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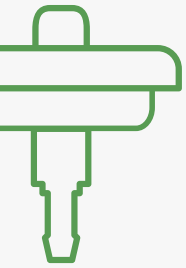
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 COSTER

# SUSTAINABILITY



REPORT



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Nowadays Innovation and Sustainability are two inseparable concepts, that go hand in hand, one can no longer survive without the other.

**Andrea Raineri** • Group Innovation & Sustainability Director



## LETTER TO STAKEHOLDERS

Dear stakeholder,

The past year has been certainly one of the hardest in recent history. After one year, the Coronavirus and its onset into Covid-19 got us used to the daily bulletins and head-counting, regional colours, curfew and segregation. In the era of globalization, where making the utmost effort to reduce inequalities and get people closer, Coronavirus erected new barriers, masked the faces, created distances, seeded mistrust between persons.

The introduction to the Sustainability Report 2020 cannot prescind from focusing on this incredible issue. Of course, besides impacting in different ways on the health of people of all ages and on families' daily lives, it also significantly reflected on business, including the Coster's one. Some of the market segments where we operate have suffered from harsh crisis. But we see ourselves as privileged workers, because our businesses never stopped but rather we could join the fight against Coronavirus with some product lines for sanitizing and hand washing agents delivery.

Coster thus turned these efforts to giving its employees the best conditions for safe operations, promoted the home working by purchasing hundreds of devices, granted its employees with Covid-insurance and other supports, helped the local communities by concretely aiding



hospitals, care services, retirement homes.

Coster responded to this pandemic crisis with the force of its values: financial independence, long term vision and passion for technology and sustainability. In 2020 we have again invested around 10% of our Group turnover and confirmed the same capex for 2021.

We have promoted Sustainability through many channels: by laying the foundations for a new Innovation & Sustainability organization, investing on sustainable development in terms of recyclable, reusable, PCR - containing and eco-designed products, turning our Group electric consumptions to an over-80% green source, promoting sustainability across the value chain with suppliers and in logistics, building the basis for new business growth.

In 2020 we have been awarded by EcoVadis with our first Platinum medal and disclosed our first report to the "New Plastic Economy Global Commitment".

The year 2021 will not spare big challenges. But Coster is even more firmly at the forefront with the strength of its beliefs and the sense of belonging of its employees. In 2021 we will keep on writing our story with new pages of socially responsible initiatives.



**Bernard MSELLATI**  
Group CEO



**Martina SEGATTA**  
Group President





## INTRODUCTION

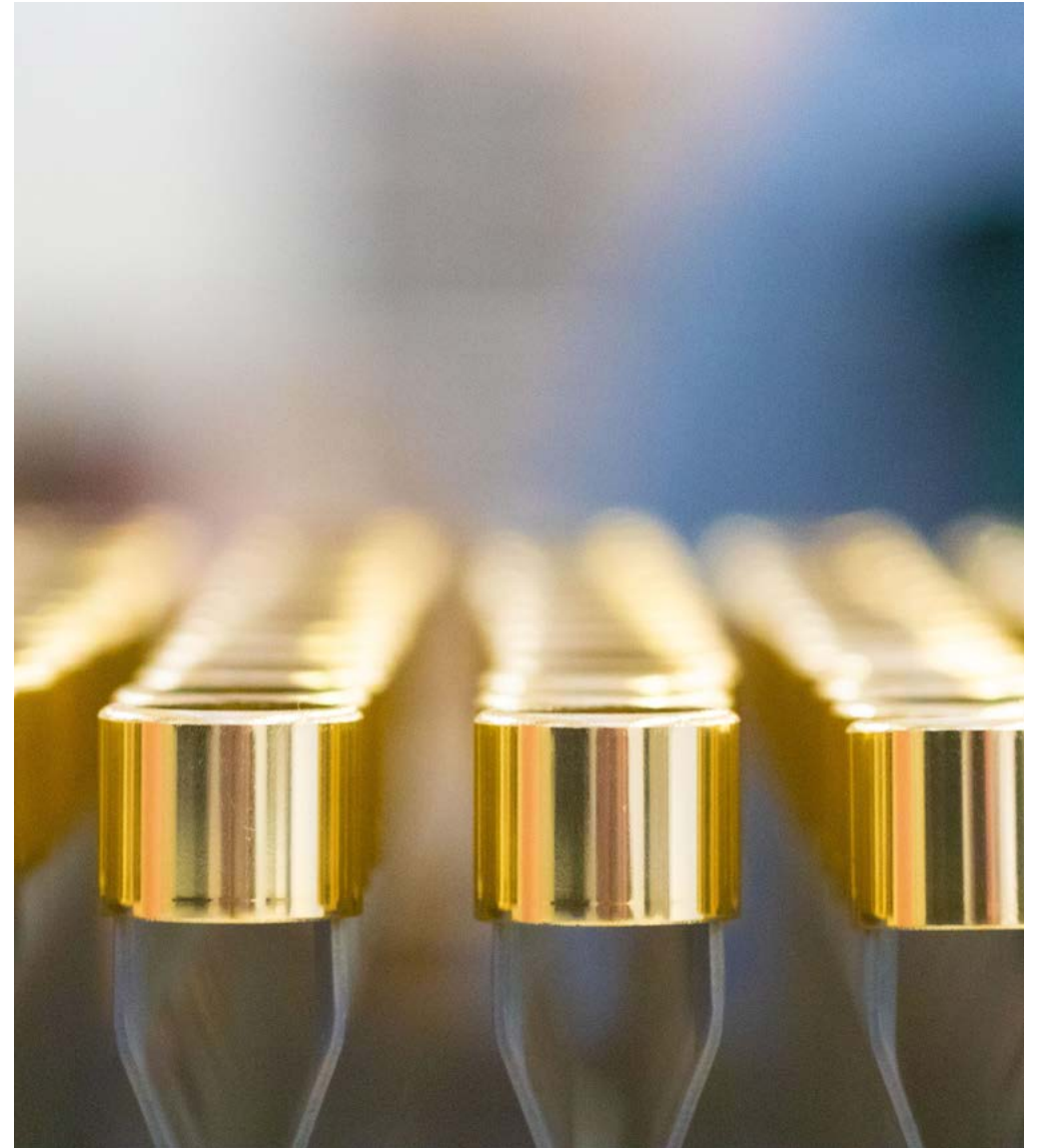
2020 with the Coronavirus pandemic has marked a demarcation line into a new era where the value of people and the commitment at Company level assume an even highest importance than before. Taking care of our employees, families, citizens, with a specific eye to vulnerable groups, not only by providing safe working environments and sanitary aids but also safeguarding the business looking at far-sighted economic strategies, have been the Coster's answers to the present and future social and economic challenges brought by this unpredictable world all-around crisis.

Driven by the ethical believes outlined in our Code of Ethics, in 2020 Coster laid the foundations for a further step forward in the company sustainable organisation, giving shape to a new group social program and boosting the innovation of eco-designed and circular-economy products, but still pursuing the ambitious environmental targets addressed at energy consumption and carbon emissions reduction.

Moving forward consistently with the medium-long term road map designed three years ago, some achievements shall be spotlighted for year 2020.

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**Driven by the ethical believes outlined in our Code of Ethics, in 2020 Coster laid the foundations for a further step forward in the company sustainable organisation**



## Signatory of the New Plastic Economy Global Commitment

In February 2020 Coster has become part of the signatory group thus joining the global movement led by the Ellen MacArthur Foundation in tackling the challenge of turning the circular economy model into reality. Commitments and targeted solutions have been disclosed in the Global Commitment 2020 Progress Report published by the Foundation.

## Environmental Management Systems

The facility Coster4 joined the other Coster Tecnologie Speciali SpA Italian sites, Costerplast, Costertec and Coster USA to obtain the ISO14001 certification. The 47% of all the manufacturing sites are now certified, reflecting the increasing commitment to protect the environment by means of a systemic, lawful and responsible approach.

## Renewable energy sourcing increase

At the end of 2020, 84% of the electric energy purchased by the Group comes from renewable sources. This result takes Coster closer to the goals of 100% green power source and carbon neutrality for the purchased electricity emissions, already achieved for the European facilities.

## Carbon emissions

Coster scored "B" from CDP (Carbon Disclosure Project) for Climate Change assessment, reflecting the initiatives and measures which have determined a further 11,1% reduction of Scope 1 + Scope 2 Market Based absolute CO2 emissions from 2019 to 2020.

## External recognitions

The Platinum Medal awarded by EcoVadis has ranked Coster in the top 1% of the companies assessed for CSR in the same industry sector. Glove-On has won the FEA Global Aerosol Awards 2020 for the category Prototype. The Jury recognised the industry adaptability to face societal challenges, encouraging a correct hand hygiene and decreasing the plastic waste from gloves. In relation to Glove-On project also, the British Chamber of Commerce for Italy and Intertek presented Coster with the BCCI Business Excellence Award 2020 for Sustainability Assurance

## Product solutions

The range of products moulded with PCR resins has been enriched by mounting cup and overcap of the 1 inch snap-fit spray pump 32MSPUP and the spraycap Hydra. Other new PCR solutions have been included in the program for year 2021, ranging from spraycaps to dip-tube and overcaps, also achieving 30 to 40% Carbon Footprint reduction towards the standard version as resulting from LCA studies.

In 2020 other product solutions addressed to sustainability or to complete the Coster portfolio have been launched. In addition to the already mentioned Glove-On, CosterEco deserves a special mention since optimising the spray of aerosols with compressed gases, whereas Easy-Off and Spring-Off are concepts studied to fulfil easy separation of the components to the benefit of the recycling streams.

## People and community

In 2020 Coster addressed most of attentions to the fight against Covid-19, by developing a safe working environment to all employees and turning to the internal and external community, in particular schools and health facilities in the local territory of Coster's operations, developing our own sanitising product with the innovative AirNext technology.

To react to the challenging circumstances and to the stop imposed by the pandemic, we continued putting people at the centre of Coster policies and strategies by laying the foundation of the ambitious program Coster Cares, which introduces at corporate level new initiatives of social inclusion, education and ethic measures addressed to employees and local territories.

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## COSTER SUSTAINABILITY PLAN

The KPIs and targets disclosed in this section are the ones that Coster considers strategical and in line with the current global necessities, international programs and market requirements.









These KPIs are strictly connected with the Materiality Assessment reported later in the document and will be picked up in more details in the specific sections of the Report.

In addition to the following KPIs, several other indicators and targets will be reported in the document in compliance with the GRI Standards requirements.






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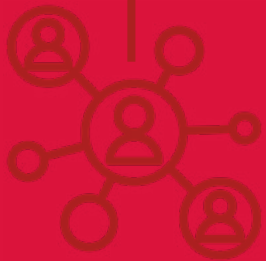


Aspect	Description	Result 2018	Result 2019	Result 2020	Target 2021 (Base year 2018)	Result 2020 Vs Target	Target 2024
Energy – 1 	Injection moulding electric consumption normalised on weight of transformed plastic [kWh/kg plastic]	2.61	2.35	2.33	-10% (2.61)	OK -11%	-15%
Energy – 2 	Assembly electric consumption normalised on assembled finished goods [kWh/1000 pcs]	5.00	4.70	4.63	-10% (5)	On going -7%	-10%
Energy – 3 	[%] Energy from renewable sources	60.48	67.35	84.05	≥ 90	On going	100
Carbon emission – 1 	Absolute Scope 1 + 2 (Market based) - CDP [metric tons CO2e]	7,802.72	6,936.73	3,463.44	-40% (7,802 .73)	OK -56%	-70%
Carbon emission – 2 	Intensity (normalized) Scope 2 (Location based) - CDP [metric tons CO2e/mln of product units sold]	4.35	3.76	3.97	-10% (4.35)	On going -9%	-20%
Waste 	[%] total waste to landfill	12.5%	4.4%	6.6%	<5%	On going	≤ 3%
H&S - 1 	Injury Severity Index	0.16	0.01	0.04	< 0.05	OK	≤ 0.03
H&S – 2 	Injury Frequency Index	0.43	0.15	0.43	< 0,10	On going	< 0,10



Aspect	Description	Result 2018	Result 2019	Result 2020	Target 2021 (Base year 2018)	Result 2020 Vs Target	Target 2024
Procurement – 1 	[%] of cardboard boxes from recycled material or FSC certified fibers	60%	58%	81%	>90%	On Going	>90%
Procurement – 2 	Paper consumption reduction in offices [mln copies]	1.90	1.85	1.43	-50%	On Going -25%	-50%
Procurement – 3 	[%] of recycled paper used in the offices	65%	92%	98%	> 90%	OK	100%
Product 	Implement LCA from cradle to grave of the products for ecodesign	Project startup	Issue of LCA for V21.88 and CAPRI actuators	Issue of LCA for 1" LKE, HYDRA and ORBIT (spraycaps and actuators)	Method + tool implemented	OK	Extend LCA to whole range of products
Compliance 	Increase ISO Certification coverage for integrated management systems	See the paragraph in the report	Certification ISO26000 +ISO20400 for entire group ISO22716 in 43% mfg sites ISO14001 in 43% mfg sites	ISO14001 in 47% mfg sites	Reach > 60% mfg sites with ISO14001 and ISO 22716		
EcoVadis 	EcoVadis CSR Rating – Overall score	68%	74%	74%	>70%	OK	>75%
CDP 	Carbon Disclosure Project – Climate Change scoring level	Awareness	Leadership	Management	Management	OK	Leadership
Governance	Number of issues reported to Whistle-blowing Supervisory Board	/	0	0	0	OK	0

# WHO IS COSTER



**983**

EMPLOYEES



**18**

SITES



**205.583**

REVENUE (k€)

## WHO WE ARE



Coster Group is a leading multinational provider of spray packaging solutions and filling equipment. The company supports all segments of the market with a complete range of standard aerosol valves and actuators, spray-caps, spray pumps and dispensers, with a global production and distribution network.

In addition, Coster makes available significant design resources to its customers, many of whom are multinational firms operating in diverse consumer markets with a range of well-known brands. Coster is the world's only supplier of both aerosol packaging components and filling machinery.

Coster was founded in 1963 in Milan and in 1966 moved its production in Calceranica al Lago (TN), in the North of Italy.

It currently employs almost 1000 people in its activities and, with its world-wide commercial and logistic network, counts around 1000 customers. Its main clients are multinational companies operating in the personal care and beauty industries, but also including household and pharma.

The production of valves still represents the main source of revenue, followed by dispensers and spray pumps. Half of Coster's (Group) production is dedicated to valves and the main geographical market areas are Europe, Latin America and South East Asia.

The main market sectors in which Coster operates are Personal Care and Beauty Care, which make up 70 % of revenue, followed by Pharma, Household, Technical equipment and Food & Beverage.

Today Coster is present in 10 countries and 4 continents, counts 16 sites equipped with more than 250 injection moulding machines and more than 200 assembly machines.

The company has two different headquarters in Italy: the legal headquarter is based in Calceranica al Lago, Trento, viale Trento 2 - 38050, the commercial and financial one is located in Pero, Milan, Via Leonardo da Vinci 2/4 - 20016.

A significant portion of the Group's global production capacity is located near Trento, in Northern Italy, with its plants Coster 1, Coster 2, Coster 3, Coster 4 and Coster Robotics. The company also includes the Machinery Division in Pero (Milan) and directly controls the subsidiary companies Costerplast and Tecnocoster.

Outside of Italy, Coster has manufacturing facilities in Holland, Spain, the United Kingdom, Argentina, India, Malaysia and the U.S.A.; French and German customers are directly served by sales and distribution centres in Paris and Karlsruhe. Sales offices are also based in Brasil and Singapore.

### Coster Robotics

In year 2020 Coster Tecnologie Speciali SpA has completed the renovation and expansion work of the facility which manufactures the proprietary assembly machines. This site, previously subsidiary of Coster Group under the name of ACR, has been renamed as Coster Robotics. It can count on a new solar power system, safer and more efficient work environment, sustainable solutions for a better living and operations.

### Central Warehouse

In September 2020 the "logistic control tower" in the new central warehouse of Novaledo has been completed and come into full operation. In line with our approach for new buildings, the facility is grounded on green and sustainable solutions like photovoltaic plant and automatic solutions to reduce internal forklifts traffic and goods handling.

### New Coster India at Neemrana

In 2020 Coster continued the work of relocating the production plant from Bhiwadi to Neemrana, in India. The new location enables the realisation of the latest sustainable and technological solutions, in line with the labour practices, environmental, industrial and social standards and stringent requirements set by Coster and the applicable GMPs for cosmetic primary packaging production.

### Diversification with Catidom

With the acquisition of Catidom, based in Annecy – France, Coster has integrated the metal anodization technology to strengthen capabilities in beauty packaging, expand products portfolio, gain competitiveness.

# VISION, MISSION AND VALUES

In its intent to be a reliable, excellent and innovative partner for its clients, and to further establish a forward-looking vision, Coster promotes and pursues its vision of 6 key pillars to drive strategies in the long-term period, which for the reporting period are:

- **Financial independence** - featuring the very original nature of Coster, this target shall be kept with a long-term entrepreneurial project combined with a rapid and flexible decision-making process guided by the Executive Committee. Being financially independent is considered an essential factor for the Top Management, an assurance and a responsibility towards the employees who need to be aware that the company is strong and stable.
- **Innovation** – a central topic for Coster. With the strong belief that innovation and sustainability must go hand in hand, and that our technical know-how must be combined with the new generations' talent, in 2020 Coster has designed the new Group Innovation & Sustainability function, which also includes the technical area. The also new Discovery & Innovation department, within this organization, is a team of excellence all-around looking and projected ahead, with the mission to change our traditional ways to do things, brake conventions and create products and processes responding to future needs. The I&S whole team is strongly committed to pursue eco-design and design for recycling programs, develop strong synergies with filling machinery division, suppliers and customer thus also contributing to our clients' strategies success.
- **International Footprint** - A global vision with a worldwide network and regional centers of excellence. Coster's presence in the 4 Continents and in the places where the major customers operate remains of strategic importance to stay connected to the needs and wants of customers and consumers alike.
- **Industrial and technical excellency** – a virtue recognised by clients, suppliers and competitors alike and one which results from an industrial mindset based on the Industry 4.0 model. Coster aims at pursuing this specific target by continuously investing in IOT computer driven production, new and high-tech sites, integrated IT solutions, in-house assembly solutions, machinery and tools combined with the development of its centers of excellence.

- **Sustainability and CSR** – an essential pillar to challenge the present and guarantee the future. Coster pursues transparent accountability, promotes and watches over the Group Ethical Code and Governance Model, provides whistleblowing tools and supervision by an independent body and recognised audit protocols. Social policies and initiatives addressed to all stakeholders, sustainable procurement and supply chain measures, global emissions reduction, switch to renewable energy, proper waste management to avoid landfill, product eco-design with focus on sustainable materials and recyclability are central to Coster strategies.
- **People** – the heart of what we do as a business. Unleashing the potential and harnessing the talent of the workforce remains a key driver for the future. The sense of belonging that builds our strong identity must be fueled by genuine attention to working conditions, labor practices, career growth and job rotation, motivation, respectful and positive collaboration. We want to ensure our families, people in our communities including local suppliers and indirect partners are all included. Wherever we operate, we must promote education, schooling and social inclusion, targeting the under privileged and supporting company and personal engagement to act in social voluntary.



# MATERIALITY & STAKEHOLDER ENGAGEMENT

## Stakeholders engagement

The materiality analysis is a powerful tool to align company vision and strategy with the topics dear to stakeholders. It also helps Coster identifying its major targets taking into account the potential risks and opportunities the Group may have had. The matrix resulting from this analysis is based on top Management functional views, in close relation with identified stakeholders, and on feedback received from:

- a panel of employees (different ages, gender and job title) representing HQ Coster Tecnologie Speciali SpA and Costertec as biggest companies in the organization;
- customers and suppliers identified through internal evaluation of revenue/spend figures in terms of business and specific expression of interest into CSR issues.

These internal and external stakeholders have been engaged through a specific personalised survey.

In Coster's sustainability report, the materiality analysis is made up of 20 specific aspects connected to sustainability and submitted in the form of a Materiality Questionnaire to the following Management functions:

- President
- Chief Executive Officer
- Chief Financial Officer
- Human Resources Group Director
- Group Industrial Director
- I&S Group Director (Technical, Quality and Sustainability)
- Group Commercial Director
- Group IT Director
- Group Supply Chain & Procurement Director
- Site Managers Coster 1, 2, 3 and 4

The most relevant stakeholders concerned in the analysis, confirmed from the previous report, are listed in the following table which also outlines the daily relationship between the corporate functions and each of the stakeholders.

Stakeholders	Corporate Function
Clients	<ul style="list-style-type: none"> <li>• Sales</li> <li>• Marketing</li> <li>• Supply chain, agents, service network</li> <li>• Product Development and Manufacture</li> <li>• Quality</li> </ul> <p><b>Direct involvement through a specific survey</b></p>
Suppliers and outsourcers	<ul style="list-style-type: none"> <li>• Purchasing &amp; Supply Chain</li> <li>• Quality</li> </ul> <p><b>Direct involvement through a specific survey</b></p>
Employees	<ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Environment, Health and Safety</li> <li>• Regional dedicated function</li> </ul> <p><b>Direct involvement through a specific survey (2021)</b></p>
Trade unions and employee representatives	<ul style="list-style-type: none"> <li>• Industrial relations</li> </ul> <p><b>Also included in the panel of surveyed employees (2021)</b></p>
Institutions/ Community	<ul style="list-style-type: none"> <li>• Governance</li> <li>• Institutional relations</li> <li>• Environment, Health and Safety</li> </ul> <p><b>Also included in the panel of surveyed employees (2021)</b></p>
Ownership and Shareholders	<ul style="list-style-type: none"> <li>• Governance</li> <li>• Investor Relations</li> <li>• Corporate affairs</li> <li>• Sustainability, Planning and Reporting</li> </ul> <p><b>Also partially included in the Management survey</b></p>



In this approach, topics are considered material if they reflect Coster’s economic, environmental, and social impacts, or actually influence the decisions of stakeholders (in line with the materiality reporting principle in the new GRI Standards).

For 2020, the materiality analysis previously issued in 2019 has been extended to our employees within a panel representing the Group. This adds to the surveys already submitted to our internal management, clients and suppliers/outsourcers. The results confirm the last years materiality matrix with only a relevant change for what concerns waste management which changed from moderately to significantly material.

The surveyed parties had to classify, according to their position, the importance of the analyzed issues from a scale from 1 (not relevant) to 5 (extremely relevant).

The analysis results showed that the stakeholders’ interests in the surveyed topics are aligned with Coster’s. In particular, that areas of greatest stakeholders’ interest are reflected by Coster’s awareness and deployment of resources strategic to our crucially material topics development.

This confirmed approach has resulted into the matrix, where Coster’s and stakeholders’ expectations grow hand in hand in a real virtuous trend.

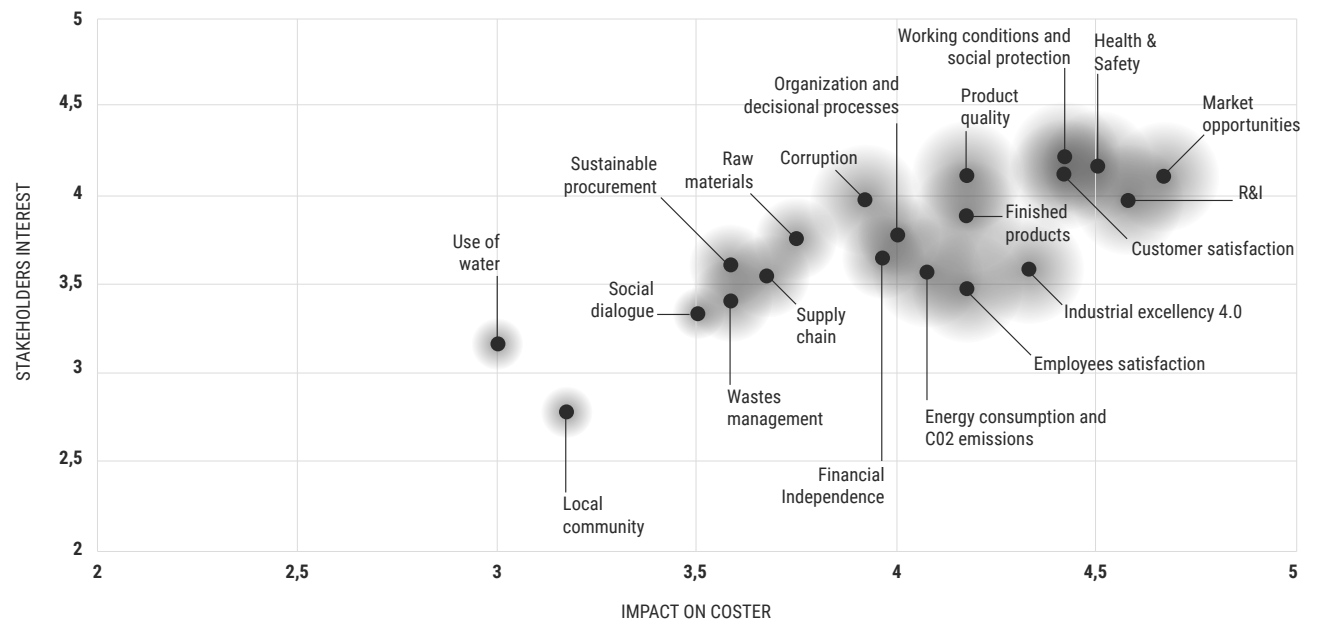
## Materiality Matrix

Through the Materiality assessment and the output of the surveyed management and stakeholders, the company was able to prioritize the issues that have the most impact on the economy, society and environment, and that most influence in the decision-making of our stakeholders. The analysis of these issues and their relevance resulted into the Materiality Matrix.

These topics cover all the relevant areas present in the GRI standard and where subdivided into three categories: moderately material, significantly material and crucially material.

Coster has identified as:

- moderately material the issues that scored below 3.4 for either Stakeholders or Coster
- significantly material the ones between 3.4 and 4.0 for both Stakeholders and Coster
- crucially material the topics rating equal or above 4.0 for either Stakeholders or Coster



## Crucially material

- **Product quality:** respect clients' quality requirements, implement robust and integrated quality management systems, increase perfumery product's quality standards, guarantee customer and end-user safety.
- **Work conditions and social protection:** ensure that working conditions comply with national laws and norms and are coherent with international norms on labour, give adequate work conditions and environments, protection of unprivileged categories and minorities, possibility to combine work with family duties.
- **Client satisfaction:** increase the commercial dynamism, presence and assistance before and after sale. Anticipate the customer's needs and market trends. Increase the quality of service and product. Diversification to expand offering, improve service and lead-times.
- **Health and Safety:** adopt all necessary measures to avoid work-related incidents and disease, manage risks connected to formaldehyde and any other risk factor, investments on H&S.
- **Market opportunities:** opportunities to purchase new market shares through innovative products and choices (international footprint, increase territorial coverage, development of products portfolio). Diversification in new technologies and markets.
- **Research and innovation:** develop new products, customise products compatible with industrial standardisation; define new productive processes, develop new packaging solutions.
- **Finished product:** promote R&I in design, eco-design for materials reduction or eradication, fit product into circular economy models, in particular for plastics. Design full recyclable systems and alternative solutions beneficial to the environment. Develop LCA on products.
- **Industrial Excellency:** advantages resulting from the production of filling lines, Hi-tech technologies and plants, implementation of the new IT infrastructures and networks, creation of Group's centers of excellency.
- **Employee satisfaction:** adopt welfare initiatives, work-life balance, professional growth and job rotation policies; promote training and employee involvement.
- **Energy consumption and CO2 emissions:** implement initiatives aimed at increasing energy and transportation efficiency. Innovation and investments on technologies and products which reduce the energy consumption. Invest on energy from renewable sources.
- **Corruption:** identify the risks of corruption, implement and maintain anti-bribery and anti-extortion policies and practices. Raise awareness on corruption and how to prevent it and adopting Whistleblowing measures among the employees, representatives, contractors and suppliers. Implement a Governance Model. The topic has become crucially material after the performance of the analysis in 2018.

## Significantly Material

- **Structures and decision-making processes:** implement processes, systems, structures or other mechanisms which enable the implementation of social responsibility principles and practices. Boost fast decision-making process, even for big capital investments
- **Financial Independence:** perform scenario assessment and adopt corporate strategies, long-term planning and decision-making processes to avoid debt
- **Raw materials:** reduce the impact of POM resin (formaldehyde emission), reduce materials' consumption, research eco-friendly materials like bio-based and PCR plastics, introduce recycled materials and reuse model wherever possible like in offices and secondary packaging.
- **Supply Chain:** agility and resilience of manufacturing models. Select suppliers through sustainability criteria. Create values along the supply chain. Favour local suppliers. Adopt sustainable logistic solutions and logistic footprint network. Global connection of the Group with the new ERP SAP S/4 HANA.
- **Sustainable purchases:** bring positive economic and social impact in local context. Integrate sustainability requests along the purchasing process. Support social inclusion, cultural and economic developments in the territory of operations. Adopt policies and Solidarity Sourcing initiatives
- **Waste Management:** adopt waste disposal strategies to increase waste recycling, reduction and management. Pursue ISO14001 certification at Group level.



**The materiality analysis is a powerful tool to align company vision and strategy with the topics dear to stakeholders**

## Moderately Material

- **Social Dialogue:** recognize the importance of social dialogue, also at the international level, and the structures of collective bargaining. Do not obstruct or discriminate employees who wish to adhere to these organisation to promote their interests and to bargain collectively.
- **Local communities:** promote initiatives benefiting local communities. Consult groups representing communities to determine priorities for social investment and activities for community development, take part in local association with the aim of contributing to public good. Encourage and support people in taking part into volunteer work for the community. Even though this topic remains moderately material, it has grown in consideration, especially in light of the specific request from one of the stakeholders that asked for a greater engagement in the development of the community and partnership; Coster is therefore taking actions accordingly.
- **Use of water:** adopt initiatives to reduce water consumption (in particular for cooling systems, air conditioning) and to facilitate its recycling.

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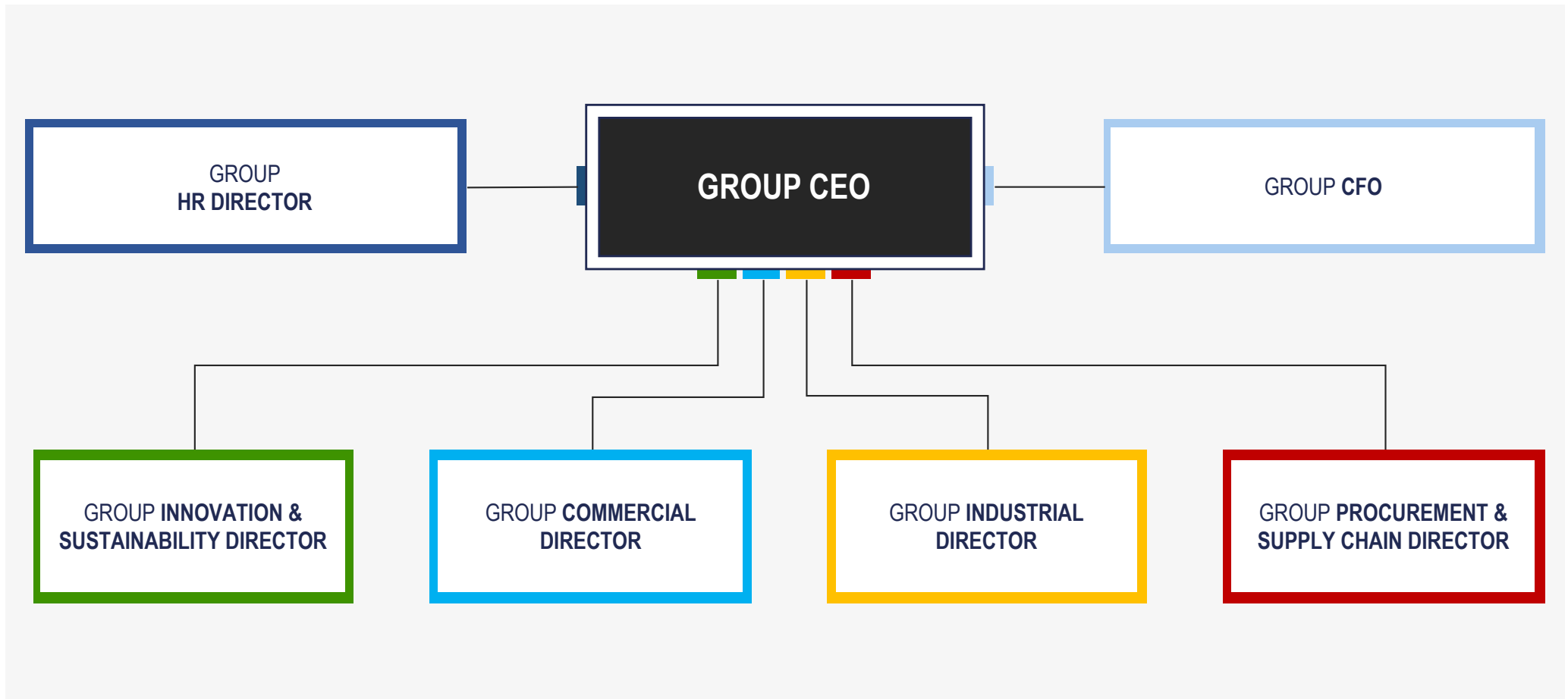
**Topics are considered material if they reflect Coster's economic, environmental, and social impacts, or actually influence the decisions of stakeholders**



# COMPANY STRUCTURE & GOVERNANCE



Coster is registered as a joint stock company with 2 main shareholders and Bernard Msellati as the Group CEO. The Executive Committee (ComEx) is composed by CEO, 4 directors and other 2 directors with support and advisory function, with the participation of President and Vice President. This structure makes up the Coster's Governance.



The ComEx is responsible for the management and strategic direction of the group. The general authority to represent the company is vested in the ComEx and the Chief Executive Officer.

Coster's ComEx meets on a periodical basis and discusses on various aspects, decisions and strategies. Group Management meetings are periodically decided and have the purpose to communicate, align and assess strategies through companies' managers. The deployment to the functions at Corporate level occurs in the annual General meeting. During 2020, there were 2 Management meetings, 1 General meeting and 8 ComEx meetings.

The responsibilities of managing any issue or decision connected to the sustainability and its three different economic, environmental and social dimensions are in charge to the Innovation& Sustainability Group Director, responding to the CEO in the organisational structure

## The Governance Model

The Governance Model, adopted and implemented in Coster Tecnologie Speciali SPA in compliance with the Italian law D.Lgs.231/2001, disciplines the administrative responsibility of the legal persons. The Model, thoroughly promoted within the Organisation by means of specific training, has been also disclosed by the parent company to all subsidiaries in the form of guidelines as representing the standard of behaviours at Coster Corporate level . The Model has the purpose of preventing risk of committing crimes by deploying correct behaviours, a whistleblowing system, an independent surveillance body reporting to the board of directors, periodical auditing and a system of disciplinary sanctions. It consists of a set of rules of conduct covering all activities which have been mapped and assessed to be exposed to practicable violation risks in the framework of the crimes laid down in the 231 law. During 2020 the Supervisory Body hold 4 meetings and continued work in accordance with its tasks.

## Women-owned enterprise



Coster is proud of its ownership and leadership exercised by our Chairwoman in decision making processes, accountability, management and control. In year 2020 Coster was already registered with **WEConnect International**. By joining this Group, Coster has become part of the global network that connects women-owned businesses to qualified buyers around the world.





# ECONOMIC AND FINANCIAL PERFORMANCE



The solid financial state and clearly defined ownership are the drivers to the business plan continuity and company strategy plans:

- Capex approved for 2020 representing the 9.5% of the annual total turnover (in line with the previous years)

Coster counts on the following main economic and financial levers:

- A solid shareholding structure,
- Regular Capex and cashflow review process,
- Careful analysis of warehouse and stock,
- Continuous checks of customer's credit-worthiness and outstanding payments,
- Financial accounts reviews made by external accredited company as well as for fiscal and legal assistance,
- A comprehensive scheme of insurance policies well covering the company responsibility including both civil and penal liability for the product and people,
- The Governance Model 231 to oversee the fair business practices and disciplines the conduct of trades and financial processes according to all applicable law requirements.

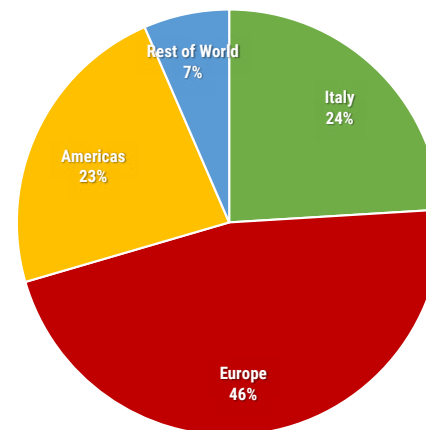
The **Economic and Financial performances** in 2020, compared to the previous year, suffer the negative impacts of the Covid-19 at global level.

Despite the penalising effects of the devaluating ARS currency, the results are anyhow overcoming the biennium 2017-2018 ones thanks to the measures put in place at Corporate level to ensure the business, like focusing on offer diversification, growing up the international footprint, improving service to customers, re-organising the product portfolio, processes and working structures aimed at top effectiveness performance, targeted investments on innovation, equipment and staff growth.

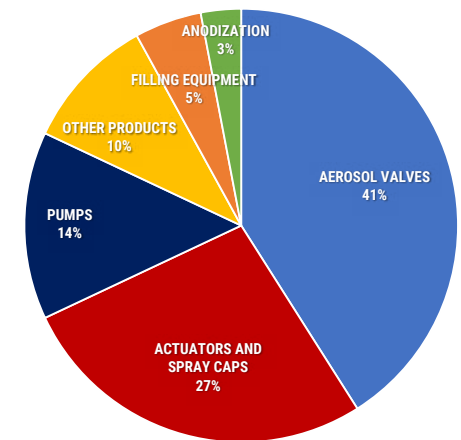
	2018 [€/1000]	2019 [€/1000]	2020 [€/1000]	Delta [€/1000]
Total revenues	200,250	209,056	205,583	-3,473 (1.7%)
Total sales	193,054	201,527	195,975	-5,552 (2.7%)
NET INCOME (EAT)	10,357	11,764	10,359	-1,405 (11.9%)

## Turnover breakdown

PER GEOGRAPHICAL AREA (2020)



PER PRODUCT (2020)



## Financial assistance received from government (GRI201-4)

In year 2020, the French company Catidom has been granted by EDF with a government financing on the investments addressed to the installation of plant for fumes and thermal recovery from the anodisation process, targeted to the emissions in atmosphere and energy consumption reduction thanks to the heat recirculating in the cooling system.

Costerpack Manufacturing received the Wage Credit Scheme from the Tax Authority (Singapore Government co-funding to support business embarking on transformation efforts) of 10,738\$ for qualifying year 2020. Currency in Singapore dollars. Country: Malaysia

The shareholding structure doesn't include any government representatives.



## Membership to associations

Relations with the regulatory authorities, institutions and public entities are based on ethical conduct, transparency and are disciplined by the Governance Model 231.

The main institutions which Coster partnered and worked with in 2020 are:

- CONAI, a private non-profit consortium in Italy, established by packaging producers to ensure that they achieve the recycling and recovery target of packaging waste provided for by law. Since Coster Group is a producer of plastic, aluminium and steel packaging, the Group was asked to contribute to three sub-consortiums:
  - \* COREPLA
  - \* CiAI
  - \* RICREA
- Polymer Science Park for Sustainable Innovation in injection moulding, in the Netherlands
- CFA (Comité Français des Aérosols). Aerosol Recycling work group created by the CFA, member of the FEA (European Aerosol Federation), with the aim of identifying the recycling channels per product types and measuring the amount of aerosols currently recycled on the French market; understand the constraints for the recycling of this specific packaging; provide recommendations to improve the aerosols recycling % and limit the safety risks in recycling centres
- European Hygienic Engineering & Design Group
- Assolombarda
- Associazione Industriali Trento

- IBC Ass.Ind.Beni Di Consumo
- Federmeccanica
- Federchimica – Associazione Italiana Aerosol (adhering to FEA – European Aerosol Federation)
- AEDA (Asociación Española del Aerosol)
- Beauty Cluster
- CADEA (Camara Argentina DEI Aerosol)
- CAIP (Camara Argentina de la Industria Plastica)
- BAMA - British Aerosol Manufacturers Association
- BMA – Bhiwadi Manufacturers Association (India)
- IGA – Industrie Gemeinschaft Aerosole EV
- NAV (Nederlandse Aerosol Vereniging)
- DVI – Deutsches Verpackungsinstitut E.V.Institut Fur Kunststoffverarbeitung



# CODE OF ETHICS



The Coster Code of Ethics represents the core of Coster's internal control system. By joining the principles of the ETI Base Code representing the ground for the SMETA compliance, this document sets out the ethical values connected to the economic, social and environmental fields that are promoted by the Company and that directors, employees and those acting on the Company's behalf are required to support.

Coster encourages its employees to actively engage in the detection and prevention of misconduct or behaviour issues with the Code of Ethics or international, national or local legal requirements. Reporting potential violations allows Coster to investigate the concerns that have been raised and take the appropriate correcting actions.

## Code of Ethics & Governance Model

The Coster's Governance Model builds upon the Code of Ethics, which integrates with a set of additional written protocols dictated by the applicable D.Lgs 231/2001 law requirements starting from the crime-risks mapping throughout all the company areas and processes. In close synergy with the Code, the Model raises all addressee's awareness to keep a conduct aligned with Coster ethical values, protecting Coster reputation,

ensuring that all company activities comply with laws in place. The proper training and promotion of the Code & Model at all levels within the Organisation, the regular surveillance and reporting made by an independent supervisory body established on purpose, the whistleblowing structure, the sanctioning system, the inclusion of such provisions in the contracts with suppliers, the SMETA IV Pillars and CSR audit programs both internal and at suppliers', are the means used by Coster to fostering its values to all stakeholders and preventing from violations in particular for the inherent crimes. The latter, falling under the definitions of Corporate Crimes as referred in the Italian Civil Code, are:

- Crimes against the Public Administration
- Private-to-private corruption
- Safety norms violations
- Money laundering
- Misleading declarations
- Environmental violations
- Tax crimes

## Supplier Code of Conduct

In 2020, Coster issued and distributed the first edition of the Supplier Code of Conduct. Consistently with the Group principles and in the framework to integrate the Corporate Social Responsibility into the relationships with our business stakeholders, Coster considers the collaboration with the Supply Chain as integral part of its long-term success and fundamental to achieve the highest sustainable standards. In addition to all applicable legal prescriptions, regulatory requirements and to any agreement or contract between the parties, Suppliers are therefore asked to share a common commitment to the following points concerning, Business Integrity, Employee and Working Rights, Respect of the Environment, Transparency. The adherence to said principles is a prerequisite to becoming a Supplier and developing a lasting business relationship with Coster.

## Conflict of interest

All decisions taken on behalf of Coster must be made in the interest of Coster. Coster's management and employees must avoid any possible conflict of interest, with particular regard to personal, financial or family

considerations (i.e. the existence of a vested interest in a supplier). Coster's management and employees shall avoid and report any conflicts of interest between personal and family economic activities and their tasks within the company. Any situation that constitutes or might constitute a conflict of interest must be reported immediately to the direct supervisor.

## Whistleblowing

Through the Code of Ethics and the Governance Model, Coster has established appropriate and accessible communication channels available to all employees.

The **Compliance Line** is a mean to confidentially report by email about any concerns and suggestions relating the Code for the purpose of helping Coster to identify and address them in a positive and constructive way. It's a more confidential and anonymous tool to express good faith concerns about presumed non-compliance alternative to the preferred mode represented by direct discussion with one's supervisor. Coster makes the necessary arrangements to prevent any possible breach in data security, sharing with implicated parties, their peers or subordinates and to guarantee a distribution process strictly addressed to individuals at the Headquarters Company trained to manage the issues.

The **Whistleblowing scheme** is a procedure that enables all addresses to confidentially report to the Supervisory Body any concern about the Governance Model. The minimum contents of the communication and the protection of the whistleblower, as required by applicable law, are dealt with in the Governance Mode protocol.

In 2020 there have been no reports to Whistleblowing scheme. The single report addressed to the Compliance line in 2020 has been duly addressed and positively solved between the concerned parties supported by the Compliance Line team .

## SMETA IV Pillars audits in Coster

Coster continues its program of **SMETA IV Pillars audits** commissioned to external qualified Body. The audits covered the labour practices and human rights, H&S, Environment and fair business practices. Despite the Covid-19 pandemic mostly precluded the possibility to make on-site audits, in November 2020 Coster Packaging in Argentina repeated the SMETA IV-P audit already performed in 2018. Thus, joining to Coster B&S in the Netherlands, Costertec in Spain, Coster India Packaging, Coster Tecnologie Speciali in Italy (with 5 facilities) and Costerpack Manufacturing in Malaysia, the Coster companies audited in the 3 years period represent 60% of the consolidated group sales and 82% of total workforce in year 2020. All the findings have been properly fixed and put under control in due time.

“  
**The Coster Code of Ethics  
 represents the core of Coster's internal  
 control system**”



## Fair business and anti-corruption



Fair business and anti-corruption, as well as the respect of a competitive market, anti-trust and pro-consumer laws in force in all countries of operation, are crucial points of the Code of Ethics and Governance Model. This reflects Coster's commitment to comply with all applicable anti-corruption laws, in particular:

- OECD Convention on Combating Bribery of Foreign Public Officials
- OCSE Guidelines and Foreign Corrupt Practices Act

The inherent risks specifically related to corruption, therefore to actions made in the interest or advantage of the Company, previously assessed through all the facilities and offices of the parent company Coster Technologie Speciali S.p.A. (representing the 44% of the total number of sites of the whole Coster Group) are:

- Recognition of rewards, bonus, free services,
- Disposal of operating assets at unfair price,
- Career facilitation to public-sector workers,
- Recruiting employees close to public sector,
- Passive or brokers invoicing to gain benefit from public offices,
- Incitement to corruption of public officers,
- Creation of slush funds for procurement overbilling or inexistent purchase,
- Customs corruption,
- Any corruption form of inspection authorities,
- Any corruption form private-to-private with customers, consultants, accountants, suppliers, subsidiaries or controlled companies aimed to: altering the balance sheet, managing fictitious-cash-false invoicing/market unfair payments/fictitious intercompany transactions, offering work relationship or career advantage, disregarding or not checking contracts terms, winning tenders or business, debts collection, gaining advantages from purchasing, altering the corporate merging and spin-offs
- Any tax fraud form envisaged by the law.

The mapped areas are: controlling, treasury, finance and administration, sales, procurement, operations, inspections and authorizations, government.

The Governance Model finally provides the provisions for correct behaviours for sales (including brokers), purchase, HR, Finance and accounting/administration, quality and sustainability areas.

## Anti-trust

Every one of Coster's management members and employees are required to not engage in business practices (i.e. price cartels) which may represent an anti-trust violation. All information about Coster's competitors is obtained legitimately and will only be used for legitimate purposes in compliance with all laws and regulations. To this regard, in 2020 Coster has not had any legal actions regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation.

## Anti-laundering

Coster's management and employees will not be engaged or involved in any activity which may imply the laundering of proceeds of criminal activities in any form, anti-laundering legislation shall be strictly adhered. Before establishing any business relationship with a third party, Coster shall check available information (including financial information) on its proposed business partners and suppliers to ensure that they are reputable and involved in a legitimate business.

Furthermore, Coster's grants transparent and accurate records of business and commercial dealings

## Insider trading

All personnel in Coster are strictly required to comply with the insider trading legislation in all countries where it operates. In particular, Coster doesn't accept any use of information not in the public domain and obtained as a result of individual's position within Coster in order to obtain a personal advantage or to favour other parties.

In addition, any risk of fraud, concussion, induction crime, cyber-crime, racketeering, crimes against industry and commerce, corporate crimes, fencing, induction of misleading declarations, market abuse, fiscal frauds, crimes against public faith, copyright, as well as of crimes in the labour, individual, environment, Safety, terrorism are duly mapped through the organisation, assigned with conduct rules and monitored by independent body.



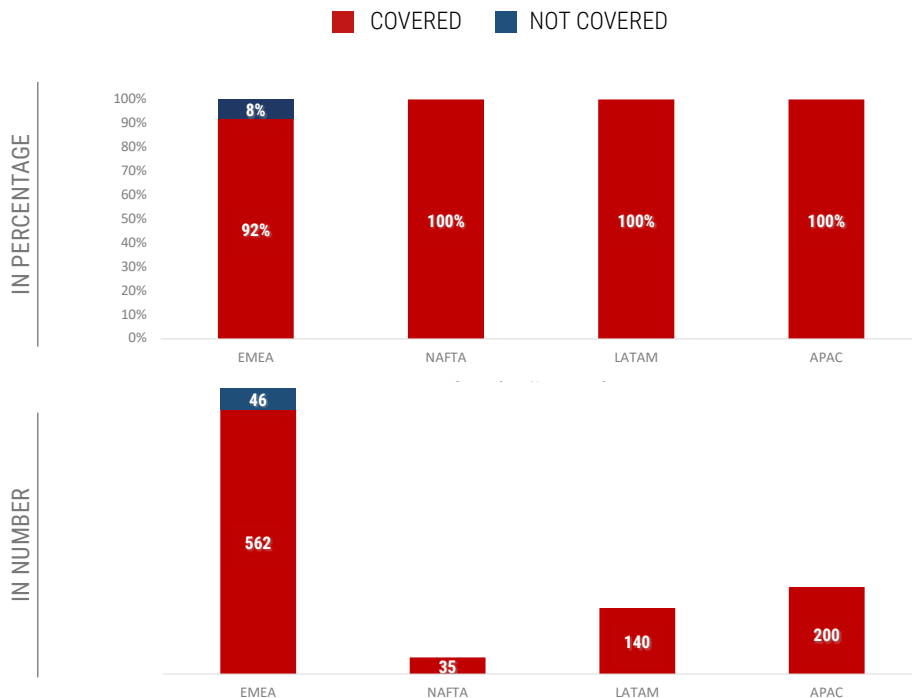
## Freedom of Association and Collective Bargaining



Coster guarantees the right of its workers to join associations and bargain collectively in accordance with local law without interference, discrimination, retaliation, or harassment (ref. ILO Conventions n. 87 and n. 98). Employees can be represented by trade unions or other representatives established in accordance with local applicable legislation. When engaging in negotiations with such representatives, Coster seeks a constructive approach and relationship and no employee is intimidated or harassed in the exercise of her/his rights to join or refuse from joining any organisation.

The figures achieved in 2020 do not show significant differences in comparison to previous years results in terms of percentages of employees covered by collective bargaining agreements

**EMPLOYEES COVERED BY COLLECTIVE BARGAGING AGREEMENTS**



## Forced and Child Labour



Coster does not employ any form of forced, mandatory or child labour, whereby the term "child" refers to a person who is younger than 15 years old or who has not yet reached the age for completing compulsory education, whichever is greater (ref. ILO Convention n. 138).

Work is conducted on a voluntary basis within Coster. Employees working within Coster do it freely and on agreed and documented legal terms of employment. Employment is voluntarily and freely chosen, and proceeds by previous verifying the legal employment eligibility of all persons to work and not use any form of prison, indentured, forced, involuntary, bonded or slave labour. Involuntary labour includes the transportation, harbouring, recruitment, transfer, receipt or employment of persons by means of threat, force, mental or physical coercion, abduction, fraud or payments to any person having control over another person for the purpose of exploitation. Neither Coster nor recruitment agency contracted by Coster require employees to lodge deposits or identity papers, or to pay recruitment fees. All employment contracts are in a language understood by the worker.

Coster is also committed to not establishing or maintaining working relationships with suppliers that employ child labour or forced labour as per the above definitions.

Coster watches over the compliance to said prescriptions by using the means of audits SMETA, audit to the Governance Model, CSR audit to suppliers, whistleblowing procedure and compliance line.

## Land rights and Indigenous people



Coster adopts a zero-tolerance approach to land grabs and guarantees that the rights and title to property and land of the individual, indigenous people and local communities are respected.

Coster adheres to the principles of Free, Prior and Informed Consent (FPIC) in all negotiation in regard to the property or land of the individual, indigenous people and local communities.

Due diligence is undertaken to uphold individual or indigenous people's established rights to property and land, where applicable. Whenever deemed necessary, e.g. in case of relocations or purchase of land for buildings enlargement, qualified external consultants are commissioned to check the compliance with laws and regulations of the adopted procedures and action plans.

In 2020 and in its existence, Coster has never received any form of complaint concerning the rights of indigenous people.

# COMMITMENT TO SUSTAINABILITY

As a global leader manufacturer in the Aerosol and Dispensing Packaging business, we at Coster consider Sustainability with the highest importance and our responsibility towards all stakeholders both internal and outside our factories. The Sustainability and Social Responsibility Group structure translates the Governance strategies and policies into assessments, Material action plans, objectives, metrics, monitoring and accountable reporting. The Group Sustainability model certified against the requirements of the ISO 26000-20400 guidelines has been maintained also in 2020, thus reflecting the assumption of responsibility towards all the 7 Core Subjects mentioned in Clause 6 of the Guideline and the implementation of all mechanisms to adequately respond to their requirements.

The foundations of our beliefs disclosed in the Coster Code of Ethics and Governance Model are the lawful and fair business, the respect of human rights, the commitment to continuously enhance the working conditions and the protection of the environment. These values are communicated throughout all sites and among stakeholders with different informative means, with the intent of raising awareness, stimulating proactive collaboration, sharing and developing ideas in an open and transparent working environment at all levels of the organization, supply chain and interested parties.

Furthermore, Coster fully believes in the importance of international initiatives, such as those endorsed by the United Nations. In particular, Coster believes that the 1992 Rio de Janeiro Conference is a key initiative that must be supported where, Principle No. 16 states that:

*"In order to protect the environment, the precautionary approach shall be widely applied by States according to their capabilities. Where there are threats of serious or irreversible damage, lack of full scientific certainty shall not be used as a reason for postponing cost-effective measures to prevent environmental degradation."*

Hence, Coster applies the precautionary principle in designing its products, in managing its manufacturing processes and in development the sustainable procurement and logistic strategies. The last measure implemented in 2020 to further ensure the compliance with the precautionary principle, has been setting up the Innovation & Sustainability Direction and the team of Sustainability Champions across the entire Group and functions, with the aim of implementing the measures and a monitoring process through all the company areas, continuously working with its' stakeholders to prevent hazardous accidents, negative environmental impacts, etc.

## External reporting

Coster accountability consists in the annual disclosing commitments and performances in public and transparent way with the means of:

- Sustainability Report for non-financial information,
- CDP Climate Change for GHG management, direct + indirect carbon emissions (Scopes 1 and 2), fuels and energy consumption, renewable energy achievements,
- CDP Water,
- EcoVadis CSR assessment,
- Annual reporting to the New Plastic Economy Global Commitment.

## Carbon Disclosure Project

- In year 2020, Coster has been awarded with the following score reports:
- Climate Change: CDP Score B, for the General questionnaire and in the light manufacturing activity group. This score places Coster in the Management band for those organisations taking coordinated actions in climate issues, against average performances of B for the same activity group and C for both Europe and Global Average score reports.
- Water security: CDP Score B-, for the General questionnaire and in the light manufacturing activity group. This score places Coster in the Management band for those organisations taking coordinated actions in climate issues, against average performances of B for the same activity group, Europe and Global Average score reports. The score reflects that use of water resulted moderately material in Coster, whereas mainly civil use is made and no significant opportunities for improvement are available.

### CDP – Roadmap 2021

- Implement Scope 3 emissions calculation and reporting.
- Submit targets to SBTi approval

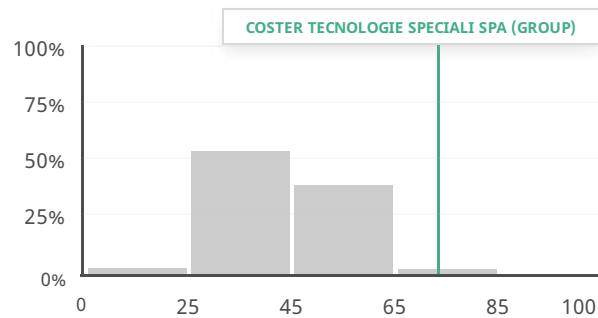
## EcoVadis

As prestigious and qualified recognition of the efforts made by Coster and big pledge towards sustainable operations, in April 2020 Coster was awarded for the first time with the **Platinum Medal** based on **EcoVadis CSR rating**. This is the recognition granted to the companies that obtain a score higher than 74/100 and that **rank among the top 1 percent of all companies assessed by EcoVadis**, even more so alongside the **top 1%** ranking in the same industry segment. The overall score for 2020 of 74%, figuring out an **advanced** CSR performance, reflects the constant year by year scores improvement of the companies. The breakdown by CSR theme sees Coster in the top 1% of suppliers assessed by EcoVadis for both Environment and Sustainable Procurement, in the top 3% of Ethics and in the top 4% for Labour and Human Rights rankings (taking the same industry reference).

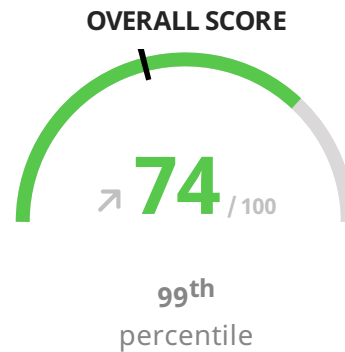


Year	Overall Score [%]	Environment [%]	Labour & Human Right [%]	Ethics [%]	Sustainable Procurement [%]
2017	56	60	60	50	40
2018	68	70	70	60	70
2019/2020	74	80	70	70	80

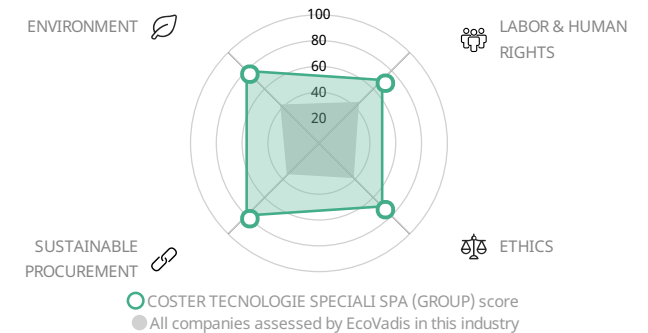
OVERALL SCORE DISTRIBUTION



OVERALL SCORE



THEME SCORE COMPARISON



## SUSTAINABLE DEVELOPMENT GOALS

Coster wants to contribute to sustainable growth by building alliances with influential partners, being aware that no individual organisations will be able to solve and manage the many challenges alone. Also, Coster knows that the idea of sustainability covers a wide range of topics that need to be addressed one by one in order to pursue common results. It is for this reason that the company keeps on fully supporting the **Sustainable Development Goals** set by the **United Nations**, and has therefore selected the six SDGs that primarily and best mirror Coster's sustainability areas of commitment and most material topics. Nevertheless, within the document every section has been referred to the SDGs which well fit or can be also (marginally) correlated with the specific contents.



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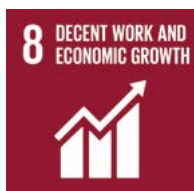




Quality education represents one of the pillars to build a more sustainable world. In fact, inclusive education gives to locals the instruments to come up with innovative solutions to the trickiest world's problems.



Ensure access to affordable, reliable, sustainable and modern energy for all



Promote inclusive and sustainable economic growth, employment and decent work for all



Build resilient infrastructure, promote sustainable industrialisation and foster innovation. Technological progress is the foundation of efforts to achieve environmental objectives, such as increased resource and energy-efficiency. Without technology and innovation, industrialisation will not happen, and without industrialisation, development will not happen.



Ensure sustainable consumption and production patterns. Sustainable consumption and production is about promoting resource and energy efficiency, sustainable infrastructure, and providing access to basic services, green and decent jobs and a better quality of life for all. Its implementation helps to achieve overall development plans, reduce future economic, environmental and social costs, strengthen economic competitiveness and reduce poverty. Sustainable consumption and production aims at "doing more and better with less," increasing net welfare gains from economic activities by reducing resource use, degradation



Climate action comprises the need to develop adaptive capacity to climate change-related hazards and strengthens resilience against them. It also implies the spread of education and awareness on the matter and the enhancement of least developed countries in order for them to address the problem in the best way possible.



Coster's sustainability areas of commitment and most material topics are aligned with the United Nations Sustainable Development Goals (SDG's) and the objectives identified in the internationally-agreed 2030 Agenda for Sustainable Development.

Coster' Material Sustainability Topics	4 QUALITY EDUCATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY INNOVATION AND INFRASTRUCTURE	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION
Market opportunities		○	○	○	○	
Research and innovation		○	○	○	○	○
Health and Safety			○	○		○
Work conditions and social protection	○		○	○		
Client satisfaction				○	○	
Industrial Excellency			○	○		○
Finished product				○	○	○
Product Quality				○	○	
Employee satisfaction			○	○		
Energy consumption and CO2 emissions	○	○		○	○	○
Financial Independence			○			
Structures and decision-making Processes			○			
Corruption			○			
Raw materials		○			○	○
Supply Chain	○	○	○	○	○	○
Sustainable purchases	○				○	○
Social Dialogue	○		○			
Waste Management	○				○	
Local communities	○		○	○	○	
Use of water	○				○	○

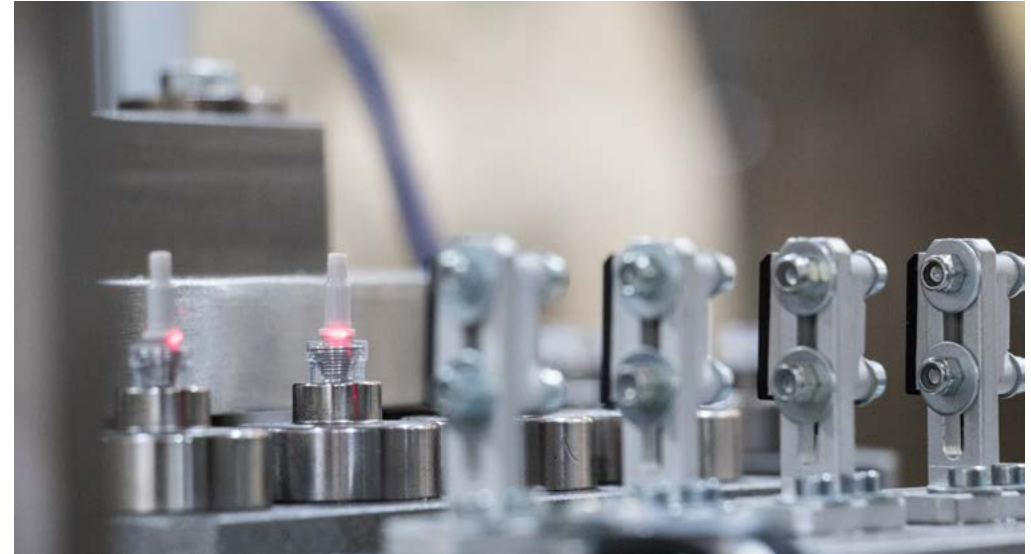
# QUALITY

Quality has been recognised by customers as one of the major strengths beneficial to Coster competitiveness.

Following many years of operating at such high standards, Coster's name is now synonymous with Quality, distinguishing our products, processes, assets, way of doing things.

As a result Coster's products and service offerings have been founded on the following concepts:

- **Specialisation**, by means of plants producing single product lines.
- **Vertical Integration**, standing for moulding and assembly in the same facility.
- **Automation**, covering 100% of logistic flow in production, machinery and equipment, avant-garde IT systems (e.g. M.E.S., SPC).
- **Business Excellence**, translated into the processes of manufacturing, with mistake-proof systems, visual management, human error reduction tools and Lean methodologies,
- **Quality Management System**, based on the global strategy of standardising **Cosmetic GMPs (ISO 22716)** across all factories.
- Inter-company **Integration**, aimed at bringing out the best practices, standardising the tools and sharing information in a Group maturity awareness and under common targets.
- **Working Environments** designed to achieve the highest quality levels. Clean and tidy, modern, spacious, healthy areas as appropriate to forward-looking industry operating in highly demanding markets.
- **Diversification**, applicable to acquisition of in-house metal anodisation and also beneficial to Quality as a feature under the direct control of the company.



## Materiality matrix





Plant	ISO 9001 (9,12)	OHSAS 18001-45001 (8,9)	ISO 50001 (7,12,13)	ISO 22716-22715 (8)	ISO 14001 (4,7,8,9, 12, 13)	ISO 15378	BRC	ISO 26000 (all SDGs)	ISO 20400 (1,2,5,8,10 11,12,16)
Coster Sarl (Fr)								◆	◆
Costertec (Spain)	◆	◆	◆	◆	◆			◆	◆
Coster Aerosols (UK)	◆						◆	◆	◆
Coster USA	◆				◆			◆	◆
Coster Packaging (Arg)	◆			◆				◆	◆
Coster India	◆							◆	◆
Costerpack (Malaysia)	◆							◆	◆

### CERTIFICATIONS – Roadmap 2021-2024

Coster plans to extend:

ISO 9001 in sites Coster Robotics and Central Warehouse in Italy

ISO 14001 in sites Coster B&S, Coster Packaging, Coster Robotics and Central Warehouse in Italy

ISO 50001 in Coster 2

ISO 22716 in Coster USA, Coster India, Coster B&S

GSO 2055-2 in Costertec



# RISK MANAGEMENT



Coster is committed to managing and mitigating the risks to our business and its risk assessments covers a broad range of topics, including: sanitary emergencies; socio-economic scenario; sustainability core subjects; regulatory initiatives; competitive actions; financial issues; industrial accidents; natural disasters and all other applicable environmental impacts; urban context; product and facility security; impacts of changes; new products design; liability claims and lawsuits, insurance coverage; portfolio management and investor decisions; organizational resources (HR); cyber and technological resources; energy and natural resources; employees Health&Safety; raw materials, suppliers and similar exposures among Coster’s supply chain.

Risks are indexed by priority and can be classified as local, regional or global risks. They are often tangible – usually quantified in financial terms – or more qualitative, such as the reputational risk among business partners, clients or shareholders. During this phase of assessment, operations are analysed in terms of their relative vulnerability and the potential impact of disruptions. After first identifying the risks, Coster takes measures to reduce their likelihood of occurrence and/or increase their detectability, develops plans for responding to risks should they occur, and where possible, secures insurance to cover potential losses.

Specific risk management covers crimes scenario relevant to Italian decree D.Lgs 231/2001.

HACCP is conducted where food packaging is manufactured.

In response to the Coronavirus emergency, Coster reinforces the Business Contingency Policy by investing almost 500 k€ worldwide to cover the following aspects: computer system, connectivity, HD & SW, communication; emergency plans; raw materials and components sourcing; hot alternate sites and equipment; supply chain; management continuity; personnel (work organisation, home-working, health&hygiene, prevention); facilities; insurance.

Subsequently, significant global focus risks are identified and risk dashboards created to monitor major risk indicators as well as current and go-forward mitigation efforts.



# CYBER RISK MANAGEMENT



Coster guarantees the highest standards of its cyber structure, data management and cyber risk prevention in the framework of the Group business contingency policy. The cybercrimes were mapped throughout the Organisation's areas within the Governance Model according to Italian law D.Lgs 231/2001, and resulted to be not inherent for Coster. Nevertheless, Coster is committed to achieve the best practices and technologies for collecting and processing data, including electronic data, paper documents and verbal exchanges via phone calls and direct communications, in compliance with the legal provisions in force.

Within the group, information is processed and managed regarding sensitive information such as: transactions, contracts and confidential customers, staff and products.

Coster is committed to protecting such data from unauthorised or accidental alteration, loss or unauthorised disclosure. Coster ensures that the clients' data and information must be available and usable on the part of the client.

## GDPR and privacy

Coster complies with national laws on preserving personal data and, to this end, conforms with the D.Lgs 196/2003 in force in Italy. The procedures put in action to comply with the Italian law will be used by the other Coster sites around the world as a guideline .

After assessing data through all areas and once the gaps have been identified, Coster has worked to conform to the European Union's GDPR – General Data Protection Regulation, enforced from May 25th 2018 – by means of the establishment of the cyber solutions, procedures, policies and tools needed to conform to the Regulation. This system deployment through the Organisation must be capillary spread using different means to successfully reach all recipients.

## ERP – Migration to SAP

In 2020 the ERP to SAP S4 Hana went live in all the Italian companies. The roadmap envisages the go-live execution in the three European manufacturing facilities within 2021, then completing the roll-out to all remaining extra-EU subsidiaries in 2022, to finally connect the whole Group with a fully regulations-compliant tool responding to Coster real needs. Coster achieves with SAP the global footprint and advanced interrelations tool which allows to better analyse all the data that are collected at different plant and functions levels, thus enabling to take faster and more informed decisions. This project is also beneficial to reach the whole

processes review, integration and robust management through the worldwide organisation. Despite the major investments and the massive deployment of resources, the result reflects the strategic model of centralised computer operations, systems' scalability both vertical and horizontal, modular but integrated approach to work that best fits with our reality. Modernity and quality through mistake risk reduction, rigour with agility, control with streamlining, full traceability and clear reporting have been the keys to develop the new Group ERP based on a process flow structure. Data security related to SAP has been achieved by hosting the hardware in a remote data centre managed by the main telecom company in Italy and certified to the applicable norm.



## Connecting Coster

In 2020 the project concerning the implementation of an International network connecting all the foreign companies, by means of hardware upgrading and systems reconfiguration, went on with the connection of the first facilities in Argentina and UK.

For what concerns interruption of business activities, Coster has set up measures aiming at reducing the risks and consequences caused by failure of the computer systems and communication. The cyber risk management involves:

- Protection of data and servers: through mirroring the main data archives on-line, virtualise servers with regular back-ups using electronic and tape back-up, robotised multi-store libraries, high technology data compression system, hardware redundancy, connectivity controls. Different back up strategies are in place to achieve the maximum reliability. ERP software is centralised. Written disaster recovery, systems restore, data retention and protection, policies for use of computer assets are in place.
- All hardware in the main computer site is protected from power disruption through a continuity system and a diesel generator automatically triggered. The communication lines of the European network are completely backed up.
- Different communication means are in place, including Internet and emails. Microsoft SharePoint and Office 365 have been introduced to manage different functionalities and improve collaboration among the facilities.

### IT – Roadmap 2021

- Go Live SAP S4 Hana in EU Subsidiaries
- New SDWAN covering the Group



# ENVIRONMENT



**84%**

USAGE OF GREEN ENERGY  
WORLDWIDE  
(100% in EU)



**56%**

EMISSIONS REDUCTION  
vs 2018



**4%**

REDUCTION WATER  
CONSUMPTION

## Materiality matrix





## Our Environmental Policy

Coster is committed to continuously improving the environmental performance of the production processes by adopting enhanced technologies and by acting responsibly to mitigate its environmental impact.

Decouple growth from environmental impact: our environmental mission is to provide a better quality of life today and a more environmentally responsible world tomorrow, by continually improving our business performance to minimise the impact that our operations have on the environment.

Furthermore, in Coster we aim to embed environmental sustainability as a business mindset because we believe that business success and sustainability are mutually beneficial. Here we continue implementing sustainable practices to achieve better operational performance in environmental management. We will pursue the specific targets by implementing appropriate measures in the Material fields of:

- Energy consumption reduction, in terms of energy efficiency.
- Energy purchase from renewable sources, as well as other sourcing and supply chain achievements according to the Sustainable Procurement Roadmap in place.
- CO2 emission reduction under Scopes 1 and 2, as disclosed in the Carbon Disclosure Project.
- Waste management, by reducing disposal to landfill.
- Plastic circular economy, addressed through eco-design and design for recycling projects in the framework of our signing the New Plastic Economy Global Commitment Coster strives to implement best practices and tools to assess the products life cycle (LCA), addressed to measure and reduce impacts in the whole stream from-nature-to-nature and in the disposal scenario.

Coster is fully aware that water is an essential element for the environments' wellbeing and constantly aims at preserving its integrity by reducing as far as possible its impacts on water sources. Coster commits to regularly assess, measure and address all environmental aspects, as indicated by laws or having any type of impact on local pollutions. In this framework we pursue the materials consumption reduction, in priority to hazardous and chemicals, and the preferred selection of those generated from renewable resources and concurring with full recyclability and circular economy purposes.

Our ambition is sharing our environmental best practices with our stakeholders, through the network of suppliers and business partners, also supporting sustainable development and consumption in our local communities joining forces with the territory where we operate.

“  
**Coster is committed to continuously improving the environmental performance of the production processes by adopting enhanced technologies and by acting responsibly to mitigate its environmental impact.**



# ENERGY CONSUMPTION



By its nature of energy – consuming manufacturing, Coster continuously seeks solutions to further reduce its consumptions. Energy is provided by regional networks which rely on different partners and distribution lines.

## Methodology and results

The company mainly uses energy for the injection moulding process and the auxiliary systems for assembly. Hence, Coster has decided to fix “intensity targets” by normalising the electrical consumption data using as benchmarks the quantity on transformed plastic and the volume of assembled finished product. In this way, Coster is able to properly evaluate the trend on energy consumption for the following years and to evaluate the correlated improvement goals in terms of real energy-efficiency increase.

	2018	2019	2020	Δ% 2020 vs 2019	Targets (base 2018)
Total Energy consumption (kWh) purchased from the grid	34,661,084	36,818,962	38,197,031	3.74%	/
Energy consumption normalised for the production of 1kg of plastic – avg value for the 9 sites with inj moulding facility (kWh)	2.61	2.35	2.33	-1%	-10% (2021)
Energy consumption normalised for the assembly of 1000 items – avg value for the 11 sites with assembly process (kWh)	5.00	4.70	4.63	-1.5%	-10% (2021)

## Data interpretation

- These good results of the intensity targets are due to the partial or complete implementation of the several initiatives disclosed at page #54-55 of the Sustainability report 2019.
- The 3.74% increase of absolute electric consumption mainly derives from the sites Coster2, Coster UK and Coster Packaging, and results from their increase of production (respectively: Covid-related products for sanitization, increase of moulded items, internal stamping of mounting cups).
- On the other hand, Tecnocoster was able to significantly reduce its electricity consumption thanks to the implementation of a set of efficiency measures, also disclosed in the Report 2019.

### ENERGY CONSUMPTION – Roadmap

Coster aims to reduce both the energy intensity consumption for moulding and assembly by 10 % (base year 2018)

Reach 100 % green energy procurement before the end of 2024.



# RENEWABLE ENERGY



Coster plans to source renewable energy where this is offered and available. This can be achieved by combining on-site production (solar cells) and direct purchasing of green power from the grid.

## Internal generation

For what concerns the Machinery Division site located in Pero (MI), it relies on solar panels to autonomously produce energy to reduce the dependence on external energy providers.

Renewable Energy Generation	2018	2019	2020	Δ% (2020 vs 2019)
Total production (Pero site) – [kWh]	213,471	231,548	<b>226,115</b>	-2.35%
Energy self-consumption (Pero site) – [kWh]	171,454	176,788	<b>183,904</b>	+4.03%
Energy sold to the grid (Pero site) – [kWh]	42,017	54,760	<b>42,211</b>	-22.92%
% of tot REG on total consumption Pero site	37.5%	47.0%	<b>36.5%</b>	-22%
% of tot REG on total consumption COSTER Group	0.62%	0.63%	<b>0.59%</b>	-6%

## Data interpretation

Although solar energy production slightly decreased by 2.35%, Pero site increased the absolute domestic consumption (+4.03%), also in consequence of the new corporate house building which added to the machinery division facility

The decrease in solar energy production in combination with the increase in energy consumption due to the inclusion of the corporate house explain the drop in the contribution of solar energy both at the site and at group level

The installation of new Photovoltaic system completed late in 2020 in both Coster Robotics and the central warehouse of Novaledo is expected to increase the renewable energy self-generation and consumption rates already from year 2021

## Green purchase from the grid

The following table shows the amount of energy purchased from renewable sources at corporate level:

Electricity purchase from renewable sources	2018	2019	2020	Δ% 2019-2020	Target (base 2018)
[kWh]	20,963,851	24,797,524	31,570,645	+27.31%	-
% on total purchase	60.48%	67.35%	84.05%	+24.80%	>90% (2021)

## Data interpretation

With the 24.80% absolute increase of electricity purchased from renewable sources in 2020, accounting for 6,773.1 MWh, the 90% coverage targeted for 2021 is close to achievement. In 2020 we achieved 100% green energy supply in EMEA, 81% in APAC (100% in Malaysia site), 28% in NAFTA and 16% in LAPAC.

### RENEWABLE ENERGY– Roadmap

Renewable energy purchase worldwide above 90% in 2021 and 100% in 2024.

Total amount of renewable energy generation (reg) of 5% by 2024



It follows the list of major energy efficiency and emission reduction initiatives through the facilities aimed at reaching the goals set. To the ones disclosed in 2020 and still reflecting or open in 2021 are added the new initiatives under investigation or implementation phase. They account for a total estimated more than 1.2 GWh saving, in addition also natural gas and compressed air savings are expected.

Site	Initiative
<b>Coster 1</b>	Replacement of production lighting with LED lamps
	<b>New.</b> Rationalisation of compressed air in the moulding section
<b>Coster 2</b>	Implementation of a monitoring system related to energy consuming centers, building and users-management plants, with automatic and timed on/off regulation system
	Installation of data loggers for direct detection of energy consumption on every energy consuming center in the factory; implementation of SW for energy monitoring system
	<b>New.</b> Renovation of warehouse and logistic plant system. Replacement of the current fleet of LGVs that have lead-acid batteries with analogues with lithium batteries.
<b>Coster 3</b>	Implementation of thermal blankets for electric moulding machines
	<b>New.</b> Replacement of mineral oil with a synthetic one in the compressors
	<b>New.</b> Frigel cooling system optimization in inj moulding
<b>Coster 4</b>	<b>New.</b> Replacement of MT transformer
<b>Coster Robotics</b>	<b>New.</b> Installation of 15,84 kWp photovoltaic plant
<b>Costerplast</b>	Repairing the biggest losses on the compressed air line and on the main machinery
	<b>New.</b> Synthetic oil replacement in the compressors
	<b>New.</b> Implementation of air compressed room monitoring system
<b>Tecnocoster</b>	VSD90 and air compressor implementation with synthetic oil
	Air drying machine implementation



Site	Initiative
	Installation of a new fully electric moulding machine
	Implementation of thermal blankets for the moulding machines
	Installation of inverter and a new software to manage the pumps of the cooling system of moulds and moulding machines
<b>Coster UK</b>	<b>New.</b> Replace some tubes for LED lamps in main office.
<b>Costertec</b>	Use gas instead of fuel for HVAC installation
	Replace all mercury vapor lamps with LED lamps in the warehouse
	Replace some tube bulbs for LEDs in some areas
	Replace all metal halide lamps for LED lamps at one of our manufacturing halls
	<b>New.</b> 300 kWp PV installation at no cost
	<b>New.</b> Installation of new and more efficient air compressor with software to control
<b>Coster Packaging</b>	VSD Air compressor installation
	<b>New.</b> Installation of hot air compressor, use of the hot air of the air compressor to heat the assembly area in winter
<b>Coster USA</b>	<b>New.</b> Tankless water heaters installation

# CARBON EMISSIONS



Coster adheres to the Carbon Disclosure Project initiative for Climate Change, thus making the set of emission data and breakdowns, performance and targets, risk/opportunities and strategies available in transparent way, also validated on annual base by an external accredited company making on-site audit. Emissions metrics and methodology indicated by CDP are fully respected.

In 2021, the Coster Group's most ambitious carbon emissions project has started. This involves adding Scope 3 to the long-established Scope 1 and Scope 2. We hope to be able to disclose it soon so that we can take action to improve it.

The next table recap the emission targets reported in CDP Climate Change 2020 under the Scopes 1 and 2 for direct and indirect emissions. The progress for year 2020 will be reported in the next CDP submission

Emission Target Type	Scope	Base year	Base Year emissions [metric tons CO2e]	Result 2019	Result 2020 (vs 2018)	Reduction Target Year 2024
Absolute	1 + 2 (Market Based)	2018	7,802.72	6,936.73	3,463.44 (-55.6%)	70%
Intensity (normalized): Metric tons CO2e per mln of product units sold	2 (Location Based)	2018	4.35	3.76	3.97 (-8.7%)	20%



# WATER CONSUMPTION



Water represents neither a crucially nor significantly material aspect in Coster Materiality Assessment since it is only used in the cooling system of injection moulding and workplace conditioning. Nevertheless, Coster is fully aware that water is an essential element for the environments' wellbeing and constantly aims at preserving its integrity by reducing as far as possible its impacts on water sources.

## Methodology and results

On the base of the tot amount of 4.193.569 (Q/1000) of products sold by Coster Packaging Division in 2020, with a decrease of 2% from 2019, Coster calculates the quantity of water needed to produce 1000 finished items. Such volumes of sold products is taken from the annual Group Sales Report (note: in year 2018 special products and components were not considered):

	2018 [m3]	2019 [m3]	2020 [m3]	Δ% (2020 vs 2019)
Total water usage (input)	626,090	618,573	590,919	-4.47%
Total volume of water withdrawn by Ground water (return to nature)	611,907	603,054	578,028	-4.15%
Total volume of water consumed by Municipal water or other public or private water utilities.	14,183	15,519	12,891	-16.93%
Intensity KPI: water consumption normalized by number of sold finished parts * 1000 [m3/1000 parts]	0.180	0.145	0.141	-2.68%

## Data interpretation

The improvements made on the cooling systems of the injection moulding machines and working environments as well as the reduction of the workers presence due to the homeworking caused by COVID-19 have enabled a reduction in water consumption during 2020. This reduction has been much more significant (17%) in the municipal water use, also as an effect of the homeworking organisation.

As the previous years, 97,8% of water is withdrawn by ground/well and it's returned to the nature in compliance with all existing regulations with minimal variation in its properties.

Coster aim is to continue this conscious approach, trying to integrate water saving activities and sensitising its employees on a more mindful use of it..

# WASTE MANAGEMENT & RECYCLING



In the spirit of reducing material consumption, the environmental impacts of the disposal scenarios and fostering the circular economy, also to follow up the New Plastic Economy Global Commitment, Coster has implemented initiatives to increase recovery and reuse rates. In particular, Coster is firmly committed to reducing waste production, with a special focus on hazardous waste and to constantly increase the quantity sent to recycling. We strive to recycle what cannot be reused. If neither reuse nor recovery is possible, waste is disposed of by using the available method that has the least environmental impact (e.g. waste-to-energy conversion) with landfills used only as a last resort.

## Methodology and results

The waste disposal method in Coster depends on the waste code associated with the single item, according to laws and regulations in place, and it is always handled by qualified third-party or collection companies.

Coster does not transport waste neither in country nor abroad.

On the base of the total amount of 4.193.569 (Q/1000) of products sold by Coster Packaging Division in 2020, -2% from 2019, Coster calculates the quantity of waste generated to produce 1000 finished items. Such volumes of sold products is taken from the annual Group Sales Report, excluding the figures relevant to special products and components, for homogeneity with previous years calculation.

	2018 [ton]	2019 [ton]	2020 [ton]	Δ% (2020 vs 2019)
<b>Total Waste</b>	2,753	2,409	<b>2,448</b>	+1.6
<i>Total hazardous waste</i>	200	193	<b>216</b>	+11.9
<b>Of which sent to disposal</b>	4,82	6	<b>6</b>	0
<b>Of which sent to recycling</b>	195	187	<b>210</b>	+12.3
<b>Transport of hazardous waste</b>	/	/	/	/
<i>Total non hazardous waste</i>	2,553	2,216	<b>2,232</b>	+0.7
<b>Of which sent to landfill</b>	340	100	<b>157</b>	+57
<b>Of which sent to recovery, including energy recovery</b>	151	134	<b>201</b>	+50
<b>Of which sent to incineration (mass burn), without energy recovery</b>	70	100	<b>86</b>	-14
<b>Of which sent to recycling</b>	1,992	1,882	<b>1,787</b>	-5.1

	2018 [ton]	2019 [ton]	2020 [ton]	Δ% (2020 vs 2019)
<b>Intensity KPI: tot waste normalized by number of sold finished parts * 1000 [kg/1000 parts]</b>	0.79	0.56	<b>0.58</b>	+3.57

### Data interpretation

- The growth in waste generation is very low, 1.6% in total and 0.7% in non-hazardous wastes. The increase in the production of hazardous waste is compensated by the same increase on wastes sent for recycling. To be considered that in 2020 Coster 4 has been included as a new facility in the reporting boundary.
- Only 9% of total waste produced were hazardous and anyway the 97% of that was sent to recycling.
- The increase in waste sent to landfill represents only 7% of the total waste generated. More than 85% of this increase has been generated by three sites, two of them with the highest increase in production during 2020, and the new plant Coster 4 in Caldonazzo.

### About waste recycling

- Plastic waste from injection moulding is separated by material and disposed for 100% recycling in the apposite streams (external Post Industrial Recycling)
- Plastic scraps from injection moulding reprocessed in-line (internal Post Industrial Recycling)
- **Paper Policy** contribution, which succeeded in substantial increase of recycled paper use in the offices, now around 100%. Office supplies are also purchased from PCR.
- In 2020 Coster joined international multi-stakeholders working tables to define the sorting stream and recycling strategy for aerosols (like FCA Aerosol Recycling)
- Project launched in 2019 to increase the % of recycled fibers in cardboard boxes used as secondary packaging.
- Reduction of plastic waste giving our employees an aluminum water can or recycled cups

**WASTE MANAGEMENT- Roadmap**  
Reduce to ≤ 5% of total waste to landfill in 2021 and 3% in 2024, aiming to a zero landfill performance.





# ENVIRONMENTAL MANAGEMENT



Thanks to an accurate environmental management and a progressive ISO14001 Certification extension to all operations, in 2020 no monetary fines on environmental matters and no legal disputes were identified in Coster plants.

Furthermore, in 2020 no spills occurred.



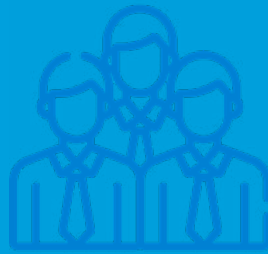


# COMMUNITY



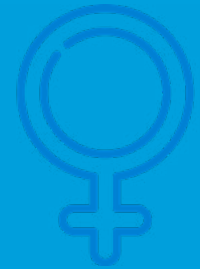
**40%**

REDUCTION OF  
INJURY WORK LOSS  
DAYS



**983**

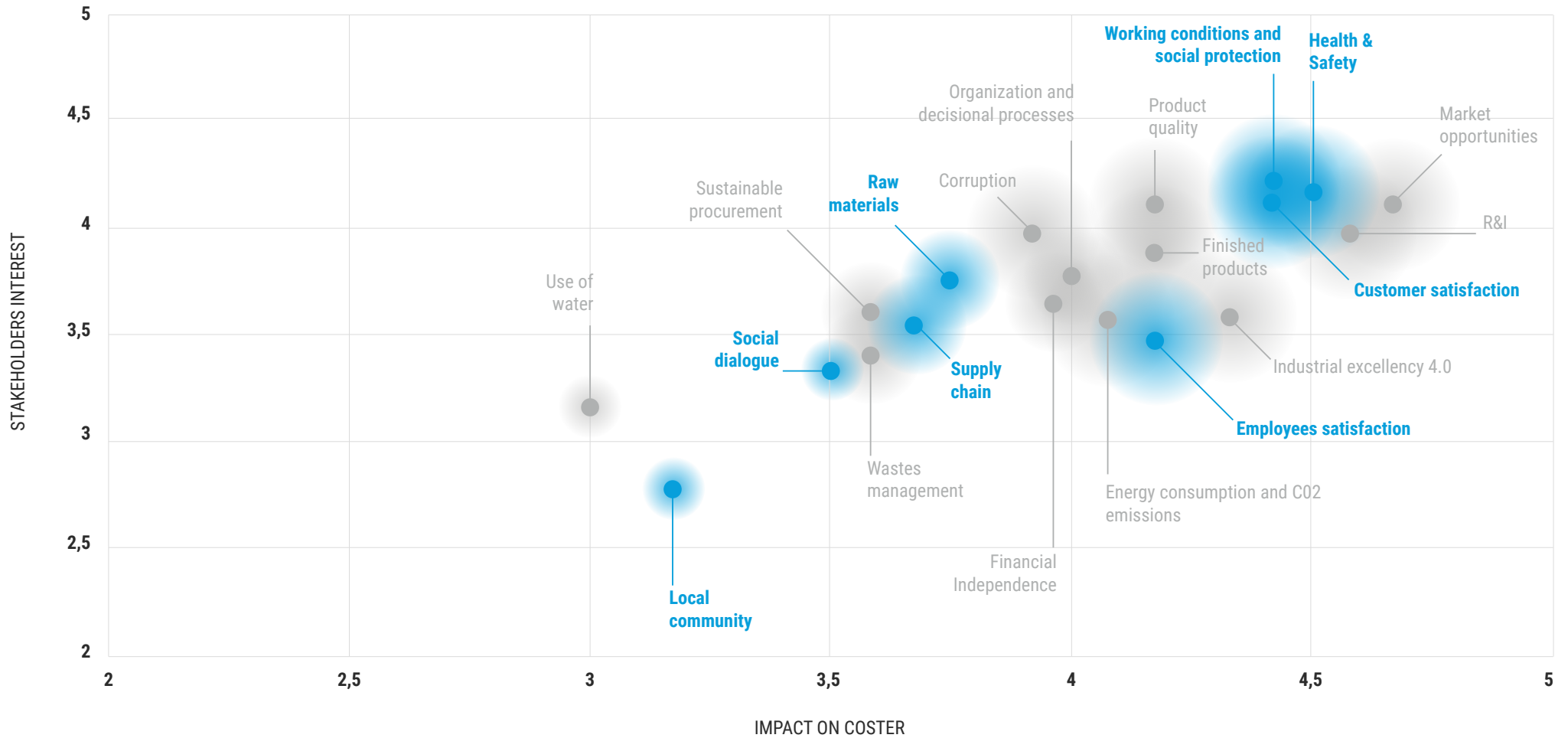
TOTAL EMPLOYEE



**19%**

INCREASE WOMEN  
PRESENCE

## Materiality matrix



# POTENTIAL IMPACT OF OPERATIONS ON LOCAL COMMUNITIES

Despite the topic “Local Communities” has resulted moderately material from both Coster and Stakeholder in the Materiality Matrix, Coster’s efforts turned to this subject show the high level commitment it deserves from all organisations and institutions working on the territory.

From its foundation, Coster has directly and indirectly contributed to the economic development of the local areas and communities where the group operates. This is the foundation of the following policy, annually reviewed with real life outcomes.

## Community Development Policy

**On Environment and landscape.** Coster pays the utmost attention to respect the local landscape features, wherever the operations are based. The building design, external areas and maintenance status always assure the greatest landscape compatibility whether facilities are located in industrial and commercial areas or in residential district.

None of Coster facilities produce emissions that may negatively affect the atmosphere, nor produces odours, noise, light pollution or discharges into ground or water beyond the limits imposed by law. All possible sources of environmental impacts are mapped and found either not applicable, as for biologic, electromagnetic, radiogenic or vibration sources, or regularly checked according to provisions in place if any risk of minimum contamination may appear.

The vehicle traffic doesn’t impact on normal traffic flow.

The use of natural resources is respectful to the fullest possible extent, renewable sources are privileged as for electric energy, the best technologies are used to minimize consumptions.

Waste management is guaranteed the maximum care, targeted to reduce disposal to landfill closest to zero.

**On local economies.** Coster’s employees are mostly hired from local sites municipalities and represent a relevant source of direct and indirect income for the families, industry and commerce in the area of operations by generating wealth and employment opportunities. By hiring local employees, Coster is also able to minimise transport-related environmental impacts. Furthermore, Coster collaborates with local companies by purchasing products, services and assistance, also contributing to these companies’ growth together

with Coster in terms of know-how, skills, best practices and capabilities. This is how in Coster we produce turnover in different economies thus leveraging our global scale but remaining locally connected with the territory where we operate. Solidarity sourcing initiatives shall be evaluated wherever valid opportunities should appear.

**On social footprint.** Coster is locally active and has always included the well-being of its employees and the communities in its business policy of continuous investments on modern and ergonomic structures, aiming at providing its employees with excellent H&S and working conditions (attention to their work environment and on having clean facilities) and services (canteen, laundry service). Legal, equal and transparent conditions of recruitment and employment, careers management and talents retention, promotion of social dialogue and proactive collaboration with the trade-unions associations build up our approach to human resources. We don’t accept any abuses, labour coercions and discrimination in any form of penalising diversity nor any violation of human rights whatever the stakeholders concerned.

The company is actively involved in civil society with a miscellaneous of initiatives addressed to the local communities. **EDUCATION and SCHOOLING** represents our credo, in which we recognise and to be targeted with local initiatives that each company deems appropriate in the specific context where it operates. Gender equality, diversity and inclusion are targeted with a new challenging program for a further step ahead in creating potential, values and opportunities for both the organisation and its people.

**On Transparency.** There are no records of tensions with the local administration, whereas there is a mutual beneficiary relationship. Should any concern arise through the communication lines in place, made publicly available in the ethical code and governance model, the appointed team shall guarantee the due analysis and appropriate processing.



## The facts and initiatives

### Education and Schooling



The field of applications of the initiatives are:

- Aiding the access to education to disadvantaged people
- Supporting high-tech and innovation centres, highly specialized institutes, fab-labs
- Promoting scholarships for unprivileged students
- In 2020 Coster India supported Bright Future, an after-school education centre, a community and safe hub in Gazipur, one of the poorest slums in Delhi. Born from an individual initiative, this small organisation is growing every year with very limited resources providing a nursery, education, focused classes, e-learning, restoring, blossoming potentials, fostering self-esteem, attention, occasions for celebration.
- Costertec in Spain established a collaboration partnership for access to work addressed to students of "Fundació Eduard Soler" (FES), a vocational training centre specialized in mechatronics and industrial programming. Also, a sponsorship has been provided to the event "mercat de tecnologia d'Osona", an open tribune to foster the students' scientific vocations, organized by the local University of Vic (UVIC)



### Social inclusion

- Coster B&S in 2020 worked on simple manual assembly and packaging activity of certain items with Vakmensen, a work centre in Zwolle, where Coster is based, where people with a distance to the labour market, often with a mental health background, perform work for companies, but especially for themselves. Vakmensen's professionals look for partnerships with parties like schools, chain partners in healthcare, companies and guide to a job people who are not (yet) ready for this.
- Catidom works with ADTP and CSV. They are two workshop where employees are disabled or in reintegration process after troubled personal situations, and collaborated with Catidom to put pieces on thermos for anodizing process

### Solidarity Initiatives



- In the moment of difficulty and pandemic concern experienced in 2020 on a global scale, Coster thought about a small but concrete gesture that can show the closeness of the company and bring a message of positivity. The company donated 1,000 AIRNEXT, the latest innovative generation of Bag-On-Valves filled with disinfectant product in the form of gel and aerosol spray, to the Civil Protection of the Provincia Autonoma di Trento where Coster operations are based. This institution then distributed the devices to the retirement homes of the local territory through the cooperative society U.P.I.P.A. (Unione Provinciale Istituzioni Per l'Assistenza)
- Also in 2020 Coster B&S helped with contribution and voluntary service the **Happy Smile** foundation, which addresses families with seriously ill or disabled children and offer them experience of a carefree day or weekend as a guest on a circuit in the Netherlands, Germany or Belgium in occasion of international motor racing events. In the Vip box, balcony and paddock, close to the world of riders and racing engines, the families got the chance of living a different moment.
- Among other voluntary contributions to events for charity or donations of Coster companies to the local humanitarian, health and social care associations, we mention:
  - Unicef, Bomberos Voluntarios, Fundación Fatima and Fundación San Jose Providente in Argentina,
  - Somnàmbula race St. Tomàs, Germanetes dels Pobres, processed food project TAC Osona Foundation Marató TV3 against COVID-19 in Spain,
  - Bluebel wood and Movember - Means Health charity event, Killamarsh under 10's football team in UK .

From a social point of view, some workers in Coster Tecnologie Speciali S.p.A. volunteer in the public Fire Brigades and the company provides them with permission to render their service during working hours in case of emergency calls.

The Group is also carrying on an intense collaboration with local schools and with universities in Germany and the Netherlands.

# EMPLOYEES



## KEY FIGURES

year	Nbr employees
2020	983
2019	946
2018	978

year	Workforce by gender	
	Male	Female
2020	760	223
2019	723	223
2018	748	230

year	Workforce by geographic area			
	EMEA	NAFTA	LATAM	APAC
2020	608	35	140	200
2019	571	23	136	216
2018	587	22	136	233

“

From its foundation, Coster has directly and indirectly contributed to the economic development of the local areas and communities where the group operates.

In 2020 Coster counts **983 employees**.

This is an increase in the number of workers both in absolute value and by gender or region due to the increase in production in some factories around the world.

Considering diversity as a company richness, Coster pursues an inclusive workplace that enhances everyone’s contributions to the Company, enable employees to collaborate in ways that break down barriers and transform differences into strengths.

In almost all the facilities, senior managers come from the same region where the plant operates. As in 2019, and in the aforementioned vision of sharing experiences within the Group, the Group Industrial Director (based in Italy headquarters) and Coster USA General Manager respectively came from Coster Packaging and Coster do Brasil where they were operating as local Operation Managers.

Moreover, the fact that most employed people belong to the surrounding community facilitates both Coster’s activities in the region and the relationship with the community.

**TRAINING**

year	hours of training
2020	9,103
2019	20,166
2018	24,108

In 2020 there has been a significant drop in training hours due to COVID-19 pandemic which precluded some coaching, work shadowing, class sessions and external opportunities like workshops at suppliers’ or institutions’ sites, conventions, seminars, exhibitions. Also in 2020, the training hours on SAP ERP provided during the year has not been considered otherwise unbalancing the figures for comparison purposes. Nevertheless, the companies wherever possible made use of remote training, also in the form of recorded video and lessons, like for the annual GMP refresh provided to all employees in Italy by means of video sessions arranged on purpose and accessible on web-platform, as well as for “Dispensing with Massimo”, which is the Stream channel of the 9 technical lessons on aerosol held by Coster’s Customer Technical Assistant manager for packaging in Italy. The attendance to this training solutions may lead to recording gaps which reflect on the KPI result.

Coster still invested in organizational human resources, to both secure **talent** and provide employees with opportunities during their entire career. This approach pushes employees to dynamism and job rotation thus driving openness, competence and experience sharing, awareness and commitment, personal and careers progression.

**TRAINING – Roadmap**  
Implement LinkedIn training solution, providing a set of modules according to job needs, orientations and interests, available 24h/d with every electronic device





## NEW HIRED PERSONNEL



year	tot
2020	154
2019	139
2018	159

year	tot
2020	105
2019	76
2018	109

year	tot
2020	49
2019	63
2018	50



In 2020 Coster hired 154 new employees, 105 of whom are male and 50 are female. 43% of the new hires concerns the age group of under 30 years old, the over 50s represent less than 10%. These new hires were recruited both to replace retiring or resigning personnel but mainly for strategical and growth reasons in specific areas. In fact, the greatest staff recruitment occurred in Coster Ltd for the new plant of Barlborough due to the significant increase of production.

“  
**In 2020 Coster hired 154 new employees, 105 of whom are male and 50 are female.**

## EQUAL EMPLOYMENT - DISABILITY PROTECTED CATEGORIES



year	Presence of disabled/protected categories workers
2020	2.3%
2019	2.5%
2018	1.7%

Coster is committed to ensure equal employment opportunities for all members of our workforce based on merit, prohibiting any form of discrimination based on race, colour, sex, sexual orientation, gender identity, transgender status, age, marital status, religion, national origin, disability status, or other information. The company promotes equal opportunities in the workplace as a crucial quality to human resource management and an indicator of long-term success.

Salary conditions and payment process are clearly communicated to employees during hiring and formalised in the employment contract. Meetings and social dialogue means are the channels are used to interactively communicate about working conditions.



## REMUNERATION WOMEN TO MEN



Ratio of basic salary and remuneration of women to men based on age groups [%]

Site	<30 years old			30 < x < 50 years old			> 50 years old		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
<b>Coster Ltd. Barlborough</b>	94	116	<b>100</b>	65	100	<b>100</b>	87	100	<b>100</b>
<b>Coster B&amp;S</b>	100	100	<b>100</b>	100	100	<b>100</b>	100	100	<b>100</b>
<b>Costerpack Manufacturing</b>	100	100	<b>100</b>	100	100	<b>100</b>	100	100	<b>100</b>
<b>Coster Technologie Speciali</b>	102,3	103,4	<b>105</b>	83,24	101,08	<b>90</b>	91,76	91,13	<b>100</b>
<b>Costertec</b>	75	95	<b>100</b>	70	79	<b>99</b>	77	57	<b>90</b>
<b>Costerplast</b>	100	100	<b>100</b>	100	100	<b>95</b>	100	100	<b>170</b>
<b>Tecnocoster</b>	N/A	N/A	<b>N/A</b>	94	94	<b>94</b>	77	77	<b>92</b>
<b>Coster Packaging</b>	75	76	<b>77</b>	93	96	<b>97</b>	83	90	<b>75</b>
<b>Coster USA</b>	N/A	76	<b>69</b>	77	85	<b>104</b>	91	54	<b>39</b>
<b>Coster India</b>	92	92,5	<b>81</b>	87	80	<b>73</b>	N/A	N/A	<b>N/A</b>
<b>Coster GmbH</b>	N/A	N/A	<b>N/A</b>	105	105	<b>105</b>	N/A	N/A	<b>N/A</b>
<b>Coster SARL</b>	N/A	N/A	<b>N/A</b>	N/A	N/A	<b>N/A</b>	N/A	N/A	<b>N/A</b>
<b>Coster Ltd. Stevenage</b>	N/A	N/A	<b>N/A</b>	N/A	N/A	<b>N/A</b>	108	N/A	<b>N/A</b>

Coster is aligned with the vision of the United Nations Sustainable Development Goal on Gender Equality. Non-discrimination in the workplaces is one of the strongest values in which Coster believes and commits to achieving 50-50 representation of women and men in all parts of our Company, aiming at giving its male and female employees equal opportunities and treatment.

The 2020 analysis for basic salary and remuneration ratio women to men on age groups (considering the average pay of each gender grouping within each employee category) displays a situation of consolidated homogeneity and performance in the 3 age groups in almost all the operations.

The results marked as N/A mean that there are no women or men employed in the facility belonging to that age groups. That cases of bigger gaps within the same age group are generally due to few workers representing their gender and in these cases with some inhomogeneities in job profile, responsibility and seniority which explain differences in spite of equal category.

## Smeta IV Pillars audits

Coster cares and monitors the internal application of core equity and fairness principles to compensation levels, annual salary reviews and promotions, and work-life balance arrangements like working in the area of global parental leave and employee flexibility.

Also in the challenging year 2020 and despite the difficulty to organise external activities on site, Coster commissioned an accredited notified body to conduct ethical, social and labour assessments, on the basis of SMETA IV PILLARS audits made in the course of the year in Coster site in Argentina. Together with the facilities in India, Spain, Italy and Malaysia, the total Smeta IV-P coverage in the 3-years period finally reaches 60% of operations (manufacturing sites), 82% of total workforce and 60% of the total turnover.

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**Coster cares and monitors the internal application of core equity and fairness principles to compensation levels, annual salary reviews and promotions, and work-life balance arrangements like working in the area of global parental leave and employee flexibility.**



# TURNOVER RATE



Employee turnover REGION	% M (nr.M)			%F (nr.F)		
	2020	2019	2018	2020	2019	2018
EMEA	12.1% (54)	5.8% (24)	9.3% (39)	16.1% (26)	12.9% (20)	8.4% (14)
NAFTA	13.6% (3)	7.7% (1)	21% (3)	15.4% (2)	30% (3)	25% (2)
LATAM	0.8% (1)	4.0% (5)	4.8% (6)	53.8% (7)	0% (0)	16.7% (2)
APAC	30.5% (50)	16.5% (28)	32.3% (61)	19.4% (7)	39.1% (18)	20.4% (9)
TOT	<b>14.2%</b> <b>(108)</b>	<b>8.0%</b> <b>(58)</b>	<b>14.6%</b> <b>(109)</b>	<b>18.8%</b> <b>(42)</b>	<b>18.4%</b> <b>(41)</b>	<b>11.7%</b> <b>(27)</b>

In 2020 the effects of COVID-19 in EMEA region resulted in a business drop down in some sites with a necessary measure to adjust the temporary contracts.

The higher turnover rate in APAC is explained by the COVID-19 prolonged lockdown which brought permanent contract employees to keep safe at home giving up work.

In the regions with small sites with few employees, the resignation or the hiring of single individuals determines a great percentage impact and considerable percentage differences between years; this is the case of the NAFTA Region, represented by the sole Coster USA, where the resignation of one single person reflects in major turnover fluctuations.





# OCCUPATIONAL HEALTH AND SAFETY



## WORK ACCIDENTS

Coster keeps pursuing the goal of zero accidents at corporate level, with the promotion of health and safety being our priority. The company therefore endeavours to comply with the requirements set in this area by the applicable regulations in all the countries of operations, by adopting a continuous improvement approach and providing all employees with a safe, healthy and productive work environment. Systematic risk monitoring, respect of deadlines for law-compliant operations, use of all necessary personal protective equipment, emergency tests, regular medical checks are among the prevention and protection activities in place. Best practices and avant-garde technologies go hand in hand with continuous training the safety culture to guide the people behaviours in the day-to-day activities.

The ISO45001 certification in place at Costerplast and Costertec, the H&S management systems, the Governance Model, the SMETA IV Pillars audits, the CSR audits at suppliers, induction for visitors are the means used by Coster to guarantee that the safest conditions are provided every time and everywhere in each facility.

All the sites, except for Coster USA and Coster GMBH, have a formal Health and Safety Committee that monitors programs and sets guidelines regarding occupational health and safety; these committees represent 100% of Coster workers both staff and blue collars.

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**Coster keeps pursuing the goal of zero accidents at corporate level, with the promotion of health and safety being our priority.**



Plant	2018		2019		2020	
	Number of people Injured	Male or Female	Number of people Injured	Male or Female	Number of people Injured	Male or Female
<b>Coster 1 (Coster Technologie Speciali SPA)</b>	1	M	0	/	0	/
<b>Coster 2 (Coster Technologie Speciali SPA)</b>	2	M+F	1	M	2	M+F
<b>Coster 3 (Coster Technologie Speciali SPA)</b>	0	/	0	/	1	M
<b>Pero 1 (Coster Technologie Speciali SPA)</b>	0	/	0	/	0	/
<b>Pero 2 (Coster Technologie Speciali SPA)</b>	0	/	0	/	0	/
<b>Coster Robotics</b>	0	/	0	/	0	/
<b>Tecnocoster</b>	0	/	0	/	0	/
<b>Costerplast</b>	0	/	0	/	0	/
<b>Costertec</b>	1	M	1	M	1	M
<b>Coster B&amp;S</b>	0	/	0	/	0	/
<b>Coster Ltd Barlborough</b>	0	/	0	/	1	M
<b>Coster Ltd Stevenage</b>	0	/	0	/	0	/
<b>Coster GMBH</b>	0	/	0	/	0	/
<b>Coster SARL</b>	1	M	1	M	0	/
<b>Coster USA</b>	0	/	0	/	0	/
<b>Coster Packaging</b>	1	M	0	/	5	M
<b>Costerpack Manufacturing</b>	1	M	0	/	0	/
<b>Coster India</b>	0	/	0	/	0	/
<b>TOT</b>	7	6M + 1F	3	3M	10	9M+1F



## Methodology

It has been considered any workplace accident causing one or more calendar days of work absence, excluding accidents "in itinere". The day-lost count considers the calendar days, begins the day after the accident and includes Saturday and Sunday.

Injury Severity and Frequency KPIs breakdowns by site are shown in the related table in the Fact&Figures section at the end of the report.

## Data Interpretation

- Total 10 injuries registered in 2020, most of them involving men.
- Total 85 work loss days, with a 40% reduction from the 142 recorded in 2018.
- The Injury Severity Index (ISI) calculated as total accidents from the overall effectively worked hours in the Group is 0.04 (0.01 in 2019).
- The Injury Frequency Index (IFI) calculated as average of all the sites equals 0.43 (0.29 in 2019). This calculation is mostly affected by the result of Coster Argentina which account for half of all accidents.
- No accidents occurred to contractors' employees during 2020.
- In 2020, no work-related fatalities occurred in Coster.



## ABSENTEEISM RATE



The considerations for the absenteeism rate by gender groups can be borrowed by the Safety comments, whereby injuries, the small staff of some facilities, also in terms of gender breakdown in some local cases, as well as some regional habits (e.g. in India) can explain the absence figures for any reasons different from paid leave. Of course, in 2020 the Covid-19 considerably impacted the figures in that locations mostly affected by the global pandemic, like in Argentina.

Plant	2018		2019		2020	
	Absentee rate M%	Absentee rate F%	Absentee rate M%	Absentee rate F%	Absentee rate M%	Absentee rate F%
<b>Coster Technologie Speciali SpA</b>	5.19	9.13	9.62	13.97	<b>8.53</b>	<b>11.51</b>
<b>Costertec</b>	1.39	2.62	0.39	0.10	<b>3.29</b>	<b>3.43</b>
<b>Coster USA</b>	0	0	0	0	<b>0</b>	<b>0</b>
<b>Coster Ltd Barlborough</b>	0	0	0.06	0.01	<b>0.01</b>	<b>0</b>
<b>Coster Ltd Stevenage</b>	0	0	0	0	<b>0</b>	<b>0</b>
<b>Coster Packaging</b>	1.39	1.32	1.80	1.76	<b>5.16</b>	<b>12.71</b>
<b>Coster B&amp;S</b>	4.46	1.08	*	*	<b>3.82</b>	<b>2.29</b>
<b>Coster India</b>	12	8	14.5	9	<b>17.27</b>	<b>5.86</b>
<b>Tecnocoster</b>	3.02	5.51	*	*	<b>0.04</b>	<b>0.13</b>
<b>Costerplast</b>	6.54	6.00	*	*	<b>0.07</b>	<b>0.02</b>
<b>Costerpack Manufacturing</b>	5.66	3.14	5.16	6.38	<b>0.02</b>	<b>0.14</b>
<b>Coster SARL</b>	7.25	8.80	1.23	0.67	<b>2.06</b>	<b>2.11</b>
<b>Coster GMBH</b>	0.92	5.93	2.96	2.48	<b>3.1</b>	<b>3.2</b>

\*Figures for 2019 assumed to be the same as in 2018.

# EMPLOYEE SATISFACTION AND HEALTH PROMOTION



Employees are Coster's greatest asset. The group always strives to ensure that they feel valued and to develop that sense of belonging which creates a rewarding and positive workplace environment.

## Working environment

Every year Coster invests significant capital in buildings and facilities renewal to provide employees with a more modern and comforting workplaces. In 2020 these efforts concerned the new Central Warehouse in Novaledo (Trento), the manufacturing sites Coster Robotics and the new Neembrana plant in India.

## The welfare

Alongside the miscellaneous of local initiatives that Coster facilities took in 2020, they can be mentioned:

- **Benefits:** also in 2020 the flexible benefits plan of company welfare has been stipulated with WTW including a wide package of goods and services alternative to 2nd level contract bonus scheme available to Coster S.p.A. employees. Other benefits offered in the Group consist in redundancy payments over and above legal minimums, bonus and performance rewards, layoff pays, layaway plans, medical benefits and expenses reimbursements, prepaid medicines, bicycle purchase plans, free travel to public transport places, free parking benefits, extra-holidays depending on workers age, financial benefits in distress conditions, health and life insurance, death benefits.
- **Work-life balance:** mobility for operators, time flexibility for study, work flexi-time to leave the company so that to avoid traffic jams, work flexi-time for mothers, remote working schemes.
- **Health:** Covid-19 swabs, special insurance and bonus reward as measures to support employees against Coronavirus, access to flu shot, psychological coaching, specialist cardiovascular check-up and medical screening, vaccination for business travels to certain foreign countries, training on correct lifestyle.
- **Other initiatives:** Coster personalized aluminum bottle to employees to avoid the use of disposable plastic cup, Christmas box, school supplies for children, gifts for Easter, gifts for father's/mother's day, gift for births, gifts for retirement, scholarships, sport activities, meals and snacks.

## The Coster Cares program,

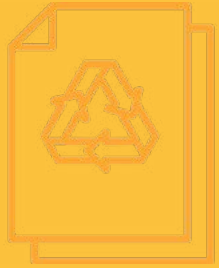
In 2020 Group Management prepared the ground of the future of Coster in the social environment. An ambitious 8 points program under development include initiatives and targeted actions like:

- The Coster Academy modeled on a school of technology for internal and external talented people,
- The Coster seminars for the local community on subjects of public interest
- Economically supporting the initiatives addressed to Education&Schooling in one of the most disadvantaged areas of Coster's operations
- Increase the presence of women at management level in Coster
- Family Day to get Coster people more familiar with our facilities
- Promote social inclusion with specific focus on disabled people, reaching beneficiaries both inside and outside Coster
- Provide insight for Coster workers in tackling Covid-19 disorders with workshops and dedicated events
- Support social voluntary service in the local community where Coster operates

## EMPLOYEE SATISFACTION – Roadmap 2021

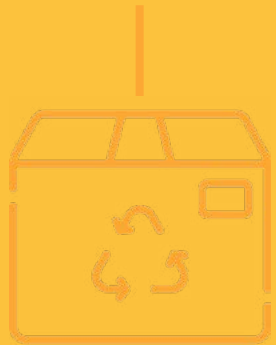
Define and launch the Coster Cares program

# PRODUCTS



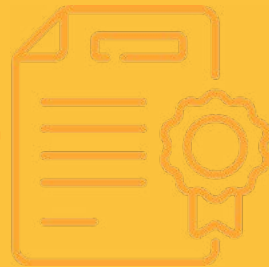
98%

RECYCLED PAPER  
USAGE IN OFFICES



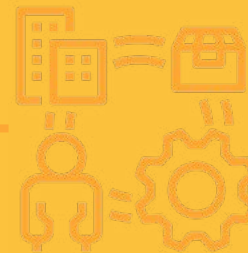
100%

USAGE OF  
CARDBOARD IS  
RECYCLED OR FSC  
IN EU



11

NEW PATENTS  
SUBMISSION



65%

PROCUREMENT  
BUDGET SPENT ON  
LOCAL SUPPLIERS



>90%

TOP SPEND SUPPLIERS  
SIGNATORIES OF  
SUPPLIERS CODE OF  
CONDUCT

## Materiality matrix



Since 1963, Coster designs and manufactures high-quality filling systems and a complete range of spray and dispensing packaging components such as aerosol valves and actuators, special actuators, spray caps, spray and perfumery pumps, dispensers. The market application covers a variety of product forms, from aerosols to spray and dispensing products for personal care & cosmetics, pharmaceutical, perfumery, food, home and technical products. From 2020 Coster also offers direct manufacturing and sales of anodized components, following the strategic acquisition of French metal anodizing company Catidom.

Coster is the world's only company to produce both packaging components and filling equipment. The product range covering fully and semiautomatic lines and lab scale equipment, the manufacturing capacity of 10 complete lines per year, the features to offer tailor made solutions for pharma and aerosol applications with a special sight to new technology, bring Coster to be the second worldwide supplier. In 2020 the filling equipment covered 5% of the total group consolidated sales.



## Aerosols valves

- 1 inch valves
- 20 mm valves
- BOV: bag-on-valves
- Metering valve
- Special valves



## Actuators and spray caps

- Actuators
- Spray caps
- Special actuators & spray caps (custom)



## Pumps

- Spray pumps
- Perfumery pumps
- Dispensing pumps



## Anodized components



## Filling machines

Coster machines fill a variety of product forms, from aerosols to sprays and dispensing products:

Personal Care & Cosmetics: deodorants, shaving gels / foams, sun-screens

Pharmaceutical: MDIs, nasal sprays, saline solutions, topical aerosols

Perfumery: perfumes, body sprays

Home: room fresheners, iron starches, insecticides, dust and spot removers

Technical: car repair products, paints





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**In 2020, Coster sold a total of:**  
**>1.7 billion valves**  
**>1.6 billion spraycaps and actuators**  
**>500 million pumps**

## Products LCA



Life Cycle Assessment (LCA) is a methodology to assess the life cycle of a product or of a service, in order to quantify its potential environmental impacts.

In 2020 Coster has completed the studies “from cradle to grave” for the 1” valve LKE, spraycaps and actuators Hydra, Orbit and (predictive) for two custom spraycaps.

These studies have been carried out using the software SimaPro, accomplishing the requirements of the ISO 14040-44 [3-4] and the PCR 36490:2019 for dispensing systems from the International EPD System. System boundaries include upstream-core-downstream processes. Further to primary data, secondary data have been used for the production of raw materials and disposal processes selected from the database Ecoinvent. Goal and Scope definition, Inventory analysis, Impacts Assessment and Interpretation are the followed process steps, resulting in an LCA protocol arranged for gaining the Environmental Product Declaration. The main goal is to provide transparency about the product’s global warming potential (IPCC GWP 100a) and to compare the impact change if using virgin PP vs PCR PP, but also acidification, photochemical oxidation, eutrophication, abiotic depletion potential (elements and fossil fuels) and water use have been analysed.

## Products recyclability certification



In 2020 Coster continued submitting requests for products verification and examination of recyclability to an Institute qualified for EU-wide certification. Since recyclability is defined by the two parameters of product’s composition and the real recycling paths after usage, the recyclability certificate founds on scientifically validated criteria assessed with the main insiders and associations in the packaging manufacture, waste sorting and recycling business. The recyclability rating is between 0% (non-recyclable) and 100% (fully recyclable), where the latter means that the packaging meets all the prerequisites to become, after its usage, a secondary product comparable to a primary product with identical material. This absolute quantified parameter therefore indicates the material ability to close material cycles in established collection and recycling structures, in practice and at scale.

The products submitted to recyclability assessment during 2020 have been: Airnext, overcap V20.60 for Capri actuator moulded with PCR resin and printed with digital machine, spray pumps GMSP and GNCP, dispenser pump SCP in standard version and assembled with stem and ball made with PP.



# INNOVATION



2020 has been a key year for Coster's strategy development of boosting design Innovation at further next levels. The most recent global evolution sped up the already fast market request of solutions featured by innovative dimension and sustainable development footprint. Coster has created the new group function Innovation&Sustainability, with the mission to merge these two crucial topics into a new organisation targeting the consolidation of Coster's strengths as well as the discovery oriented to look for future needs, the success of our development know-how translated into a new way to do things. New and unconventional ideas, resources of excellence, speed, market orientation, connection with stakeholders, robust project management, all under the government of the sustainability driver, are leverages for the new organisation to build the Coster strategy to win with our customers for a common future growth.

## Products innovation

The I&S headquarter is located at our head office in Italy, supported by the Technical Packaging Assistance in Pero (Milan) and the technical centres in the local subsidiaries. The team is structured in the macro-areas of Sustainability, Discovery&Innovation, Technical Development, HSE&Energy, QA, and resorts to:

- Skilled teams of designers, project managers and lab technicians.
- PLM software supporting process and document management.
- 3D printing machines for quick prototyping and better project definition in the first crucial proof of concepts steps.
- Filling room, with filling heads manufactured by Coster to reproduce the real conditions at customer's sites with all range of propellants.
- Avant-garde SW and HD technologies, like CAD drawing, mechanical FEM and mould flow simulation, computer 3D tomography, metrology systems with automatic measures acquisition and a complete set of lab instruments also including high speed camera, particle size meter, DSC, FT-IR, climatic cells to reproduce ageing conditions.

Some new developments and product innovations launched or completed in 2020 are listed below, whereas other projects addressed to recyclability, reuse, reduce & replace models have been launched but protected by confidentiality or NDA with customers.

- **Glove-On**, the patented invisible protection for safe hands. Personal hygiene and PPE (personal protection equipment) are key to mitigate the risk of infection from COVID and other diseases. Aerosol Glove-On, dispensed in the form of a mousse/foam, creates a temporary, invisible and removable film on the skin that disinfects thanks to its alcohol content and protects hands from the outer environment. To remove the glove, consumers need to wash their hands with soap. The advantages then consist of: all-in-one disinfectant and protective product, no plastic waste, enhanced ergonomics, lasting until hand washing, safe and easy to use. Coster has filed a patent application for the formulation, which will be given to customer provided that the delivery system is sourced from Coster. Glove-On has won the FEA Global Aerosol Awards 2020 for the category Prototype, for the recognised industry adaptability to face societal challenges, encouraging a correct hand hygiene and decreasing the plastic waste from gloves. The British Chamber of Commerce for Italy and Intertek presented Coster with the BCCI Business Excellence Award 2020 for Sustainability Assurance also regarding the Glove-On project
- **Breeze Mini**, the new micromist insert "premium feature" for perfumery spray, designed to deliver a sophisticated, gentle and prolonged spray.
- **Coster-Eco: 1" valves and micromist system for compressed air delivery**, achieved by conferring specific features to the valves components for good spraying performance with non-VOCs propellants.
- **The first Amazon ISTA 6 ready dispensing pump**. This solution comes alongside the original clip to first worldwide fulfil the e-commerce shipment requirements for the new NSCP dispenser pump.
- **Dispenser pump full recyclable versions**, launch of projects addressed to design for recyclability solutions.
- **Vortex** patented technology, the non-micromist insert solution for aerosol nebulisation.
- **Easy-Off** and **Spring-Off** patented concepts mechanisms, aimed at achieving sustainable development targets of spray-caps and pumps disposal and full recyclability.

## Collaborations

Coster collaborates with Universities, associations and institutions for analysis and research:

- the Polymer Science Park in the Netherlands works with the local Coster company at innovation and development for applied plastics technology (with special focus on circular economy, Recycling, 3D Printing, Biobased, Coatings and Smart Materials) and offers complementary services, such as consultancy, trial production, product testing, training/study programmes/workshops and a learning place for students and starters),
- FEA and national committees like AIA, BAMA, CFA to work on technical tables and recycling channels of aerosol plastic packaging.
- TOMRA team of experts to support the study of packaging solutions achieving successful sorting and recycling performance.
- CYCLOS-HTP company, the institute for assessing and certifying the recyclability of packaging and goods.

Coster collaborated with customer L'Oréal at the compressed PET aerosol system with Ushuaia deodorant, which has won the FEA Global Aerosol Awards 2020 for the category Innovative product.



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2020 has been a key year for Coster's strategy development of boosting design Innovation at further next levels.



## INDUSTRY 4.0



Over the years, it has been commonly recognised that the high levels of automation implemented in its facilities are a specific Coster hallmark. It comes from the forward looking and engineering focus of the company where new technologies are constantly being pioneered. This has led to Industry 4.0 which is seen as a business goal and leverage for growth which forms part of the industrial vision.

### Keys Enablers for success

- **Connection and networks.** Integration and strong communication between facility systems, plants, equipment, avant-garde M.E.S. with the new SAP 4/Hana, in the direction of paperless facility, within the scope of the Big data aspect. Multi-devices connection.
- **Flexible configuration** of production processes, by the introduction of manufacturing cell integrated for injection moulding and in-line assembly.
  - » Adjustment of the work organisation to the business requirement with shifts schemes in operations.
  - » Low capex / timing product customisation options: platform and texture technologies
- **Automation** of our factories for operational excellence, injection and assembly synchronisation.
- **In-house facilities**
  - » Proprietary assembly machine construction and service by Coster Robotics unit;
  - » New mounting cups stamping facility in Coster Packaging;
  - » Interconnection with the Machinery Division for an integrated 360° vision at technologies to manufacture and use products;
  - » Digital 3D printing machine, to offer a different option to customize product in small and industrial production scales;
- **Injection moulding.** We are passionate about moulding. Our pumps, valves and actuators are based on highly engineered plastic components: their perfect interaction requires highest injection precision and consistency. Injection moulding expertise is a key pillar of industrial excellence, replicated in each of our products.





## CUSTOMER CARE



With its global footprint and worldwide network Coster gives its customers the necessary support in the different areas of interest and is present from the early stages of development to production and final delivery, until the product's end of life.

- The customer care organization provides widespread pre and post-sales assistance for both packaging and machinery, offering the preferred point of contact and answers for all needs concerning products and services offered by Coster.
- The Packaging Technical Assistance is provided by both centralized and local facilities. With more than 2000 tests per year, the lab of Pero is focused to check the compatibility between client's and Coster's products, supporting the customer with the best delivery system selection according to the product formulation, providing training sessions to the customers about aerosol. Compatibility, functionality, swelling, spray rate, spray pattern, flammability, corrosion, sealing, new formulations, optimization of client's formulas and analytical tests, are conducted according to both internal Coster protocols and international standards.
- The Packaging Development Office in Trento focuses on customer development requests and product modifications. Designers, Projects Managers and engineers assist clients throughout all project phases. Among the many laboratory, testing and development tools also rapid prototyping of STL and 3D printing mock-up and inserts fluid-dynamic simulations from "trial and error" to predictive simulation are available.
- The Machinery Division ensures the post sales technical assistance and maintenance service as well as the full set of documentation for operation, maintenance and validation and compliance with safety, Atex and applicable regulations in place.
- In the central Regulatory Office in Trento qualified staff responds to the regulatory, materials compliance and products LCA needs.
- The central Sampling department, part of the technical structure, is equipped with all necessary tooling to arrange the sample orders without disrupting the production processes. Processing more than 5000 sample orders per year, this facility helps the marketing, testing and approval operations at customer side pursuing efficiency and time-competitiveness goals.
- Supply chain and Logistics offer lean and agile support, 360° order management and customer assistance, solutions for special stocks management, support for short time frame launchings, small productions requests, short time deliveries when needed (down to less than one day), global logistic connection.

- QA and Sustainability structures respond to all needs concerning management systems, certifications, audits, complaints, documentation, reports and disclosures on company performances.
- Collaboration by means of strategic partnerships with end-of-line packing machinery providers and complementary machine manufacturers.

Full information about Coster organization, facilities, contacts, products&services are available in the website [www.coster.com](http://www.coster.com).

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**With its global footprint and worldwide network Coster gives its customers the necessary support in the different areas of interest and is present from the early stages of development to production and final delivery, until the product's end of life.**



# SUPPLY CHAIN



Coster supply chain has the ambition to be a source of competitive advantage. To achieve this goal we built a group organization and introduced new processes and ways of working to manage upstream and downstream relationship with suppliers and customers. Our dedicated structure governs planning, transports and materials flows, sourcing, third partied manufacturing, export, customer service.

2020 was an eventful year for the new Coster Supply Chain organisation. There was no parallel to what happened that could suggest the proper actions to implement. COVID-19 evolved rapidly from what was originally treated as a supply issue affecting supply chains from China to a global pandemic where the impact touched every aspect of the end-to-end Supply Chain. As Supply Chain team, we tried to break a seemingly impossible problem into smaller pieces to be related to more common supply chain disruptions (labour strike, plant fire, etc...) and, where possible, to apply learning from the past. Thanks to this approach and to the support of our supplier base, we have been able to overcome all challenges ensuring business continuity and avoiding disruption.

While facing the "perfect storm", we managed to maintain strong focus on the long-term agenda where sustainability remains the pillar that drives all our actions. For example, reducing carbon footprint throughout Coster's logistic network is an important objective within Coster logistic and transport concepts. With this important goal in mind, in September 2020 Coster opened a new central warehouse in Novaledo, Trento. The location was selected to minimise the distance between Coster's production sites and customers and to reduce significantly the logistic complexity paving the way to better service. The Novaledo warehouse is a modern logistic facility that use the latest product tracking technology (RFID, WMS connected with the new ERP system SAP). This represents the first step to digitise our logistic and supply chain process.

In parallel during the year we reviewed our warehouse network in all European countries where we operate with the objective to identify how we can improve the flow of inventory within the business thus improving Working Capital performance.

## The 3-years roadmap for sustainable supply chain

The 3-years roadmap, launched in 2019, continues to deliver as per the original plan. In 2020 we are particularly proud to have achieved the following results.

### Sustainable Logistic

Optimization of our logistic flows in Europe improving operational efficiency and carbon footprint associated with transport



### Warehouse network

Comprehensive re-organization with the closure of the Coster UK Warehouse in Stevenage (moving goods into 3PL closer to our facility in Barlborough), opening of Novaledo central warehouse in Italy and the closing of Coster Germany warehouse in Ettlingen. This last project allowed the implementation of direct deliveries from Italy to Germany and consequently less movement of finished products, so avoiding double handling and reducing inventory obsolescence



### Impact on local communities

Our operations impact local economies and, whenever possible, we utilise local suppliers for all Productive Items and Non-Productive Items we buy. Support social inclusion, cultural and economic development in local communities are the means to leverage our global scale remaining locally connected with the territory where we operate. This year more than ever Coster supported all our suppliers to remain operational during the COVID crisis



### Joining forces with local suppliers

Share best practices related to sustainable sourcing, waste management, energy efficiencies, etc. with our network of local suppliers and business partners. The target of the workshop plan is to raise awareness for local and small players, supporting them with social and economic elements to develop the local communities welfare and overall growth. During 2020 the event has been put on hold because of COVID-19. Coster is ready to re-start the programme as soon as vaccines are rolled out across Italy and we can resume the social interactions





# PROCUREMENT



The procurement function supplies the company with raw materials, goods and services. Coster believes in the importance of building long term relationships with our suppliers and consider them as critical partners, contributing to the ongoing and sustainable success of our business.

The ambition is to be recognised as a company that inspires trust and respect and that creates value both for our suppliers and for ourselves, taking into account our environmental, social and economic requirements.

Coster purchases goods and services worth more than €130 million from over 1000 suppliers. The suppliers are classified in three main spend categories:

- Productive Items (PI): that includes Raw Materials, Components and Packaging
- Non Productive Items (NPI): that includes spend areas such as Utilities, Equipments and MRO, Logistics, Professional Services, IT & Telecom, Site Materials & Services, Employee Materials & Services.
- 3rd party manufacturing (3PM): that includes contract manufacturing for moulded and assembled components.

Procurement operates to established procurement and supplier management processes. Long term contracts and active supplier management for strategically important goods and services are important elements. The objective is to safeguard the company's competitiveness and ensure smooth production processes.

Qualification and audit programs, performance evaluation and quality check are managed within the company's integrated system.

## Local suppliers



In 2020, an average 65% of overall Coster's procurement budget for all Italian companies (packaging division) and 65% for Latam companies - the two most significant locations of operation - is spent on local suppliers - those operating in the same country as the Coster's sites. Most of these supplies are from the EU and from Italy. Most of Coster's outsourced suppliers are located in Trentino or nearby, they are subcontracted to produce plastic components or assembly finished products; with many of them, the company has been maintaining a longstanding relationship, or has supported their growth from a small family scale (also created by former employees) to a more solid and healthy reality.

The definition of significant location of operation is relevant to the turnover, covering a total of 47% of the 2020 Group turnover, associated to manufacturing facility.

## Supplier environmental and social assessment

The CSR audit plan to Coster's productive items and outsourced suppliers has continued in 2020, despite the Covid-19 restrictions reduced the possibility to lead the necessary on-site audits for direct check of the ethical & HSE standards in place. The audit follows the SMETA IV Pillars protocol, with additional H&S requirements taken from ISO45001 and internal Safety audits. Suppliers are rated with scores specific by subject and as general sustainability performance, SWOT analysis and findings list are also issued.

N° 2 supplier audits have been conducted in 2020, which add to the 10 ones made in 2018-2019 to represent:

- 72% of PI/3PM purchased volumes for Coster SpA (2020 Vendor-Rating data, 12 suppliers in the 25 vendors list),
- 52% of PI/3PM vendor list tot spending for EU Coster companies including Coster SpA (6 suppliers in the top-20 spending list).

To be considered that 4 suppliers representing 32% and 25% respectively for Italian and EU total spend turnover are big MNCs which don't accept CSR audits by company policy. The audits didn't reveal suppliers identified as having significant actual or potential negative impacts. Local deficiencies have been reported and addressed for both environmental and social aspects. Anyway in an overall picture which doesn't disclose critical situations. No relationships have been terminated with suppliers as a result of the assessment.

The audit plan for 2020 aspires to cover respectively 73% of PI/3PM purchased volumes at Italian level and 60% of PI/3PM spend turnover at EU levels.

The 100% of Productive Items suppliers (PI) and outsourcers (3PM) in the Vendor-list formally acknowledged the Coster Supplier Code of Conduct by signing the commitment form.

## The 3-years roadmap for sustainable sourcing

The 3-years roadmap, launched in 2019, is delivering the expected results. In 2020 we are particularly proud to have achieved the following results.

### Renewable energy

We plan to source renewable energy where this is offered and available by means of on-site production (solar cells) and direct purchasing of green power from the grid. In 2020 we achieved 100% green energy in all our sites and offices in EU, at Group level we are at 83% (see Energy consumption section).



### Cardboard

We have the objective to source +90% of the cardboard we use for our boxes from certified sustainably managed forests (FSC, PEFC) or introduce recycled material by 2021. In 2020, 100% of the cardboard we use for our boxes in Europe is either FSC certified or recycled.



### Office materials

Main target is to support the Group Paper Policy and buy paper-based office materials (printer paper, note books and envelopes) from either certified sustainable forests or recycled sources.

In addition, for all other office materials, where possible, we continue to prefer buying "green products".



### Plastic

We commit to support our customers to reach their goals on plastic packaging to accelerate progress towards the circular economy. To do so we have completed a number of projects to increase the PCR offering on our products. We go on engaging with our suppliers to identify opportunities to bring PCR packaging to final consumers.



### Fleet

We aim to reduce the environmental impact of vehicles we drive and the CO2 emissions of our fleets. In 2020 we continued to convert our fleet to hybrid when existing contracts expire. Year to date we converted +50% of our fleet.



### Supplier Code of Conduct

The Supplier Code of Conduct shall be a reference point for all our suppliers.

Already approved by the Board, in 2020 the Supplier Code of Conduct has been published and distributed across the suppliers base.

### Certification on sustainable procurement ISO2040

By implementing ISO 20400, Coster organization contributes positively to society and the economy through making sustainable purchasing decisions and encouraging suppliers and other stakeholders to do the same. The certification achieved in 2019 continues to drive our purchasing decisions.

## PROCUREMENT

Pursue the sustainable sourcing roadmap 2019-2021

# RAW MATERIALS



Coster mainly uses polyolefin (PE and PP), acetalic resin (POM) and masterbatches in its production process. Moreover, Coster purchases different components made from plastic (dip-tube), steel (springs and balls), aluminium or tinplate (mounting caps and covers) and rubber (seals/gaskets).

In 2020 Coster continued developing new solutions targeted at Reducing the weights and Replacing materials both with ones less problematic for the recycling streams and with more eco-friendly solutions. This activity falls in the framework of the commitment undertaken for the New Plastic Economy, looks at the wide media resonance given to global trends on the impact packaging has on the environment and supports the customers' campaigns oriented to SDGs.

## Products

The main technical projects completed or launched in 2020 are listed below:

- **PCR** (Post Consumer Recycled) plastics introduced in the following products where the parts are not in direct contact with the product (for regulatory reason of food contact compliance):
  - » **32MSPUP** - mounting cup and overcap of the snap-on spray pump
  - » **Hydra** spraycap
  - » **Orbit** spraycap (launched)
  - » Standard **dip-tube for 1" aerosol valve** (launched)
- **Black masterbatch carbon-black free NIR detectable**, suitable for sorting streams
- Remove ALU foil from the BOV quadruplex laminate (PET/ALU/OPA/LDPE) film structure. Introduce mono-material laminated film for bag-on-valves, addressed to product recyclability (projects launched)
- **POM removal** from LKE valves
- **Replace materials disrupting for recyclability** (POM, rubbers, metals) from dispensers and spray pumps (launched)
- **Micromist POM-free**
  - 0.42 to 0.38 mm thickness reduction of ALU mounting cups for 1" valves
  - 1-2 g/m<sup>2</sup> tin-plating reduction of epoxy and plain mounting cups versions
- **BPA-NI** (Not In) alu and tin-plate mounting cups for 1" valves, as alternative to lacquering containing BPA traces.

- **CrVI** process free mounting cups for 1" tin plate valves, as alternative solution to eliminate this substance from the tin plate passivation process.

Coster has been invited to participate as speaker in the **Beauty Sustainability Week**, organized in the period 28 Sep to 02 Oct by the Beauty Cluster Barcelona with the target to share news and solutions addressed to sustainability and CSR in the beauty industry. Coster has presented the projects of plastic PCR introduction within the framework of designing a packaging environmentally respectful by means of new and innovative materials use.

## Paper Policy in the offices

It consists of a sustainable sourcing initiative launched to purchasing paper responsibly. Targets are maximizing efficiency by reducing paper consumption wherever possible, maximizing the content of recycled fibers, by using products resulting from the treatment of waste paper (post-consumer). In 2020 Coster achieved a result of 98% of recycled paper use, out of around 1411 thousands of sheets, vs annual target of >90%. The total consumption reduction in year 2020 settled at 23% vs 2019.



## Materials consumption Methodology and results

The following quantities are an estimation based on the quantity of single product category - using as a benchmark the most representative items in terms of sale and weight - sold by Coster Group in 2020, taking into consideration the weight of each component. For the paper, it has been referred to the KPI of used carton boxes count, assigned with the equivalent weight of 1kg.

	TOT [t]	Plastic resin [t]	Steel [t]	Aluminum [t]	Rubber [t]	Tin plate [t]	Laminate foil [t]	Paper [t]
<b>2020</b>	<b>26,586</b>	<b>16,072</b>	<b>631</b>	<b>522</b>	<b>755</b>	<b>5,529</b>	<b>226</b>	<b>2,851</b>
2019	23,795	13,489	629	543	758	5,581	232	2,563
2018	22,444	12,455	603	530	754	5,539	236	2,327

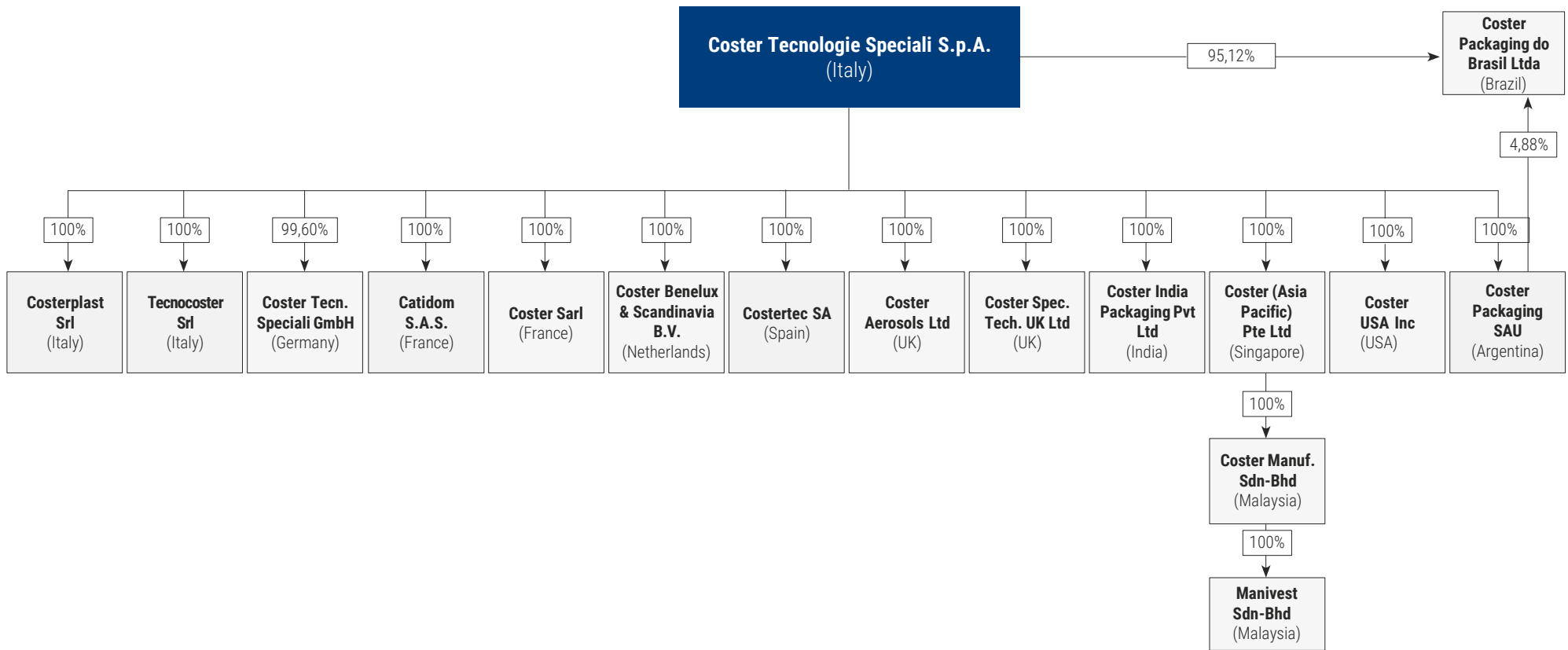
### Data interpretation

- 26,586 tonnes of materials used in 2020 correspond to a consumption increase of 12%.
- In 2020, Coster used 2.843 million carton boxes for finished product packaging, with an increase of 288k units (+11,3%) due to the first time inclusion in the calculation of site Coster4 (77k pcs) and of the 6063 pallboxes used in Coster SpA facilities each considered as 7 equivalent boxes in weight, and to the higher use made at Coster Barlborough (+128k), Costerpack (+67k) and Coster2 (+88k) as consequence of new businesses won in spraycaps and dispenser pumps. The total use of recycled fibers amounts to 56%, in line with the previous years .
- The higher consumptions recorded in 2020 reflects the general increase of sales volumes (tot +4.2%), with specific consideration of the increase of heavy items like dispenser pumps (+58%) and spray-caps&special actuators (+24%) which have not been balanced by the sales decrease of lighter parts like perfumery pumps (-24%) and other items.



# FACTS & FIGURES

## Organization chart





## EMPLOYEES

### Workforce by Geographic Area and Gender

	TOTAL			MALE			FEMALE		
	2020	2019	2018	2020	2019	2018	2020	2019	2018
<b>EMEA</b>	608	571	587	447	416	421	161	155	166
<b>NAFTA</b>	35	23	22	22	13	14	13	10	8
<b>LATAM</b>	140	136	136	140	124	124	0	12	12
<b>APAC</b>	200	216	233	164	170	189	36	46	44

### Total number of employees by employment contract by gender

	TOTAL			PERMANENT			TEMPORARY		
	2020	2019	2018	2020	2019	2018	2020	2019	2018
<b>MALE</b>	760	723	748	741	702	721	19	21	28
<b>FEMALE</b>	223	223	230	201	196	207	22	27	22

## Total number of employees by employment contract by region

	TOTAL			PERMANENT			TEMPORARY		
	2020	2019	2018	2020	2019	2018	2020	2019	2018
<b>EMEA</b>	608	571	587	576	524	538	32	47	49
<b>NAFTA</b>	35	23	22	26	22	21	9	1	1
<b>LATAM</b>	140	136	136	140	136	136	0	0	0
<b>APAC</b>	200	216	233	200	216	233	0	0	0

## Total number of employees by employment type and by gender

	TOTAL			MALE			FEMALE		
	2020	2019	2018	2020	2019	2018	2020	2019	2018
<b>FULL-TIME</b>	746	898	926	780	712	734	14	186	192
<b>PART-TIME</b>	188	48	52	230	11	14	35	37	38

## new employee hires by age group

Age Group	TOTAL		
	2020	2019	2018
<b>Under 30</b>	66	66	89
<b>30 - 50</b>	73	61	59
<b>Over 50</b>	15	12	11

## Turnover rate by site and age group

Site	<30 years old			30<x<50 years old			>50 years old		
	2020	2019	2018	2020	2019	2018	2020	2019	2018
<b>Coster Technologie Speciali</b>	6%	21,4%	13%	3%	3,1%	7%	10%	3,2%	5%
<b>Coster Ltd. Barlborough</b>	33%	36%	0	56%	35%	0	43%	21%	8%
<b>Coster Ltd. Stevenage</b>	0	0	0	0	0	75%	100%	0	75%
<b>Coster B&amp;S</b>	0	50%	4,5%	50%	19%	4%	50%	8%	11%
<b>Tecnocoster</b>	0	0	25%	10%	5,9%	0	0	0	0
<b>Costerplast</b>	20%	0	0	5.6%	5%	0	11.1%	0	0
<b>Coster SARL</b>	0	0	0	6.7%	0	0	0	0	0
<b>Coster GmbH</b>	0	0	0	0	0	0	100%	0	0
<b>Coster USA</b>	0	33%	0	17%	13%	30%	6.3%	9%	18%
<b>Coster Packaging</b>	14.9%	10,5%	21%	5.3%	2,9%	4%	0	0	0
<b>Coster India</b>	50%	39%	4%	29%	6%	15%	11%	0	13%
<b>Costertec</b>	41%	11,1%	23%	5.7%	11,8%	17%	0	4,5%	0
<b>Costerpack Manufacturing</b>	7%	33%	7%	25%	31%	9%	33%	0	0

# OCCUPATIONAL HEALTH AND SAFETY

Plant	Injury Frequency Index (IF)			Injury Severity Index (IG)		
	2020	2019	2018	2020	2019	2018
<b>Coster 1 (Coster Technologie Speciali SPA)</b>	0	0	1.04	0	0	0.07
<b>Coster 2 (Coster Technologie Speciali SPA)</b>	1.41	0.65	1.24	0.24	0.03	0.04
<b>Coster 3 (Coster Technologie Speciali SPA)</b>	1.75	0	0	0.05	0	0
<b>Coster 4 (Coster Technologie Speciali SPA)</b>	0	0	NA	0		NA
<b>Costertec</b>	0.9	0.91	1.19	0.12	0.02	0.12
<b>Coster USA</b>	0	0	0	0	0	0
<b>Coster Ltd Barlborough</b>	0	0	0	0	0	0
<b>Coster Ltd Stevenage</b>	0	0	0	0	0	0
<b>Coster Packaging</b>	1.79	0	0.37	0.17	0	0.14
<b>Coster B&amp;S</b>	0	0	0	0	0	0
<b>Pero 1 (Coster Technologie Speciali SPA)</b>	0	0	0	0	0	0
<b>Pero 2 (Coster Technologie Speciali SPA)</b>	0	0	0	0	0	0
<b>Coster Robotics</b>	0	0	0	0	0	0
<b>Coster India</b>	0	0	0	0	0	0
<b>Tecnocoster</b>	0	0	0	0	0	0
<b>Costerplast</b>	0	0	0	0	0	0
<b>Costerpack Manufacturing</b>	0	0	0.6	0	0	0.01
<b>Coster SARL</b>	0	3.66	3.23	0	0.55	2.59
<b>Coster GMBH</b>	0	0	0	0	0	0

## Procurement budget on local suppliers

Plant	% of procurement budget spent on local suppliers		
	2020	2019	2018
<b>Coster Tecnologie Speciali SPA</b>	64.9	72.8	71.4
<b>Costerplast</b>	80.9	46.9	41.7
<b>Tecnocoster</b>	48.4	59.6	35.9
<b>All Italian sites</b>	geographical definition of local is: Italy		
<b>Coster Sarl and Coster GmbH</b>	≤ 5 (Note: sales and distribution centers purchasing from Coster manufacturing factories)		
<b>Coster B&amp;S</b>	15	15	15
<b>Coster Packaging</b>	geographical definition of local is: NL		
	65	62.2	76.2
<b>Coster India</b>	geographical definition of local is: Argentina		
	33	38	38
<b>Coster USA</b>	geographical definition of local is: India		
	14	9.5	9.5
<b>Costertec</b>	geographical definition of local is: within 2 hours driving time from the facility)		
	40	43.5	43.3
<b>Costerpack Manufacturing</b>	geographical definition of local is: Spain		
	100	100	100
<b>Coster Ltd - Stevenage</b>	geographical definition of local is: Malaysia		
	N/A	10	10
<b>Coster Ltd - Barlborough</b>	1	1	1
	geographical definition of local is: the county of Derbyshire		

Note: by Local it is usually meant the same Country where the facility operates, unless diversely indicated in the notes inside the table

## Total Material Used

	TOT [ton]	Valves [kg]	Dispensers [kg]	Spray pumps [kg]	Perfumery pumps [kg]	Spray caps [kg]	Special actuators [kg]	Actuators [kg]
Plastic resin	14,306	1,290,161	1,760,555	813,577	258,370	6,305,329	3,489,038	388,559
Steel	631	324,620	126,025	93,513	87,124	/	/	/
Aluminum	522	412,634	/	/	109,325	/	/	/
Dip-tube	1,766	1,571,585	125,779	50,844	18,097	/	/	/
Rubber	755	750,370	/	1,904	3,172	/	/	/
Tin plate	5,529	5,529,268	/	/	/	/	/	/
Laminate foil	226	226,204	/	/	/	/	/	/
Paper	2,851	7,519	/	/	/	/	/	/

## Recycled Input Material Used

	TOT [ton]	% of recycled
Plastic resin	14,306	0
Steel	631	80 ÷ 90
Aluminum	522	60 ÷ 75
Dip-tube Included in plastic resin	1,766	0
Rubber	755	0
Tin plate	5,529	65 ÷ 75
Laminate foil	226	0
Paper	2,851	56

For metallic materials (steel, aluminum, tin plate), the data of recycled input material used in percentage has been provided by the suppliers enquired on purpose. For paper, the data result from the total number of



cardboard boxes used, the assumption of average weight of 1 Kg per box (also based on data) and the % of recycled fibers used in cardboard declared by the box suppliers. These data have been provided by each facility enquired. If more box suppliers have been used in the same site, and the % of recycled paper vary among suppliers, it has been considered the allocation of supplies to every supplier or, if not possible, the average recycle % among the different suppliers.

	Tecnocoster	B&S	Coster Ltd BB	Coster Packaging	Coster USA	Coster-plast	Costertec	Coster-pack	Coster India	Coster1	Coster2	Coster3	Coster4	Tot
<b>Nr box used</b>	157,117	147,006	574,089	332,340	54,742	412,652	123,175	231,936	20,721	20,206	304,450	388,093	76,669	<b>2,843,196</b>
<b>% recycled fibers</b>	75	82	100	0	33	30	100	25	85	100	50	60	50	<b>56.16%</b>
<b>% recycled fibers and/or FSC</b>	100	100	100	0	33	100	100	25	85	100	100	100	100	<b>80.79%</b>
<b>Nr box recycled</b>	117,838	120,545	574,089	0	18,065	123,796	123,175	57,984	17,613	20,206	152,225	232,856	38,335	1,596,725
<b>Nr recycled fibers and/or FSC</b>	157,117	147,006	574,089	0	18,065	412,652	123,175	57,984	17,613	20,206	304,450	388,093	76,669	<b>2,297,119</b>

## Direct (Scope 1) GHG emissions

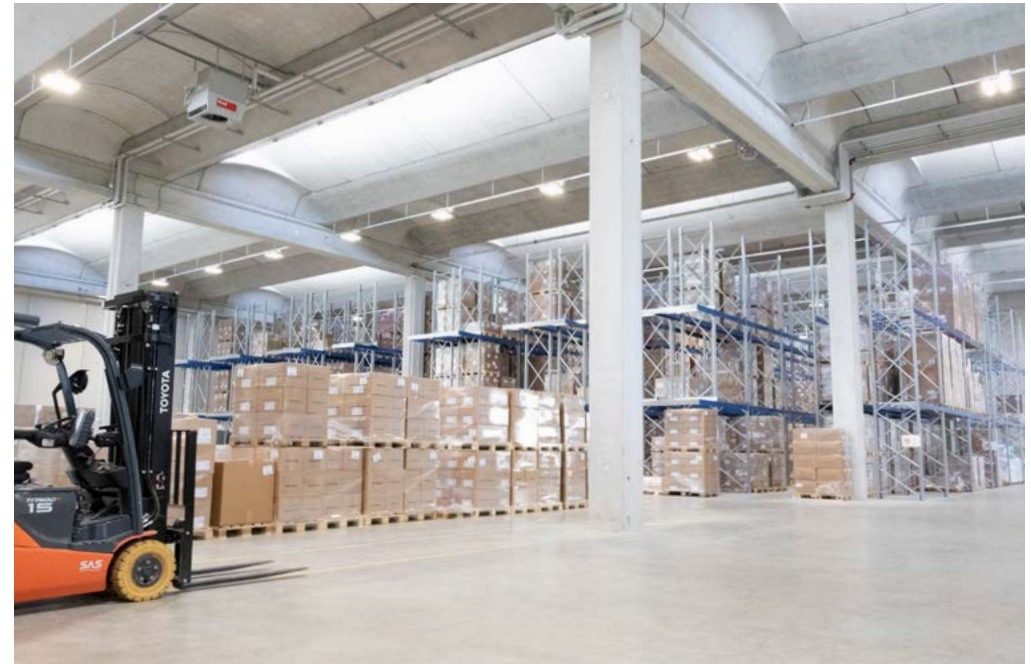
Plant	Fuel type	Fuel unit	Consumption reported		Consumption converted to kWh				GHG Emissions			
			2019	2020	2019		2020		2019		2020	
<b>Coster 1</b>	Natural gas	m3	47,063	53,366	501,924	9.69%	569,155	11.52%	88.798	9%	100.690	11%
<b>Coster 2</b>	Natural gas	m3	86,870	105,321	926,476	17.88%	1,123,262	22.74%	163.906	16%	198.719	22%
<b>Coster 3</b>	Natural gas	m3	59,248	77,270	631,875	12.2%	824,095	16.68%	111.789	11%	145.792	16%
<b>Coster 3</b>	Diesel oil	lt	0	0	0	0%	0	0%	0	0%	0	0%
<b>Coster Robotics</b>	Natural gas	m3	8,940	10,477	95,341	1.84%	111,739	2.26%	16.868	2%	19.768	2%
<b>Pero1</b>	Any fuel		0	0	0	0%	0	0%	0	0%	0	0%

<b>Pero2</b>	Natural gas	kWh	273,380	0	273,380	5.28%	0	0%	55.261	6%	0	0%
<b>Costerplast</b>	Natural gas	m3	20,256	31,048	216,021	4.17%	331,131	6.70%	38.219	4%	58.581	6%
	Diesel oil	lt	450	0	4,839	0.09%	0	0%	1,208	0%	0	0%
<b>TecnoCoster</b>	Natural gas	m3	26,865	37,763	286,507	5.53%	402,747	8,15%	50,689	5%	71.251	8%
	Diesel oil	lt	75	75	782	0.02%	806	0,02%	0.201	0%	0.201	0%
<b>Coster Spain</b>	Diesel oil	lt	13,542	10,986	145,610	2.81%	118,134	2.39%	36.364	4%	29.500	3%
<b>Coster France</b>	Natural gas	kWh	133,868	146,194	133,868	2.58%	146,194	2.96%	27.114	3%	29.611	3%
<b>Coster B&amp;S</b>	Natural gas	m3	14,067	12,257	150,034	2.90%	130,722	2.65%	26.541	3%	23.126	3%
<b>Coster Germany</b>	Natural gas	m3	10,384	8,563	110,743	2.14%	91,326	1.85%	19.632	2%	16.189	2%
<b>Coster UK</b>	Natural gas	kWh	805,012	131,011	805,012	15.54%	131,11	2.65%	162.725	16%	26.483	3%
<b>Coster USA</b>	Natural gas	therm	19,378	17,074	567.778	10.96%	518,727	10.50%	114.809	12%	101.159	11%
<b>Coster Argentina</b>	Natural gas	m3	22,540	34,121	240,392	4.64%	363,905	7.37%	42,528	4%	64,379	7%
	Diesel oil	lt	2,150	2,104	23,120	0.45%	22,625	0.46%	5.773	1%	5.650	1%
<b>Coster Asia</b>	Any fuel		0	0	0	0%	0	0%	0	0%	0	0%
<b>Coster India</b>	Diesel oil	lt	6,285	5.050	67,599	1.30%	54,303	1.10%	16.877	2%	13.561	2%
					<b>5,181,300</b>	<b>100%</b>	<b>4,939,883</b>	<b>100%</b>	<b>979,302</b>	<b>100%</b>	<b>904,660</b>	<b>100%</b>

Conversion factors were calculated based on **The Greenhouse Gas Protocol Initiative** data.

**Fuel consumption for Heat Generation and Generators**

			Total 2018	Total 2019	Total 2020
<b>LPG for Heat</b>	LPG	Sm3	0	0	<b>0</b>
<b>Diesel for Heat</b>	Diesel	l	22,686	22,502	<b>18,215</b>
<b>Fuel oil for Heat</b>	Fuel Oil	l	0	0	<b>0</b>
<b>Natural gas for Heat</b>	Natural Gas	Therm	16,351	19,378	<b>17,074</b>
		KWh	974,226	1,212,260	<b>277,205</b>
		Sm3	338,907	296,233	<b>370,186</b>



## Energy indirect (Scope 2) GHG emissions

Plant	ELECTRICITY CONSUMPTION REPORTED				GREEN ENERGY				GHG Emissions (eq Tn CO2)			
	2019		2020		2019		2020		2019 Location	2020 Location	2019 Market	2020 Market
<b>Coster 1</b>	2,395,830	7%	2,280,465	6%	100%	2,395,830	100%	2,280,465	973	926	0	0
<b>Coster 2</b>	7,226,665	20%	7,971,284	21%	100%	7,226,665	100%	7,971,284	2,934	3,236	0	0
<b>Coster 3</b>	3,672,921	10%	3,688,408	10%	100%	3,672,921	100%	3,688,408	1,491	1,497	0	0
<b>Coster Robotics</b>	24,408	0%	33,306	0%	100%	24,408	100%	33,306	10	14	0	0
<b>Pero1</b>	316,205	1%	436,303	1%	100%	316,205	100%	436,303	128	177	0	0
<b>Pero2</b>	88,892	0%	0	0%	0%	0			36	0	36	0
<b>Costerplast</b>	4,512,543	12%	4,263,716	11%	100%	4,512,543	100%	4,263,716	1,832	1,731	0	0
<b>TecnoCoster</b>	3,876,847	11%	3,470,786	9%	100%	3,876,847	100%	3,470,786	1,574	1,409	0	0
<b>Coster Spain</b>	1,564,481	4%	1,393,570	4%	90%	1,408,695	100%	1,393,570	372	332	59	0
<b>Coster France</b>	44,913	0%	38,333	0%	10%	4,703	100%	38,333	3	2	2	0
<b>Coster B&amp;S</b>	1,261,917	3%	1,186,617	3%	0%	0	100%	1,186,617	524	492	524	0
<b>Coster Germany</b>	17,454	0%	16,041	0%	100%	17,454	100%	16,041	8	7	0	0
<b>Coster UK</b>	2,514,057	7%	3,633,051	10%	30%	749,525	100%	3,633,051	1,149	1,660	500	0
<b>Coster USA</b>	530,392	1%	602,070	2%	4%	Bills	28%	171,456	277	314	442	155
<b>Coster Argentina</b>	5,426,586	15%	6,050,741	16%	11%	591,728	16%	987,309	1,992	2,221	1,774	1,858
<b>Coster Asia</b>	2,328,081	6%	2,533,659	7%	0%	0	100%	2,533,659	1,693	1,842	1,693	0
<b>Coster India</b>	1,016,770	3%	598,681	2%	0%	0	0%	0	927	546	927	546
	<b>36,818,962</b>	<b>100%</b>	<b>38,197,031</b>	<b>100%</b>	<b>67%</b>	<b>24,797,524</b>	<b>84%</b>	<b>32,104,304</b>	<b>15,922</b>	<b>5,957</b>	<b>16,408</b>	<b>2,559</b>

Conversion factors taken from ADEME platform.

The emission factors were calculated considering 100% electricity consumption per plant.

### Material quantity: benchmark item used per category group

Product group	Valves	Dispensers	Spray pumps	Perfumery Pumps	Spray Caps	Special actuators	Actuators
<b>Benchmark item</b>	*NKPM 125.827 150LPS *NKWBU 470.834 + V14.46/141 20 D 6/100 *11% Alu and 89% tinplate m.cups	SCP199/2000 + V05.1571 + V07.5 120LPS 54.7% Steel ball V16.76, 45.3% ball POM V16.227	GMSP 312/100 + V08.57 + V04.1442 + V20.5 PP 168 LPS	15 MPE 56/90 + V04.1224 + V01.160 100LPS	V21.88/222	V21.140/82 (Petal) V21.136/xx (Polaris) V18.85 (Zapata)	V04.702



# METHODOLOGICAL NOTE



Coster's 2020 Sustainability Report represents the main means of communicating to the stakeholders the Company's commitment and the path towards Sustainability. Coster is developing and implementing the Corporate Social Responsibility along its chain of values, making Sustainability an integral part of its business. For this reason, Coster has adopted precise, measurable and reproducible key performance indicators (KPI), which are an objective for all corporate functions.

Unless otherwise stated, the scope (reporting period) of Coster's Sustainability Report covers information and data for the year 2020 – with coincides with the calendar year- consolidated in the Annual Report as of December 31, 2020. Coster issued this document in compliance with the GRI Standard, issued in 2016, and follows the Core option. As this non-fiscal report is at its fourth edition, Coster believes it is of utmost importance to provide the stakeholders with a yearly document outlining the company's efforts in implementing its Corporate Social Responsibility policy .

The complete review of the annual Sustainability Report is made by the entire Executive Committee (ComEx), including the President and the CEO, where all the executive officers check the contents with a specific focus on the material topics covered by their position in the Organization. The CEO finally approves the Sustainability Report and ensures that all material topics are adequately covered and reported.

Unless otherwise specified or required by the context in which they are used:

- The terms "Coster", "Coster Group", "Group" and "Company" refer to all companies consolidated within Coster Technologie Speciali SpA.
- the term "customer" as used in this Report refers to the end user of our products or services.

Unless otherwise indicated or required by the context, the information and data contained in this Sustainability Report relate to financial year 2020 (January 1, 2020 to December 31, 2020) and to all Coster companies worldwide falling within the scope of consolidation at December 31, 2020.

The exclusion of any geographical area, Group company, or specific site from the scope of reporting is attributable to the inability to obtain data of satisfactory quality, or to its immateriality in relation to the Group as a whole, as may be the case for newly-acquired entities or production activities that are not yet operational. In some cases, entities that are not consolidated in the financial statements were included in the scope of reporting because of their significant environmental and social impacts.

For any Claims connected to this third non-fiscal report, please contact Andrea Raineri, Innovation&Sustainability Group Director by phone at +39 0461 726457, or by email at [andrea.raineri@coster.com](mailto:andrea.raineri@coster.com) .



## GRI CONTENT INDEX

The GRI Content Index is made up of two parts. The first contains references to the disclosures reported in accordance with the core option, based on the materiality analysis carried out in the reporting year. The second contains references to additional GRI disclosures that complete the outline of Coster's performance.

GRI STANDARDS	REPORTING REQUIREMENT	COSTER'S RESPONSE
<b>GRI 102 GENERAL DISCLOSURES</b>		
102-1	Name Of The Organization	p 12
102-2	Activities, Brands, Products, And Services	p 12, p 68
102-3	Location Of Headquarters	p 12
102-4	Location Of Operations	p 12, p 80
102-5	Ownership And Legal Form	p 18
102-6	Markets Served	p 12
102-7	Scale Of The Organization	p 69
102-8	Information On Employees And Other Workers	p 19, p 82
102-9	Supply Chain	p 74
102-10	Significant Changes To The Organization And Its Supply Chain	p 12
102-11	Precautionary Principle Or Approach	p 26
102-12	External Initiatives	p 28
102-13	Membership Of Associations	p 21, p 54
<b>STRATEGY</b>		
102-14	Statement From Senior Decision-Maker	p 4
<b>ETHICS AND INTEGRITY</b>		
102-16	Values, Principles, Standards, And Norms Of Behavior	p 13, p 26
102-17	Mechanisms for advice and concerns about ethics	p 23
<b>GOVERNANCE</b>		
102-18	Governance Structure	p 19

GRI STANDARDS	REPORTING REQUIREMENT	COSTER'S RESPONSE
102-19	Delegating authority	p 19
102-21	Consulting stakeholders on economic, environmental, and social topics	p 14
102-25	Conflicts of interest	p 23
102-26	Role of highest governance body in setting purpose, values, and strategy	p 19
102-30	Effectiveness of risk management processes	p 35
102-32	Highest governance body's role in sustainability reporting	p 93
102-33	Communicating critical concerns	p 23
102-34	Nature and total number of critical concerns	p 23
<b>STAKEHOLDER ENGAGEMENT</b>		
102-40	List Of Stakeholder Groups	p 14
102-41	Collective Bargaining Agreements	p 25
102-42	Identifying And Selecting Stakeholders	p 14
102-43	Approach To Stakeholder Engagement	p 14
102-44	Key Topics And Concerns Raised	p 15
102-45	Entities Included In The Consolidated Financial Statements	p 80
102-46	Defining Report Content And Topic Boundaries	p 12
102-47	List Of Material Topics	p 15
102-48	Restatements Of Information	p 93
102-49	Changes In Reporting	p 93
102-50	Reporting Period	p 93
102-51	Date Of Most Recent Report	p 93
102-52	Reporting Cycle	p 93
102-53	Contact Point For Questions Regarding The Report	p 93
102-54	Claims Of Reporting In Accordance With The Gri Standards	p 93
102-55	Gri Content Index	p 94

GRI STANDARDS	REPORTING REQUIREMENT	COSTER'S RESPONSE
<b>GRI 103 MANAGEMENT APPROACH</b>		
103-1	Explanation Of The Material Topic And Its Boundary	p 16, p 17
103-2	The Management Approach And Its Components	p 5, p 6, p 12, p 13, p 15, p 18, p 22, p23
103-3	Evaluation Of The Management Approach	p 5, p 6, p 12, p 13, p 15, p 18, p 22, p 23, p 31

## 200 ECONOMIC DISCLOSURES

	REPORTING REQUIREMENT	COSTER'S RESPONSE
<b>GRI 201 ECONOMIC PERFORMANCE</b>		
201-1	Direct economic value generated and distributed	p 20
201-4	Financial assistance received from government	p 21
<b>GRI 202: MARKET PRESENCE</b>		
202-2	Proportion of senior management hired from the local community	p 56
<b>GRI 203: INDIRECT ECONOMIC IMPACTS</b>		
203-1	Infrastructure investments and services supported	Coster has never supported the development of infrastructure investments and services.
<b>GRI 204 : Procurement Practices</b>		
204-1	Proportion of spending on local suppliers	p 75
<b>GRI 205 Anti-Corruption</b>		
205-1	Operations assessed for risks related to corruption	p 24
205-2	Communication and training about anti-corruption policies and procedures	p 24

REPORTING REQUIREMENT		COSTER'S RESPONSE
205-3	Confirmed incidents of corruption and actions taken	As of the date the Compliance Line was launched, Coster does not have: any confirmed incidents of corruption any confirmed incidents in which employees were dismissed or disciplined for corruption any confirmed incidents when contracts with business were terminated or not renewed due to violations related to corruption any public legal cases regarding corruption brought against the organization or its employees during the reporting period
<b>GRI 206: Anti-competitive behaviour</b>		
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	p 24

## 300 ENVIRONMENTAL TOPICS

REPORTING REQUIREMENT		COSTER'S RESPONSE
<b>GRI 301 Materials</b>		
301-1	Materials used by weight or volume	p 78, p 86
301-2	Recycled input materials used	p 86
<b>GRI 302 Energy</b>		
302-1	Energy consumption within the organization	p 41
<b>GRI 303 Water</b>		
303-1	Water withdrawal by source	p 47
<b>GRI 305 Emissions</b>		
305-1	305-1 Direct (Scope 1) GHG emissions	p 46 p 88
305-2	Energy indirect (Scope 2) GHG emissions	p 46, p 90
<b>GRI 306 Effluents and waste</b>		
306-2	Waste by type and disposal method	p 48

**REPORTING REQUIREMENT**

**COSTER'S RESPONSE**

306-3	Significant spills	p 50
306-4	Transport of hazardous waste	Coster does not use any material that could lead to the production of hazardous waste.
<b>GRI 307 Environment compliance</b>		
307-1	Non-compliance with environmental laws and regulation	p 53
<b>GRI 308 Supplier environmental assessment</b>		
308-1	New suppliers that were screened using environmental criteria	In 2020 there have been no new suppliers. Existing suppliers have been screened upon environmental criteria
308-2	Negative environmental impacts in the supply chain and actions taken	p 75

400 SOCIAL TOPICS

**REPORTING REQUIREMENT**

**COSTER'S RESPONSE**

<b>GRI 401 Employment</b>		
401-1	New employee hires and employee turnover	p 60
<b>GRI 402 Labor/Management relations</b>		
402-1	Minimum notice periods regarding operational changes	In the European Union (EU), the Council Directive 01/23/EC stipulates that in the event of a transfer of businesses, plants, or parts of businesses or plants, as a result of a contractual sale or merger, an information and consultation procedure must be conducted with employee representatives. The procedure must be initiated a reasonable period of time prior to the transfer. Moreover, the Council Directive 98/59/EC on the approximation of the laws of the EU member states relating to collective redundancies requires the employer to hold consultations with workers' representatives whenever collective redundancies are being contemplated.  For this reason, Coster's notice period is of 90 days (3 months)



REPORTING REQUIREMENT		COSTER'S RESPONSE
<b>GRI 403: OCCUPATIONAL HEALTH AND SAFETY</b>		
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	p 63, p 64
403-3	Workers with high incidence or high risk of diseases related to their occupation	Coster values its employees' safety and has enforced severe mechanisms to prevent incidents and diseases connected to the workplace – such as SMETA 4 pillars.
<b>GRI 404 Training and Education</b>		
404-1	Average hours of training per year per employee	p 56
<b>GRI 405 Diversity and opportunity</b>		
405-2	Ratio of basic salary and remuneration of women to men	p 58
<b>GRI 406 Non-discrimination</b>		
406-1	Incidents of discrimination and corrective actions taken	During the reporting period, there were no cases of discrimination identified by or notified to Coster
<b>GRI 407: Freedom of association and collective bargaining</b>		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	p 25
<b>GRI 408 Child labor</b>		
408-1	Operations and suppliers at significant risk for incidents of child labor	p 25
<b>GRI 409: Forced or compulsory labor</b>		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	p 25
<b>GRI 410: Security practices</b>		
410-1	Security personnel trained in human rights policies or procedure	100% of security personnel, where employed, have received formal training in human rights policies and procedures and their application to security

**REPORTING REQUIREMENT**

**COSTER'S RESPONSE**

<b>GRI 411: Rights of indigenous people</b>		
411-1	Incidents of violations involving rights of indigenous people	p 25
<b>GRI 412: Human rights assessment</b>		
412-1	Operations that have been subject to human rights reviews or impact assessments	p 59
<b>GRI 413: Local communities</b>		
413-1	Operations with local community engagement, impact assessments, and development program	p 53
413-2	Operations with significant actual and potential negative impacts on local communities	p 53
<b>GRI 414: Supplier social assessment</b>		
414-1	New suppliers that were screened using social criteria	In 2020 there have been no new suppliers. Existing suppliers have been screened upon social criteria
414-2	Negative social impact in the supply chain and actions taken	p 75
<b>GRI 415: Public policy</b>		
415-1	Political contributions	Coster Group does not support with donations any political party or political entities.
<b>GRI 416: Customer health and safety</b>		
416-1	Assessment of the health and safety impacts of product and service categories	Not Applicable
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Not Applicable
<b>GRI 417: Marketing and labeling</b>		
417-1	Requirements for product and service information and labelling	Not Applicable
417-2	Incidents of non-compliance concerning product and service information and labelling	Not Applicable

REPORTING REQUIREMENT		COSTER'S RESPONSE
417-3	Incidents of non-compliance concerning marketing communications	In 2020 Coster has not recorded any non-compliance related to market-ing communication
<b>GRI 418: Customer privacy</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	p 36
<b>GRI 419: Socioeconomic compliance</b>		
419-1	Non-compliance with laws and regulations in the social and economic area	In 2020 Coster has not recorded any fines for non-compliance with laws and/or regulation

