monopolistic practices</p> <p>Description: Anti-competitive behavior and monopolistic practices with negative impacts on the economy and markets</p> | Negative Potential | GRI 206-1 | | |
| ECONOMIC RESPONSIBILITY | | | | | |
| Economic performance | <p>Impact: Generating and distributing economic value</p> <p>Description: Positive economic impacts generated by the organization through its business activities for workers, local communities, suppliers, customers and other stakeholders</p> | Positive Current | GRI 201-1 | Shareholders | Caused by the Company |
| SOCIAL RESPONSIBILITY | | | | | |
| Supply chain management | <p>Impact: Negative environmental impacts along the supply chain</p> <p>Description: Suppliers violate environmental regulations</p> | Negative Potential | GRI 308-1 | Company Suppliers | Caused by the Company and related to it through its |

¹¹ The involvement and actions taken in remedying the negative impacts that the Organization has caused or contributed to are detailed in the specific sections of this budget.

| Material topics | Impact and description ¹¹ | Type of impact | Disclosure GRI | Perimeter of impact | Involvement of the Company |
|----------------------------------|---|--------------------|--|---------------------------------|----------------------------|
| | Impact: Negative social impacts along the supply chain Description: Supplier violation of social legislation | Negative Potential | GRI 414-1 | | commercial relations |
| | Impact: Creation of a local supply chain Description: Promotion of purchase from local suppliers | Negative Current | GRI 204-1 | | |
| Customer satisfaction | Impact: Customer dissatisfaction and market unreliability Description: Lack of customer satisfaction with the quality of the product and the service provided | Negative Potential | N/A | Company Customers | Caused by the Company |
| Health and safety at work | Impact: Workplace injuries Description: Injuries or other accidents at the workplace, with adverse consequences for the health of direct workers or external employees | Negative Current | GRI 403-1 GRI 403-2 GRI 403-3 GRI 403-4 GRI 403-5 GRI 403-6 GRI 403-7 GRI 403-9 | Company Employees Collaborators | Caused by the Company |
| Staff development and well-being | Impact: Low attractiveness and retention of talent Description: Inability to attract and create employee retention with an impact on business continuity and stakeholders' expectations | Positive Current | GRI 401-1 | Company Employees Collaborators | Caused by the Company |
| | Impact: Training and employee growth Description: Improving the skills of workers through training and professional development activities, general and technical programs, including related to | Positive Current | GRI 404-1 | | |

| Material topics | Impact and description ¹¹ | Type of impact | Disclosure GRI | Perimeter of impact | Involvement of the Company |
|--------------------------------|--|--------------------|------------------------|---------------------|----------------------------|
| | <p>growth objectives and personalized evaluation (career development plans)</p> | | | | |
| | <p>Impact: Inadequate working conditions and remuneration</p> <p>Description: Failure to comply with wage agreements or employee expectations in terms of inadequate remuneration of employees and external employees</p> | Negative Potential | GRI 401-2 | | |
| | <p>Impact: Discrimination and non-inclusive practices in the workplace</p> <p>Description: Negative impacts on employee satisfaction and motivation due to discrimination (e.g. gender, age, ethnicity, etc.) or other non-inclusive practices</p> | Negative Potential | GRI 405-1 GRI 406-1 | | |
| Safety and quality of services | <p>Impact: Quality of service and customer safety</p> <p>Description: Developing products that do not meet quality and safety standards that align with industry best practices</p> | Negative Potential | 416-2 | Company Customers | Caused by the Company |
| Innovation and digitization | <p>Impact: Research and development</p> <p>Description: Promotion of an innovative service attentive to market trends and needs and implementation of R&D activities with impacts on stakeholder expectations and company competitiveness</p> | Positive Current | N/A | Company Customers | Caused by the Company |

| Material topics | Impact and description ¹¹ | Type of impact | Disclosure GRI | Perimeter of impact | Involvement of the Company |
|---|--|--------------------|----------------|-------------------------------|---|
| Data privacy and cybersecurity | <p>Impact: Breach of privacy and loss of customer data</p> <p>Description: Violations of applicable legislation and failure to apply best practices for data management to the detriment of customer privacy</p> | Negative Potential | 418-1 | Company Customers | Caused by the Company |
| ENVIRONMENTAL RESPONSIBILITY | | | | | |
| Energy consumption and renewable energy | <p>Impact: Energy consumption</p> <p>Description: Energy consumption from renewable and non-renewable sources, resulting in negative impacts on the environment and reduction of energy stocks</p> | Negative Current | 302-1 | Company Electricity suppliers | Caused by the Company |
| Emissions | <p>Impact: Generation of direct and indirect GHG emissions (Scope 1 and 2)</p> <p>Description: Contribution to climate change through direct and indirect GHG energy emissions linked to the company's daily business activities</p> | Negative Current | 305-1 305-2 | Company | Caused by the Company and related to the Company through its business relationships |

GRI CONTENT INDEX

| | |
|------------------|---|
| STATEMENT OF USE | PHSE S.r.l. has presented a report in accordance with the GRI Standards for the period from 01.01.2023 to 31.12.2024. |
| GRI 1 | GRI 1 – Basic principles – Version 2021 |

| GRI STANDARD | INFORMATIVE | LOCATION | OMISSION | | |
|---|--|-----------|----------------------|--------|-------------|
| | | | REQUIREMENTS OMITTED | REASON | EXPLANATION |
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| 2-15 | Conflicts of interest | 16 | | | |
| 2-16 | Communication of critical concerns | 15 | | | |
| 2-17 | Collective knowledge of the highest governance body | 16 | | | |
| 2-18 | Evaluation of the performance of the highest governance body | At present, no formal procedure has been established for evaluating members of the Board of Directors which takes into account environmental and social criteria. | | | |
| 2-19 | Remuneration policies | There are no formalized rules on remuneration. For future reporting, PHSE will seek to implement a formalized payroll procedure. | | | |
| 2-20 | Process to determine remuneration | There is no formalized pay procedure. For future reporting, PHSE will seek | | | |

| | | | | | |
|---|---|--|----------------------------|-----------------------------|--|
| | | to implement a formalized payroll procedure. | | | |
| 2-21 | Annual total compensation ratio | | 2-21.a 2-21.b 2-21.c | Confidentiality constraints | The 2-21 disclosure was not reported for reasons of confidentiality. PHSE S.r.l. does not have a public disclosure regarding remuneration and is not subject to any regulatory obligation. |
| Strategy, policies and practices | | | | | |
| 2-22 | Statement on sustainable development strategy | 3-4 | | | |
| 2-23 | Policy commitments | At present, in addition to the adoption of the Code of Ethics, the Company does not have formalized policies for responsible business conduct. | | | |
| 2-24 | Embedding policy commitments | At present, in addition to the adoption of the Code of Ethics, the Company does not have formalized policies for responsible business conduct. | | | |
| 2-25 | Processes to remediate negative impacts | 72-75 | | | |
| 2-26 | Mechanisms for seeking advice | 15 | | | |

| | | | | | |
|--|---|--|--|--|--|
| | and raising concerns | | | | |
| 2-27 | Compliance with laws and regulations | During 2023, no penalties were paid and there were no significant instances of non-compliance with laws and regulations. | | | |
| 2-28 | Membership associations | 29 | | | |
| Stakeholder involvement | | | | | |
| 2-29 | Approach to stakeholder engagement | 17-18 | | | |
| 2-30 | Collective bargaining agreements | 36 | | | |
| GRI 3: Material topics 2021 | | | | | |
| 3-1 | Process to determine material topics | 17-21; 72-75 | | | |
| 3-2 | List of material topics | 19-21; 72-75 | | | |
| TOPIC-SPECIFIC STANDARDS | | | | | |
| Material topic: Ethics and Integrity | | | | | |
| GRI 3: Material topics 2021 | | | | | |
| 3-3 | Management of material topics | 72-75 | | | |
| GRI 205: Anti-corruption (2016) | | | | | |
| 205-3 | Confirmed incidents of corruption and actions taken | 16 | | | |
| GRI 206: Anti-competitive behavior (2016) | | | | | |
| 206-1 | Legal actions for anti-competitive behavior, antitrust and monopoly practices | 16 | | | |
| Material topic: Economic performance | | | | | |

| | | | | | |
|---|--|--------|--|--|--|
| GRI 3: Material topics 2021 | | | | | |
| 3-3 | Management of material topics | 72-75 | | | |
| GRI 201: Economic performance (2016) | | | | | |
| 201-1 | Direct economic value generated and distributed | 50-52 | | | |
| Material topic: Supply Chain Management | | | | | |
| GRI 3: Material topics 2021 | | | | | |
| 3-3 | Management of material topics | 72-75 | | | |
| GRI 204: Procurement practices (2016) | | | | | |
| 204-1 | Proportion of spending on local suppliers | 33; 71 | | | |
| GRI 308: Supplier environmental assessment (2016) | | | | | |
| 308-1 | New suppliers that were screened using environmental criteria | 31-33 | | | |
| GRI 414: Supplier social assessment (2016) | | | | | |
| 414-1 | New suppliers that were screened using social criteria | 32-33 | | | |
| Material topic: Customer Satisfaction | | | | | |
| GRI 3: Material topics 2021 | | | | | |
| 3-3 | Management of material topics | 72-75 | | | |
| Material topic: Health and safety at work | | | | | |
| GRI 3: Material topics 2021 | | | | | |
| 403-1 | Occupational health and safety management system | 46-47 | | | |
| 403-2 | Hazard identification, risk assessment, and incident investigation | 46-47 | | | |
| 403-3 | Occupational health services | 46-47 | | | |
| 403-4 | Worker participation, consultation, and | 46-47 | | | |

| | | | | | |
|--|--|--------------|--|--|--|
| | communication on occupational health and safety | | | | |
| 403-5 | Worker training on occupational health and safety | 46-47 | | | |
| 403-6 | Promotion of worker health | 46-47 | | | |
| 403-7 | Prevention and mitigation of health and safety impacts directly linked by business relationships | 46-47 | | | |
| 403-9 | Work-related injuries | 47 | | | |
| Material theme: Development, staff well-being and inclusiveness | | | | | |
| GRI 3: Material topics 2021 | | | | | |
| 3-3 | Management of material topics | 72-75 | | | |
| GRI 401: Employment (2016) | | | | | |
| 401-1 | New employee hires and employee turnover | 36; 66 | | | |
| 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | 44 | | | |
| GRI 404: Training and education (2016) | | | | | |
| 404-1 | Average training hours per year per employee | 43-44; 66-67 | | | |
| GRI 405: Diversity and equal opportunities (2016) | | | | | |
| 405-1 | Diversity of governance bodies and employees | 16; 37; 65 | | | |
| GRI 406: Non-discrimination (2016) | | | | | |
| 406-1 | Incidents of discrimination and corrective actions taken | 39 | | | |
| Material topic: Energy consumption and renewable energy | | | | | |
| GRI 3: Material topics 2021 | | | | | |
| 3-3 | Management of material topics | 72-75 | | | |

| GRI 302: Energy (2016) | | | | | |
|--|---|--------------|--|--|--|
| 302-1 | Energy consumption within the organization | 57-59; 69 | | | |
| Material topic: Emissions | | | | | |
| GRI 3: Material topics 2021 | | | | | |
| 3-3 | Management of material topics | 72-75 | | | |
| GRI 305: Emissions (2016) | | | | | |
| 305-1 | Direct (Scope 1) GHG emissions | 59-60; 70-71 | | | |
| 305-2 | Energy indirect (Scope 2) GHG emissions | 59-60; 70-71 | | | |
| Material topic: Data privacy and cybersecurity | | | | | |
| GRI 3: Material topics 2021 | | | | | |
| 3-3 | Management of material topics | 72-75 | | | |
| GRI 418: Customer Privacy | | | | | |
| 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | 28 | | | |
| Material topic: Innovation and digitization | | | | | |
| GRI 3: Material topics 2021 | | | | | |
| 3-3 | Management of material topics | 72-75 | | | |
| Material topic: Security and quality of services | | | | | |
| GRI 3: Material topics 2021 | | | | | |
| 3-3 | Management of material topics | 72-75 | | | |
| GRI 416: Customer Health and Safety (2016) | | | | | |
| 416-2 | Incidents of non-compliance concerning the health and safety impacts of products and services | 27-28 | | | |

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