



A passion called sustainability

Consolidated Non-Financial Statement
as at 28 February 2023

pursuant to Italian Legislative Decree 254/2016



A PASSION CALLED SUSTAINABILITY

For us, passion is about being in tune with change so that we don't lose out on a single moment of our future. Because we make sure to listen, stay curious, and hone our ability to anticipate market demands.

Despite the challenging geopolitical and macroeconomic scenario and the slowdown in the consumer electronics market, we have persisted in our efforts to invest in environmental, social, and governance initiatives. Our objective bears witness to the growing integration of ESG topics into business operations, highlighting their pivotal role as facilitating and cross-cutting factors in the creation of value for all of our stakeholders.

For us, passion is about putting our all into everything we do and striving to surpass expectations.

A GROWING COMMITMENT

Our Sustainability Plan is based on four strategic pillars: Community, Culture, Sustainable Innovation, and Talents.

We have committed to 31 projects within the 2022-2026 four-year period, and we do not plan to stop there. Our growth trajectory compels us to continuously come up with new initiatives and novel ideas. Throughout the year, we took steps to identify additional measures that would enhance and bring more value to our plan, bolstering our unwavering dedication to sustainability.

For us, passion is about wanting to do more than the bare minimum.



ENVIRONMENT



SOCIAL



GOVERNANCE

ENVIRONMENT



LEGENDA

 Sustainable Innovation  Community  Culture  Talents

 Action area included in plan

**ENERGY EFFICIENCY SYSTEMS AT POINTS OF SALE**

Installed energy efficiency systems in 50 stores reaching a total of 90 stores since the project's inception.

**GREEN ENERGY PURCHASES**

Achieved 100% renewable energy purchases with supplier certification.

**MEASUREMENT OF CARBON FOOTPRINT AND DEFINITION OF FURTHER DECARBONISATION ACTIONS**

Selected the partner that will support Unieuro in measuring the Group's carbon footprint (Scope 1, 2 and 3 in accordance with the GHG protocol) and defining further decarbonisation actions. This project will be introduced during the 2023/24 fiscal year.

**RECOVERY OF PALLETS FOR REUSE**

Accelerated the development of the project to monitor and recover wooden and plastic pallets for the purpose of their subsequent reuse. Pallets recovered and reused as a percentage of the total purchased reached more than 80%, up sharply from 35% in the previous fiscal year.

**SUSTAINABLE PACKAGING FOR HOME DELIVERIES**

Replaced plastic packaging in home deliveries with 100% recycled material, thereby increasing the use of cardboard and reducing the creation of non-recyclable waste.

**LITHIUM-ION BATTERIES AT PIACENZA WAREHOUSE**

Replaced the lead-acid batteries used to power forklifts at the logistics hub in Piacenza with lithium-ion ones. Benefits include reduced recharging times, higher energy efficiency, and elimination of CO₂ fumes.

**TRADE-IN CAMPAIGNS**

Organised 12 trade-in campaigns on some product categories in order to promote their refurbishment and/or proper disposal.

**REDUCTION OF PLASTIC IN PRIVATE LABEL**

Began a number of initiatives to replace or reduce plastic in the packaging of private label products.

**RECOGNITION OF DIGITAL AS THE PRIMARY METHOD FOR DELIVERING PROMOTIONAL FLYERS**

Confirmed the reversal of the paper/digital paradigm by further optimising paper consumption, resulting in a reduction in transport costs and emissions. New activities are underway to further optimise the use of digital flyers, including during the tool creation phase. Paper consumption has decreased by 37% YoY and by approximately 95% compared to the pre-COVID period.



SOCIAL



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IMPROVEMENT OF CUSTOMER SATISFACTION INDEX (NPS)

Further increase in Net Promoter Score (NPS) (which measures the level of customer satisfaction) achieved, from 48.5 in the previous year to 51.9, an increase of 3.4 points. Beginning with the current fiscal year, customers are also asked to comment on Unieuro's sustainability.



INTRODUCTION OF ELECTRONIC TAGS AT THE POINT OF SALE

Continued installation of electronic tags at points of sale. Since the project began, more than 120 stores have adopted electronic tags.



SUSTAINABLE SUPPLY CHAIN

Work began to select environmental, social and governance criteria to go alongside economic and financial criteria in the supplier evaluation process.



CONSTRUCTION AND CONSOLIDATION OF INTERNAL COMMUNICATION

The Internal Communication department has been set up and several communication tools (newsletters, SharePoint space, webinars, and e-letters) have been developed to improve the visibility of all company initiatives and enhance their value, ensuring standardised and consistent communication with all internal stakeholders.



DEVELOPMENT OF THE NEW COMPANY PORTAL (DIGITAL WORKPLACE)

Supplier selected for development of new internal company portal designed to strengthen the bond between the company and its employees.



LAUNCH OF AN INTERNAL BRAND VALUES COMMUNICATION CAMPAIGN

"Noi ci siamo" ("We are here") internal communication campaign launched, designed to spread and share with all employees the values and foundations of the Unieuro brand: passion, experience, courage, commitment, empathy and openness.



QUESTIONNAIRE UPDATE AND SECOND MEASUREMENT OF EMPLOYEE NPS

Second measurement of the level of employee satisfaction carried out through the calculation of eNPS, which was down on the previous year. Updates made to the questionnaire and its survey areas to render it increasingly consistent and aligned with Unieuro's situation and ongoing projects.



NEW LEADERSHIP MANAGEMENT MODEL AND STRENGTHENING OF TALENT MANAGEMENT

The Leadership Management model is being defined, along with initiatives to strengthen the talent management strategy. Both of these projects will be finalised in 2023-24.





WORKLIFE BALANCE & WELLBEING

Individual smart working agreement (“Futura” project) for headquarters employees renewed for the entire 2022/23 fiscal year and then made definitive from the 2023/24 fiscal year. “Benefit Hub”, the platform which enables access to a series of discounts and commercial offers dedicated to Unieuro staff, extended to all employees.



POLICY TO PROTECT VICTIMS OF GENDER-BASED VIOLENCE

Policy defined on the protection of victims of gender-based violence, which will take effect in FY 2023/24.



INCREASED REPRESENTATION OF WOMEN IN MANAGERIAL AND MIDDLE-MANAGER ROLES

The presence of women in managerial and middle-manager positions has increased, reaching 27.4% of the total of executives and managers, compared to 23.6% a year ago.



RESUMED CLASSROOM INSTRUCTION FOR THE CORPORATE ACADEMY: NEW SUSTAINABILITY COURSE

13th edition of the corporate Academy concluded. This is an important training moment for future Unieuro store managers and saw the return of participants to the classroom after two years of online classes, due to the restrictions of the pandemic. Sustainability has become one of the subjects of the course.



SPECIFIC TRAINING COURSES ON CYBER SECURITY AND PERSONAL DATA PROTECTION LAUNCHED

Strengthened staff training in cyber security and data protection, in the latter case, with a focus on loyalty card customers.



SUSTAINABILITY TRAINING COURSE

Partners selected to support Unieuro in preparing the sustainability training course for the entire company population. This course lasts three years and will start from fiscal year 2023/24.



INTRODUCTION OF THE 2022-2026 SUSTAINABILITY PLAN TO THE ENTIRE COMPANY WORKFORCE AND UPDATE ON INDIVIDUAL INITIATIVES.

A webinar was organised for all employees to showcase the purposes and projects of the Sustainability Plan by top management and managers responsible for individual projects. Details and updates provided on several plan actions through the “Unieuro News” newsletter and webinars on the “UniVersus project”.





LAUNCHED THE “MENTI CONNESSE” PROJECT

Launched the “Menti connesse” (“Connected Minds”) project for the sales network, which seeks to identify and pool sales behaviours, experiences, and best practices to build a unique and stand-out purchasing experience for customers. Employees have participated in a total of 7,000 hours of information exchange at 273 participating stores.



FURTHER DEVELOPMENT OF THE #CUORICONNESSI PROJECT: LAUNCH OF THE OBSERVATORY AND DECALOGUE

Over 1.9m contacts reached through the various contact initiatives put in place during the year. Research project called “Schermi futuri”(“Future screens”) launched (whose scientific director is Professor Paolo Crepet) to analyse young people’s “feeling” towards new models of sociality (social media, chat, online gaming, etc.). The project concluded in February 2023 and involves the production of a white paper. Thanks to the schools’ work on the #cuoriconnessi summer booklet “Madi’s Story”, a “handbook” to combat cyberbullying was created with the help of teachers. The handbook, which is already available for free download from cuoriconnessi.it, will be officially presented during 2023 with an ad hoc event held in collaboration with State Police.



COLLABORATION WITH PRIME CENTER LAUNCHED

First meetings organised as part of the training project on healthy lifestyles as fundamental factors of children’s psychological and physical well-being and cancer prevention, carried out in collaboration with the Cesena Prime Center of the Romagna Oncology Institute. More than 500 high school students and their teachers involved in Romagna.



SPONSORSHIP OF FORLÌ BASKETBALL TEAM

Continued to support sports teams local to Unieuro and promote sports values. During the 2022-23 season, the Company was the main sponsor of the men’s basketball team in Forlì (first team and youth teams) and the Unieuro Arena city stadium.



OTHER LOCAL COMMUNITY BENEFIT INITIATIVES

Supported a major new initiative to promote the city of Forlì by acting as a “gold sponsor” for an exhibition on Mary Magdalene and her key role in art, literature, and cinema. The exhibition was organised by the Cassa di Risparmio Foundation at the San Domenico Museums in Forlì.



GOVERNANCE



LEGENDA

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  Community
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 Action area included in plan



INCLUSION OF ESG OBJECTIVES IN VARIABLE INCENTIVE PLANS

ESG objectives continued to be included in the short- and medium- to long-term incentive plans for management and key personnel, with a weighting of 10% in the annual incentive system (MBO) and 25% in the medium- to long-term incentive system (LTIP).



IMPROVED MONITORING BY SUSTAINABILITY COMMITTEES

Increased the number of members of the Sustainability Committee (from three to four members) and the number of members of the Internal Sustainability Committee (from six to eight members).



DIVERSITY LEVELS OF THE NEW BOARD OF DIRECTORS

The new Board of Directors consists of 11 members, 64% of whom are independent and 45% female.



THE FUTURE BEGINS WITH PEOPLE

We are on a continuous journey to improve and plan to launch several projects in the next financial year.

At the same time, raising awareness and promoting a culture of sustainability within and outside our organisation is the real challenge we intend to overcome.

For us, passion is about committing ourselves wholeheartedly to a more sustainable world.



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