

NTE
PROCESS

# Sustainability Report 2025

# Summary


## Letter to Stakeholders 4

## 01 NTE Process 8

1.1 About us 10
1.2 Our history 12
1.3 Mission and Vision 14
1.4 Sustainability for NTE PROCESS 16
1.5 Governance and organisational model 27
1.6 Ethics and integrity 28
1.7 Economic results and value sharing 29

## 02 Innovation and quality 30

2.1 Process solutions 32
2.2 Research and innovation to build our success 34
2.3 Product quality and safety 41
2.4 Data protection 42
2.5 Supply chain monitoring 44

## 03 Respect for the environment 48

Energy consumption and emissions 3.1 50
Use of resources 3.2 55
Waste management 3.3 59

## 04 People and communities 62

Protection and development of people 4.1 64
Health and safety at the core 4.2 72
Working alongside the local community 4.3 76

## 05 Methodological Note 78

Drafting criteria 5.1 80
Materiality analysis 5.2 80

GRI CONTENT INDEX 85
GRI Standard correlation table 85

# Letter to Stakeholders



# Letter to Stakeholders

*Dear customers, suppliers, partners, collaborators and readers,*

*with the publication of the **sixth edition of our Sustainability Report,** NTE Process renews its commitment to a growth path based on innovation, responsibility and attention to all stakeholders who contribute to the development of our company every day.*

*Over the years, this document has become for us not only a tool for transparency and outward communication, but also an important opportunity for internal reflection, useful for measuring the results achieved and guiding future choices in an increasingly conscious way. With this in mind, in **2025, we decided to update our materiality analysis,** in order to more accurately identify the environmental, social and governance issues most relevant to the future development of the company and further strengthen our strategic approach to sustainability.*

*Innovation continues to be at the heart of our identity. Also this year, we confirmed our investments in Research and Development activities, continuing to develop new technological solutions through **NTE Scientific Hub** and further expanding our research activities **thanks to the integration of the STM Microtec laboratory** and to the **development of new innovative technologies.***

*At the same time, we have continued to invest in improving our internal processes through **digitisation** and organisational innovation projects, including **the development of the ArchivIA project** based on Artificial Intelligence, as well as the strengthening of digital systems dedicated to the management of human resources, procurement processes and supplier qualification.*

*On the environmental front, we have continued the **process of consolidating our ISO 14001 certified management system,** by strengthening the monitoring of environmental performance and continuing to invest in solutions aimed at energy efficiency and an increasingly careful management of resources.*

*We also continue to strongly believe in the value of our people, investing in **ongoing training, the development of skills and the improvement of internal processes dedicated to the enhancement of human capital,** in the belief that the growth of the company depends first and foremost on the skills and commitment of those who are part of it.*

*The results presented in this Report represent a further stage in a path that continues to evolve year after year, guided by the desire to build lasting value through innovation, responsibility and long-term vision.*

*We thank all those who, with their daily contribution, accompany us on this path of growth and continuous improvement, contributing every day to building the future of NTE Process.*



**Fabio Novelli**
President & CEO

# 1. NTE Process



# 1.1 About us

NTE Process is the single source provider specialised in all phases of design, supply and innovation for all industrial sectors. NTE Process offers the most advanced process technology solutions for Industry 4.0. Innovative, patented and sustainable technologies: from pneumatic transport for the handling of powders and granules to the best process solutions such as pneumatic mixing, solid-liquid mixing, atomisation, drying, grinding, packaging, filtration and control of harmful emissions.

## HEADQUARTERS

NTE Process, Milan, Italy
NTE Process Brazil, Sao Paulo, Brazil
NTE Process India, Mumbai, India
NOL-TEC Chile/Latam, Santiago, Chile

## PARTNERS

Ohkawara Kakohki, Japan
Okawara Manufacturing, Japan

## SALES OFFICES

Barcelona, Spain
Jindřichův Hradec, Czech Republic
Istanbul, Turkey
Lyon, France
Minneapolis, USA




* The values mentioned in the infographic refer to all Group locations. Foreign offices are not present in the reporting scope of this Sustainability Report.



# 1.2 Our history

It was 1994 when the company's founders, Albino Novelli and his son Fabio, decided to put their engineering and business management experience to good use by setting up a commercial enterprise that would go on to specialise in industrial automation and plant engineering.
In 1998, they founded Nol-Tec Europe in a joint venture with Nol-Tec Systems Inc., an American company that designs and manufactures integrated bulk material handling and process automation systems for various industrial sectors.
2003 saw the birth of the Pilot Plant in Pessano con Bornago (MI): from this moment on, customers have the opportunity to test NTE Process technologies in person and obtain relevant information for the design of their solution. This brings to life the first core of what, twenty years later, would become NTE Scientific Hub, the company's research and development department.
In 2004, Roberta Novelli, Fabio's sister, joined the company as CFO and Head of Human Resources.
In 2012, the company embarked on a strategy to build turnkey plants around the world that also took it to South America where Nol-Tec Chile was born, which today is a reference hub for the LATAM market, based in Santiago de Chile.
Since 2016, the company has established itself with the NTE Process brand in order to communicate to the market the expansion and consolidation of its business in process solutions (atomisation, drying, etc.). At this stage, the company fully embodies the founders' original idea of creating a highly innovative business: thanks to the development of numerous patents and the success of the solutions offered, it establishes contacts and becomes a technology partner for companies of global importance.
In 2021, the company changed its name and capital structure, consolidating its distinctive identity at international level: NTE Process is no longer just a trademark, but officially assumes the name NTE process Srl.
In 2022, the company opened two more branches: NTE Process India in Mumbai and NTE Process Industrial Brasil in São Paulo.
In these years of growth, the company is going through a process of change from a family business to a managerial business. Today, operational management is guaranteed by a Governance with the main function of implementation and control of business processes. This management method has contributed to obtaining for several consecutive years the award established by Deloitte "Italy Best Managed Companies".



*Fabio Novelli, President & CEO, Roberta Novelli, CFO and HR, Albino Novelli, Vice President.*



*Tailor-made solutions for packing.*




*Patented system for dense phase pneumatic conveying.*




*The NTE Process Workshop in Pessano con Bornago (Italy).*

# 1.3 Mission and Vision

## Mission

*"Service, Quality & Competence" are the guiding principles that drives NTE Process in achieving its goals:*

- *to be a reliable and punctual partner, offering quality services with excellent scientific skills;*
- *to actively participate in the growth of the best companies right from the project "concept" phase, acting as an industrial solution provider;*
- *to offer unique process solutions starting from the excellence of "Made in Italy" through strategic alliances and international partnerships.*

## Vision

*NTE Process wants to be a "Pioneer" company, creating unique and innovative solutions for machines and industrial processes, through constant R&D and patent creation. The Company aims for the adoption of its ideas and solutions to generate a positive impact on the Planet, helping partners to achieve a more sustainable production.*

## Our values

| | |
|---|---|
| *Collaboration* | *Honesty* |
| *Correctness* | *Loyalty* |
| *Courage* | *Madness* |
| *Creativity* | *Passion* |
| *Experience* | *Perseverance* |
| *Fidelity* | *Trust* |



# 1.4 Sustainability for NTE Process

Process solutions and Industry 4.0 and 5.0 play a crucial role in **sustainable and digital transition paths**, as they support a variety of industrial sectors in improving process efficiency and reducing the use of natural resources. NTE Process is at the heart of the industrial machinery supply chain, which is becoming increasingly diversified and internationalised. Similar to the entire supply chain, NTE Process is affected by rising customer expectations regarding the environmental and social sustainability profiles of its activities and the effectiveness of its governance models. In turn, as a customer, the company is required to carefully monitor the **sustainability** of its **supply chain**.

## 1.4.1 The path to sustainability

In order to respond effectively to the expectations of its stakeholders, in recent years NTE Process has embarked on a structured path aimed at progressively integrating sustainability principles into its business model and improving its environmental, social and governance performance.

This path has been developed through the progressive formalisation of company policies, procedures and dedicated management tools, with the aim of strengthening the monitoring of ESG issues and integrating these aspects into the main business processes according to a logic of continuous improvement.

As part of this commitment, starting from 2020 the company has been publishing its *Sustainability Report* every year, drafted according to the *GRI Standards*, as a tool for monitoring its ESG performance and for transparent dialogue with the main stakeholders.

Over the years, NTE Process has progressively consolidated its approach to sustainability, achieving concrete results. In 2023, the company obtained the **ISO 14001** certification for its environmental management system, further strengthening its ability to monitor and manage its environmental impacts in a structured manner.

Also from 2023, NTE Process has also chosen to annually compensate the $CO_2$ emissions generated by direct activities (*Scope 1*) and by the consumption of purchased electricity (*Scope 2*) through **the purchase of certified carbon credits**.

**124 VERIFIED EMISSION REDUCTIONS (VERS)**

Climate
*Positive action for the planet + people*

In 2025, with reference to emissions generated in 2024, the company supported a wind energy production project in the State of Rajasthan, India, contributing at the same time to local development initiatives related to education, health, access to water and women's empowerment.

In 2025, the path taken by NTE Process received further recognition through the **EcoVadis** evaluation, which awarded the company the **Silver Medal**, placing it among the 15% of the best companies evaluated internationally.

The sustainability path is now for NTE Process an increasingly integrated element in company strategies and a fundamental tool to continue generating value responsibly in the long term.

**Our certifications and ratings**

ISO 14001:2015 since 2023

ISO 9001:2015 since 1999

ISO 45001:2018 since 2021

ECOVADIS 2025

Thanks to the activities carried out in recent years, NTE Process contributes to the achievement of the Sustainable Development Goals (SDGs) defined by the UN within the 2030 Agenda for Sustainable Development. In the future, the company intends to intensify its contribution through the implementation of further initiatives, some already planned.

SUSTAINABLE DEVELOPMENT GOALS

**SDGs Impacted**

## 4. QUALITY EDUCATION

**Actions already implemented**

- Provision of in-depth and refresher courses aimed at strengthening technical, digital, administrative, commercial and transversal skills for a total of **1,143 training hours, of which 71% are voluntary.**
- Introduction and continuous updating of the **company platform "Academy**" for internal company training.
- Awareness-raising initiatives on sustainable development in high schools.

**Scheduled Actions**

- Implementation of further awareness-raising initiatives at already planned schools and institutes.
- Enhancement of the new HR platform through the activation of modules dedicated to training and performance evaluation.

## 5. GENDER EQUALITY

**Actions already implemented**

- Adoption of selection and remuneration procedures based on criteria of transparency, impartiality and non-discrimination.
- Activation of a **whistleblowing** system that allows the reporting of incidents of discrimination or harassment.
- Progressive increase in the presence of women in the company (18 women in 2025 compared to 8 in 2019).

**Scheduled Actions**

- In order to contribute to greater harmony in gender distribution within the company, NTE Process maintains a specific focus on STEM (Science, Technology, Engineering and Mathematics) skills, including those from female professionalism.
- Initiation of a process to adapt to the requirements of theEuropean Directive on Pay Transparency.



## 8. DECENT WORK AND ECONOMIC GROWTH

**Actions already implemented**

- 62 employees, of which 60 were hired indefinitely.
- Occupational Health and Safety Management System certified pursuant to the **ISO 45001 standard.**
- No injuries in the last 6 years (2020-2025).
- Performance management process (PMP) and reward incentive linked to an MBO system for some roles.
- Formalisation of a Smartworking Policy.
- Welfare and health insurance system envisaged by the Metalworkers National Collective Labour Agreement.
- Introduction of **additional allowances** (travel, overtime travel, meal vouchers) for specific clusters of employees.

**Scheduled Actions**

- Extension of restaurant tickets to the entire company population by 2027.
- **Review of the performance management model** and integration of the evaluation process into the corporate HR management system.
- **Expansion of the MBO incentive system.**
- Continuous evaluation of possible evolutions of the company welfare system.
- Establishment of the Production Award.
- Establishment of Quarterly Insights: quarterly events where company results are shared with employees.

## 9. BUSINESS, INNOVATION AND INFRASTRUCTURE

**Actions already implemented**

- Annual investment equal to about **4% of the value of production** in **Research and Development activities.**
- Presence of **NTE Scientific Hub**, a company centre dedicated to research, innovation and technological development.
- Installation of a **pilot plant for cryo-mining tests** at the NTE Scientific Hub.
- Development of a range of technologies identified with the motto **"Powering A Greener World",** with high energy efficiency, aimed at reducing consumption, emissions and environmental impacts in industrial processes.
- Installation of **automated vertical warehouses** for the optimisation of logistics processes**.**

- Introduction of a new digital platform for human resource management.
- Development of the **ArchivIA project**, an AI Agent dedicated to the sorting of supplier technical documentation.

**Scheduled Actions**

- Development of a digital version of **Air Assist® with flow optimisation logic**, a solution aimed at improving the efficiency and stability of pneumatic transport systems.
- Strengthening **cybersecurity** and protection of sensitive data.
- Adoption of a **Procurement Plan** capable of monitoring the expenditure of each order in terms of economics, time and materials to be procured.
- Updating of the company ERP.
- Completion of the warehouse digitisation process.
- Creation of an intercompany CRM for shared customer management.

## 12. RESPONSIBLE CONSUMPTION AND PRODUCTION

**Actions already implemented**

- Purchase of **plastic packaging with regenerated polyethylene**.
- Purchase of **FSC Mixed certified cartons.**
- **Reuse of** wooden pallets.

**Scheduled Actions**

- Inclusion of the **code of conduct** within the commercial conditions of purchase.
- Implementation of management awareness-raising actions through training courses.

## 7. CLEAN AND ACCESSIBLE ENERGY

**Actions already implemented**

- **Energy upgrading** of the offices and plants of the Gorgonzola headquarters.
- **Replacement of high-efficiency heating units** with estimated reduction in methane gas consumption and associated emissions.



## 13. THE FIGHT AGAINST CLIMATE CHANGE

- Installation of **photovoltaic systems** capable of covering about 41% of the company's electricity needs through self-consumption.
- **Annual compensation of Scope 1 and Scope 2 residual emissions** through the purchase of certified carbon credits.
- Obtaining of the **ISO 14001** environmental certification.
- **Monthly monitoring of environmental KPIs through a dedicated team** reporting directly to Management.
- Purchase of **electricity with Guarantee of Origin**, contributing to the reduction of Scope 2 market-based emissions.
- **Agreement with logistics provider** for the use of air shipment methods with lower emissions through SAF (*Sustainable Aviation Fuel*).

**Scheduled Actions**

- Modernisation of the cooling unit and heat pump control system.
- Compensation initiatives for $CO_2$and Scope 1 and Scope 2 emissions of the year 2025.
- Continuous monitoring and definition of specific goals related to environmental impacts within the framework of ISO 14001 integrated with the company's sustainability strategy.



NTE Process has chosen to fully offset its direct (Scope 1) and energy-related indirect (Scope 2) emissions through a wind project in India that is transforming not only the energy landscape, but also the lives and well-being of entire communities.

# 1.4.2 Dialogue with stakeholders

Relationships with key stakeholders are an essential part of NTE Process's journey.

The company is engaged in **constant dialogue with customers, suppliers and business partners**, aimed at identifying innovative solutions and management practices capable of promoting sustainability in the supply chain, and in involving its employees and collaborators, with the aim of directing the innovative potential of the **human, social and intellectual capital** they represent towards sustainable development objectives.

| STAKEHOLDERS | DIALOGUE APPROACHES |
|---|---|
| CUSTOMERS | **Main initiatives and engagement/dialogue methods**<br>Participation in trade fairs and events; commercial and technical meetings during orders; website, newsletters and social channels; participation in events organised by customers.<br><br>**Purpose of engagement**<br>Understand market and customer needs; develop innovative and sustainable solutions; ensure high standards of quality, safety and compliance; consolidate long-term business relationships. |
| EMPLOYEES AND COLLABORATORS | **Main initiatives and engagement/dialogue methods**<br>Company intranet; technical and managerial training initiatives; periodic company meetings; performance management processes; informal consultation; workers' safety representative; dissemination of the Code of Conduct; company volunteering days; quarterly meetings dedicated to sharing company results and existing projects.<br><br>**Purpose of engagement**<br>Promote professional growth and skills development; ensure organisational wellbeing and health and safety at work; strengthen engagement and a sense of belonging. |
| SUPPLIERS | **Main initiatives and engagement/dialogue methods**<br>Qualification and evaluation processes; audits and inspections at suppliers; dissemination and signing of the Code of Conduct for Suppliers; dedicated meetings with strategic suppliers; ESG engagement and evaluation activities; participation in industry events.<br><br>**Purpose of engagement**<br>Strengthen supply chain oversight; promote shared quality, environmental and social standards; develop solid and lasting partnerships; promote continuous improvement paths along the supply chain. |
| TECHNOLOGY AND BUSINESS PARTNERS | **Main initiatives and engagement/dialogue methods**<br>Collaborations on innovation projects; co-design and development of industrial solutions; periodic technical and commercial meetings.<br><br>**Purpose of engagement**<br>Encourage the development of innovative technological solutions; share specialist know-how. |
| LOCAL COMMUNITIES | **Main initiatives and engagement/dialogue methods**<br>Participation and support for social and environmental projects in the area; collaboration with local associations; dialogue with local institutions; meetings with schools; participation in public events.<br><br>**Purpose of engagement**<br>Generate shared value in the territory; contribute to the social and educational development of the local community; strengthen the link between business and the territory; promote a culture oriented towards sustainability. |
| FINANCIAL INSTITUTIONS | **Main initiatives and engagement/dialogue methods**<br>Compilation of ESG questionnaires; participation in meetings and events promoted by credit institutions; sharing of company information and ESG documentation; periodic dialogue with financial partners.<br><br>**Purpose of engagement**<br>Ensure transparency in economic-financial and non-financial communication; respond to the growing ESG requirements of the financial system; promote solid relationships and access to credit consistent with the company's growth path. |

# 1.4.3 Relevant sustainability issues

NTE Process's commitment to ESG issues focuses primarily on the aspects that emerged as relevant from the **materiality analysis,** updated during 2026.

A materiality analysis is the process through which a company identifies the most important environmental, social and governance issues for its business and its stakeholders, identifying priorities on which to focus strategies, improvement actions and reporting activities. In other words, it allows to understand what are the most relevant sustainability issues both for the company and for the context in which it operates.

To develop this analysis, NTE Process has adopted as its main methodological reference the **GRI Universal Standards 2021**, developed by the **Global Reporting Initiative (GRI)**, an international organisation that defines the most widespread global standards for voluntary sustainability reporting.

At the same time, while not falling within the scope of application of European legislation on sustainability reporting, the company has also chosen to integrate into the process some methodological elements inspired by the **European Sustainability Reporting Standards (ESRs)**, the reporting standards developed by **EFRAG** as part of the new European **CSRD (Corporate Sustainability Reporting Directive)**. This choice reflects the will to adopt an increasingly structured approach oriented to regulatory evolutions and best market practices.

From this assessment, the main **Impacts, Risks and Opportunities (IROs)** associated with company activities were identified, subsequently linked to the sustainability issues considered a priority for NTE Process and the related reference reporting standards.

More information on the methodological path adopted is given in **paragraph 5.2**.

Below are the material themes that emerged from the analysis, broken down by sustainability area, together with the related associated Impacts, Risks and Opportunities.

Among the **governance issues**, the creation and sharing of the economic value generated by the company and the responsible management of the supply chain are particularly important, considered a fundamental element to guarantee operational continuity, quality and monitoring of environmental and social impacts along the supply chain.

In the **environmental field**, priority is given to issues related to climate change, with particular reference to energy consumption and greenhouse gas emissions, together with the supply and efficient use of raw materials, waste management and the continuous search for innovative solutions capable of generating environmental benefits throughout the life cycle of products. The ability to develop innovative technological solutions continues to be a central element of its business model and one of the main tools through which the company contributes to responding to the growing needs for energy efficiency and sustainable evolution of the industrial sectors in which it operates.

At **social level**, the company's focus is on the well-being and development of its people, the protection of health and safety in the workplace, the promotion of diversity and equal opportunities and the ability to ensure high standards of product quality and safety, while ensuring adequate protection of customer and stakeholder data and information.

| Temi di governance | Environmental issues | Social issues |
|---|---|---|
| • Creation and sharing of economic value<br>• Responsible supplier management | • Climate change<br>• Sustainable innovation<br>• Procurement and use of raw materials<br>• Waste management | • Personnel welfare and development<br>• Diversity and equal opportunities<br>• Occupational health and safety protection<br>• Product quality and safety<br>• Customer privacy |

## 1.4.4 The sustainability policy

NTE process has formalised a Corporate Sustainability Policy, which summarises its commitments to stakeholders regarding priority issues:
- ethics, integrity and lawfulness;
- environmental responsibility and protection of natural capital;
- protection of health and safety at work;
- protection of human and workers' rights;
- development and enhancement of human capital;
- relations with the community.

**The Sustainability Policy is supported and integrated by a system of company policies relating to specific matters: environmental responsibility, health and safety at work, responsible purchasing, human and workers' rights.**

The implementation of NTE Process company policies takes place through constant and transparent communication with employees and business partners, ensuring the full dissemination of the principles and values that guide the organisation. The correct application of these policies is monitored by the **Governance Committee,** which ensures their consistency with the strategic goals of sustainability and corporate responsibility. The Company recognises and protects the **dignity and fundamental rights of the person**, in accordance with the provisions of the International Bill of Human Rights, the conventions of the International Labour Organization (ILO) and national and local regulations on the protection of workers.

In line with this commitment and following the achievement of ISO 9001, ISO 45001 and ISO 14001 certifications, NTE Process has adopted an **Integrated Policy** dedicated to quality, health and safety at work and environmental management, with the aim of promoting a systematic and continuous approach to improving its performance.



## 1.5 Governance and organisational model

NTE Process is a limited liability company, wholly owned by NTE Holding Srl, an investment company referring to the Novelli family.

NTE Process has adopted the **traditional governance model** envisaged by Italian law. The **Board of Directors,** consisting of the Chairman, the Chief Executive Officer and an external member (external director role), holds the powers of ordinary and extraordinary administration and plays a role of General Supervision regarding issues related to sustainability and internal control systems.

At managerial level, an integrated management function has been identified as an evolution of the previous **Corporate Governance**, which regularly brings together the main corporate functions: Operations Department, Administrative Area, Technical Area, Commercial Area and Human Resources Office.

The Committee has the task of coordinating and controlling the implementation of management processes, analysing company and individual performance indices and supporting the Board of Directors in evaluating the opportunities for new investments.

It is also within the Committee's competence to suggest to the General Management the updating of company policies and codes of conduct relating to sustainability issues, as well as the identification of goals for improving social and environmental performance. In fact, the presence of a Sustainability Delegate and an ad hoc resource to play a coordinating role in ESG activities was established.

he CEO evaluates and approves the actions to be implemented as the holder of the corporate entrepreneurial vision.

As part of its strategic direction functions, the Committee meets periodically to analyse and assess the economic-financial, social, environmental and geopolitical risks that may influence the development of orders and operations functions and therefore the activity of the company.

The participation of the key functions and its close collaboration with the Board of Directors guarantee a constant and effective coordination of the strategic plans on a quarterly basis, allowing NTE Process to respond promptly to customer needs and market dynamics.

**Governance members**



**Massimo Congedi**
CorporateTechnical Manager



**Emanuele Fratto**
Corporate Sales Manager



**Roberta Novelli**
Corporate CFO



**Simone Cerocchi**
Deputy CFO



**Massimiliano Arena**
COO

# 1.6 Ethics and integrity

NTE Process actively contributes to the development of a socio-economic system based on **legality** and operates on the market in a responsible and transparent manner, in full compliance with all applicable regulations in the jurisdictions in which it operates. This commitment is explicitly stated in the Sustainability Policy.

Through the Administrative Department, the company acts to prevent any risk of breaches of anti-corruption, anti-fraud and anti-money laundering regulations, fair competition and correct information to the market by all staff and stakeholders, and to investigate any suspicious behaviour.

Within NTE Process, the activities potentially most exposed to risks mainly concern order management. To ensure maximum transparency and fairness, each order is subject to a control procedure that requires verification and approval by multiple Managers involved. On the other hand, the risk of corruption by the customer is limited, since each order acquired, with its details, must be approved and signed by the Technical Department, Operations Department, CFO and Ownership. In addition, the company adopts and complies with the strictest anti-corruption policies provided by its customers.

In the next two years, NTE Process, in order to prevent the occurrence of corrupt episodes, aims to implement management awareness-raising actions through training courses.

The corporate **Code of Conduct**, provides NTE's employees and collaborators with guidelines aimed at avoiding situations of possible conflicts of interest and conduct that may unduly influence the company's actions or expose it to legal risks.

In 2023, a **whistleblowing channel** was activated (pursuant to Legislative Decree no. 24/2023 and the ANAC guidelines of 12/07/2023), which allows employees and stakeholders to report, anonymously and confidentially, any violations of the legislation and the Code of Conduct. The personnel has been adequately trained on the use of the channel, while the link to the channel and the procedure are available on the company website. In 2025, no reports were recorded.

Regarding the supply chain, NTE Process has developed its own **Code of Conduct for Suppliers**, which establishes the principles of ethics, integrity and legality to which partners must comply.

For further details, please refer to paragraph 2.5 - *Supply Chain Monitoring.*

The solidity of the ***business integrity*** **safeguarding measures** adopted by the company is confirmed by the fact that in 2025 no cases of non-compliance with the anti-corruption and competition legislation or, in a broader sense, with the laws, socio-economic and environmental regulations applicable to the activity of NTE Process.

# 1.7 Economic performance and sharing of value

The economic value generated by NTE Process has been largely redistributed for the benefit of the stakeholders with whom the company interacts every day, contributing to the creation of shared value along the entire chain.

90.1% of this value was distributed among suppliers (expenses for the purchase of goods and services), collaborators (salaries and wages, contributions and severance payments), financiers (interest on loans), Public Administration (income taxes and tax charges), local community (donations to Third Sector entities and sponsorships to sports associations) and shareholders (dividends).

The remaining 9.9% was reinvested within the company, to cover depreciation related to investments already made and for the strengthening of funds and reserves, in support of solidity and future growth.

| Amounts in thousands of € (% of total) | 2023 | 2024 | 2025 |
|---|---|---|---|
| **Economic value retained** | **3,7%** | **9,4%** | **9,9%** |
| **Distributed economic value** | **96,3%** | **90,6%** | **90,1%** |
| *Suppliers* | *78,4%* | *64,6%* | *64,8%* |
| *Collaborators* | *16,6%* | *21,3%* | *17,1%* |
| *Lenders* | *0,5%* | *2,2%* | *0,2%* |
| *Public administration* | *0,7%* | *2,4%* | *4,2%* |
| *Community* | *0,1%* | *0,1%* | *0,0%* |
| *Shareholders* | *0,0%* | *0,0%* | *3,8%* |

# 2. Innovation and quality



# 2.1 Process solutions

NTE Process is a specialist in bulk material handling and process solutions compatible with the European digital transition plan under **Industry 4.0 and 5.0**.

It offers high-tech machinery for bulk handling, conveying and mixing, as well as dosing, storage and bagging when required, for powders and granules used in numerous industries: food, chemical, animal feed, nutraceutical, rubber, glass, batteries, ceramics, cement, steel, power generation and others.

NTE Process uses patented technologies and, thanks to the experience of the best technological partners on the international market, offers process solutions and a path of innovation and development tailored to every need. Operating with different types of products, it is able to change its best practices from one sector to another and combine experience and the wealth of skills already successfully tested, in order to guarantee innovation and efficiency to all customers.

- ANIMAL FEED
- BATTERY
- BUILDING PRODUCTS
- CHEMICAL
- ENVIRONMENT
- FOOD
- FOUNDRY/STEEL
- GLASS/FIBERGLASS
- MINING/CERAMIC
- PETROLCHEMICAL
- PHARMACEUTICAL
- PLASTIC
- POWER AND ENERGY
- RUBBER/TIRE





Industry 4.0

- Air Pollution Control
- Atomisation
- Bulk Material Handling
- Liquid concentration and dissolution
- Packaging
- Control and automation
- Dosing and weighing
- Drying
- Formulation in line
- Pilot plant and research centre
- Process engineering
- Pneumatic blending
- Parallel processing
- Integrated grinding solutions
- Pneumatic conveying

# 2.2 Research and innovation to build our success

Patents and certifications valid worldwide are obtained thanks to the continuous commitment to technological innovation and the significant **investment in Research & Development,** which represents, in line with previous years, approximately **4% of the value of production generated in 2025.**

The company's goal is to a be pioneer of innovation, thus adopting a proactive approach, not only aimed at responding to and satisfying the demands of our customers, but with the aspiration to anticipate them.

## WHERE NNOVATION MEETS PROCESS

The commitment in this scope is embodied in the **NTE Scientific Hub**, a Research and Innovation Centre based in Pessano con Bornago, in the province of Milan. Equipped with a laboratory and a pilot plant on a 1:1 scale among the few in Europe and in the world for the completeness of the technologies available, it is an excellence based on advanced technologies, strategic vision, and a distinctive element for a design based on real data.

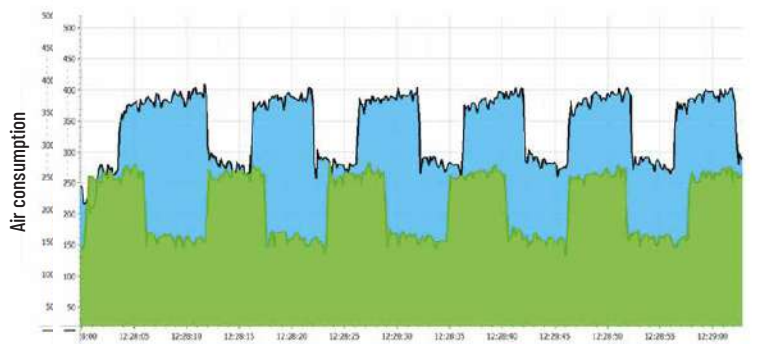



NTE Scientific Hub
Pessano con Bornago.




## Pneumatic dense phase conveying system with patented technology

- RATE +20%
- AIR SAVING UP TO 70%
- EFFICIENCY +40%




**Sample chart of the pneumatic conveying cycles**

**Traditional system**

**Air Assist© M533**

**Air saving**

The NTE Scientific Hub represents a key element for the research and development of innovative technological solutions aimed at improving the efficiency of industrial processes and reducing environmental impacts. The commitment to developing innovative products has led the company to develop a range of technologies united by the **"Powering A Greener World"** concept, designed to contribute to improving the operational efficiency of industrial processes and, in specific application contexts, to reducing energy consumption and associated environmental impacts.
These include:

- **Dry Sorbent Injection (DSI):** consolidated system for the dry injection of sorbents into combustion fumes, designed to support the abatement of pollutant emissions (SOx, NOx, $CO_2$, HCl, mercury and dioxins), with precise dosing and advanced technologies that improve efficiency and reduce reagent consumption.
- **Air Assist®:** technology for dense-phase pneumatic conveying, designed to optimize the handling of fragile or abrasive materials, helping to reduce system wear, material deterioration and operational consumption compared to traditional systems. The first model developed by NTE Process, called **M366**, was designed for transport over long distances at low speeds, by means of the controlled introduction of compressed air or nitrogen along the pipes, ensuring a smooth flow and lower resistance. The evolution of the solution is represented by the **M533** model, which integrates artificial intelligence systems for automated and optimised process management.
- **Eco Dense-Tronic®:** latest generation solution for dense phase pneumatic conveying of ash and dust, integrated with **Air Assists® M533 artificial intelligence**, which increases efficiency (up to +40%) and reduces energy consumption (up to -70%), ensuring high performance, even over long distances, thanks to self-diagnosis and continuous monitoring systems.
- **Jetmixer®:** powder mixing system developed during 2025 that uses the injection of liquids from the bottom, ensuring high homogeneity and preventing the formation of lumps. The solution, free of mechanical components, reduces maintenance and spare parts compared to traditional systems, while improving efficiency thanks to the use of compressed air or nitrogen and allowing simple cleaning without the use of water, contributing to a more efficient management of the resources used in the process. This technology has been installed both within the company pilot plant and in three pilot units made available to customers for testing activities.

A **new digital version of Air Assist** is planned for 2026, with sensors, field electronics, data collection and regulation of air injection points. The system will be able to integrate retroactive and automatic optimisation logics for flow rate, energy efficiency and reduction of product breakage.

At the same time, a new micronisation system will be developed, able to change the grinding and classification parameters based on in-line and outgoing product parameters through particle size analyser inline, laser diffraction inline and AI feedback loop.

### OPTIMISATION OF PNEUMATIC CONVEYING IN THE DAIRY SECTOR WITH AIR ASSIST® M533

During 2025, NTE Process designed a new vacuum dense phase pneumatic conveying system, based on **Artificial Intelligence Air Assist® M533** technology and integrated with storage and bagging systems, for an important Italian operator in the dairy sector.

The plant was developed as part of the production of **whey protein concentrates (WPC)**, obtained from the recovery of whey derived from the processing of milk intended for the production of Gorgonzola PDO cheese. The characteristics of the material to be treated, particularly complex in terms of handling, have required the adoption of a system capable of automatically adjusting the transport parameters through proprietary software based on advanced automation logics.

The project is part of an industrial process aimed at the enhancement of production by-products, helping to maximise material recovery and encourage a more efficient use of available resources, including the reuse of demineralised water within the production cycle.

Particular attention was also paid to operational safety aspects, considering the characteristics of the product handled, which can be classified as potentially explosive.

This application represents a concrete example of how the technological innovation developed by NTE Process can support customers in optimising industrial processes, improving operational efficiency and the management of resources used in production processes.




**THE PATENT ECO DENSE-TRONIC® ASSOLOMBARDA AWARDS 2025**

NTE Process was awarded the **Assolombarda Awards 2025** in the **Digitalisation** category, a recognition dedicated to companies that stand out for the adoption of innovative digital solutions aimed at improving efficiency in the use of energy and materials.

The application highlighted the patented Eco Dense-Tronic ® solution, as a concrete example of the company's ability to transform innovation into advanced technologies.

The award ceremony was held at the "Giorgio Gaber" Opera House in Milan, as part of an event with representatives of institutions and of the industrial system, during which the most relevant projects in terms of competitiveness were recognised.

Some companies of the NTE Holding group, including STM Microtec, develop innovative technological solutions for specialised industrial applications, including grinding plants and dry dosing systems. In particular, STM has developed specific skills in the design of systems for the injection of reagents and the treatment of emissions from industrial processes, with applications aimed at containing specific pollutants and supporting processes that comply with the environmental requirements of the sector.

In order to enhance the company's ability to develop competitive products on the market, **the integration of the STM Microtec test laboratory into the NTE Scientific Hub was completed in 2025**. This synergy will make it possible to expand the technological offer for industrial tests, making increasingly innovative, efficient and versatile solutions available to customers, able to adapt to a wide range of application needs.

A first result of this collaboration was the installation in 2025 of a liquid nitrogen plant for cryogenic grindin tests. This technology allows materials to be processed at very low temperatures, improving the quality of the final product and limiting thermal degradation, especially for the most sensitive substances.

From a sustainability point of view, cryogenic grinding is a strategic solution, as it allows to optimise energy consumption, increase process efficiency and reduce waste. In addition, it makes it possible to treat materials that, with traditional technologies, would require more complex processes for recycling or disposal. For NTE Process, the introduction of this technology therefore constitutes an important expansion of the portfolio, with the aim of supporting customers in the development of more efficient production processes for the reduction of energy consumption.

The Company is also a strategic partner of Okawara MFG, a Japanese company specialised in the development of innovative technologies for **drying processes**, which play a **key role in the field of recycling and recovery**: thanks to these technologies, in fact, the waste generated during industrial production is transformed into fertilisers or energy, giving it new value.

In addition to research and development activities dedicated to product innovation, NTE Process also constantly invests in the innovation and digitalisation of its internal processes, with the aim of strengthening organisational efficiency, improving operational management and supporting the growth of the company through increasingly advanced technological tools.

This path includes, in addition to the projects for the digitisation of logistics processes detailed in chapter 3 dedicated to environmental aspects, also initiatives aimed at the automation and optimisation of document flows and internal administrative processes. These include the **ArchivIA** project, which represents one of the most recent applications developed by the company in the field of digital innovation.



**PMI AWARD 2025**

NTE Process received an **honourable mention at the PMI Award 2025,** promoted by the Digital Innovation Observatory in SMEs of the Politecnico di Milano, in recognition of the company's commitment in the field of technological innovation.
The prize was awarded to the project **"AI Agent for the sorting of technical documentation suppliers"**, which led to the development of a system based on **Artificial Intelligence** capable of optimising and automating the processes of management and archiving of technical documentation.
The project, internally called **"ArchivIA"**, represents a concrete example of the company's approach aimed at integrating digital innovation and improving operational processes, with benefits in terms of efficiency and organisational quality.
The recognition obtained highlights the value of teamwork and the company's ability to develop innovative solutions.



# 2.3 Product quality and safety

Ensuring product quality and safety is a fundamental commitment that NTE Process makes to its customers, taking action to incorporate their specific needs and standards.

For components manufactured or engineered to a design by NTE Process (pressure vessels, structures, carpentry, etc.), the company has defined its own **quality standard**, compliance with which is verified on the basis of the Quality Control Plan and a special protocol. **Inspections to verify the conformity** of materials are carried out directly at the supplier's premises, including in the presence of the customer.

Components not designed by NTE Process (rotary cells, augers, dispensers, fans, etc.) are accompanied by the supplier's Quality Control Plan and subjected to **visual, functional and documentary checks** at the suppliers' premises and/or upon arrival.

Should the customer identify additional technical specifications for a specific order, NTE Process draws up a dedicated **Quality Control Plan**. Inspections are coordinated by the Quality Control Manager together with the Project Managers according to the order requirements; 137 were carried out in 2025.

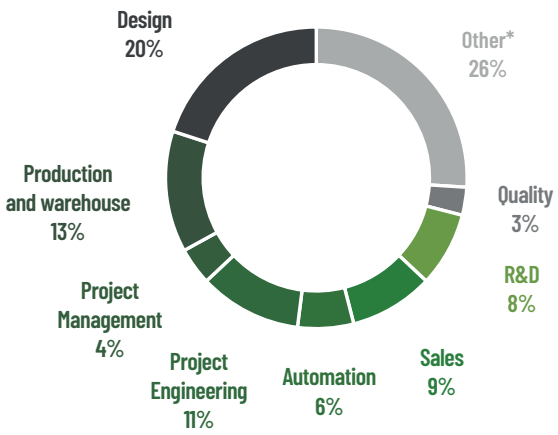
With regard to **internal non-compliance** procedures, 104 were registered in 2025, of which 57 were closed, 28 completed their corrective actions and are in the final verification phase before official closure and 19 are in the implementation phase, testifying to a consolidated ISO path of analysis and resolution of cases. Despite the high number, there were no cases of non-compliance with current regulations on product safety. The significant increase in the number of non-conformities recorded compared to the previous year (35) is due to the introduction, in November 2024, of a **new digitised management process**. This system, more intuitive than the previous one, has facilitated the compilation and encouraged employees to open reports independently, promoting traceability and reporting.

Each product delivered is accompanied by a **user and maintenance manual** which contains the certifications required by the standards and specifies the regulations for the safe operation of the system.

Through the **complaints procedure**, customers are invited to report to NTE Process any incidents of non-conformity of products with respect to performance, quality standards or identification of hazards to workers' health and safety due to plant operation. NTE Process proceeds to analyse the causes of the problem encountered and implement recovery actions, such as restoring or discarding the malfunctioning object, and preventive actions aimed at resolving the root causes through a review of processes and tools. The non-conformity procedure also has the same function for the analysis and resolution of problems deriving from suppliers and/or internal processes. In 2025, there were 11 complaints from customers, of which 9 were resolved and closed positively.

**Internal non-conformities by department**

*Non-conformities open to more than one department.




# 2.4 Data protection

The ability to protect corporate data from external attacks is a prerequisite for safeguarding NTE Process' intellectual property and business continuity.

The company pays particular attention to the protection of information and personal data of employees, customers and partners. The collection and processing of data, carried out for internal and external communication activities (Intranet, newsletter, website), take place in compliance with Legislative Decree 196/2003 on privacy and European Regulation 679/2016 (GDPR).

In order to safeguard data protection, the company has adopted a system of organisational safeguards aimed at minimising the risks of data loss inside and outside the company perimeter.

The use of mobile devices is regulated by an **encryption policy**, while remote connectivity is allowed only to internal personnel through Virtual Private Network (VPN) configured with double encryption and passwords compliant with complex security criteria.

All personnel are made aware of and responsible for possible cyber threats and the behaviours to be adopted to prevent them, through dedicated internal regulations and **constant information and training activities**.

The Code of Conduct, defined in 2021, summarises all the rules that all employees must comply with.

In the event of an external attack or interruption of IT services, the presence of a backup system based on the synchronisation between two storage devices - one local on the premises and the other in a remote location - and a **Disaster Recovery plan** based on the replicas of the servers on the premises, are able to ensure the prompt resumption of business activities. In order to simplify these operations, a project was launched in 2023 to establish a new intercompany network infrastructure aimed at improving the speed of recovery in the event of line outages.

Following the entry into force in 2026 of the obligations prescribed in NIS 2, the company is implementing actions aimed at intensifying cybersecurity standards. This European regulation establishes a common framework to strengthen **cybersecurity** within the European Union. It applies to a wide number of critical sectors (such as, for example, the manufacture of machinery and equipment) and introduces stringent obligations for organisations, including risk management, incident reporting, supply chain security, management responsibility and stricter controls. In addition, it promotes national strategies and European collaboration, contributing to a safer and more coordinated digital ecosystem.

The first step taken by the company to preserve data confidentiality is the development of an internal AI agent with advanced chatbot functions and the evaluation of the opening of a corporate FTP (File Transfer Protocol) for the sharing of strategic documents with customers and suppliers. These measures would no longer require the storage of information on third-party devices for the benefit of greater control of information flows.

In addition, as a second measure, NTE Process has set itself the goal

of verifying that the standard NDAs submitted to strategic suppliers are consistent and aligned with those requested by customers. If these standard agreements are not adequate, specific NDAs will be prepared for each project, in order to ensure a higher level of protection for the customer.

To assess the effectiveness of the actions implemented, it is necessary to implement continuous monitoring of the security of digital information. In fact, over the next two years, the company has decided to structure a monitoring system capable of detecting and evaluating anomalous activity, intrusions or malicious behaviour on the network, allowing it to intervene promptly.

Confirming the effectiveness of the measures taken, in 2025 no loss or leakage of sensitive data was identified, nor were there any complaints about acts committed in breach of privacy.

# 2.5 Management of the supply chain

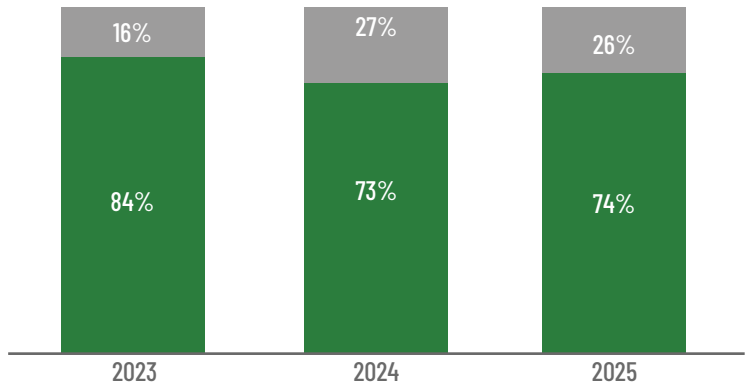
The supply chain plays a central role for NTE Process, as the design, assembly and installation activities carried out internally represent the last phase of a complex production process.

The company sources from qualified suppliers for carpentry, tanks, machinery, instrumentation and components, while some engineering and assembly activities are subcontracted.

In view of equal technical and economic conditions, preference is given to the choice of Italian suppliers, in order to shorten the value chain and response times, and maximise the induced impact on the national territory. As at 31 December 2025, active suppliers based in Italy made up 86% of the total and generated 74% of the annual expenses for purchases and services.

NTE Process is aware that the industrial automation chain, characterised by high technical complexity, strong internationalisation and dependence on the supply of metallic raw materials, may be exposed to environmental and social risks, in particular in relation to the protection of workers' rights, working conditions and environmental impacts generated along the supply chain. Within this context, the company continues to progressively strengthen its monitoring and control tools, with the aim of improving knowledge and oversight of its supply chain.

To support this path, in 2021 the **Code of Conduct for Suppliers** was introduced, which defines the principles and standards of conduct expected in terms of ethics and integrity, environmental protection, health and safety, human rights and working conditions. The company reserves the right to verify compliance with the principles through documentary analysis, audits (internal or third-party) and on-site inspections.




In the event of serious violations or conduct that does not comply with the principles of the Code, NTE Process may terminate the contractual relationship. However, the company favours a collaborative approach over an exclusively sanctioning one, favouring the continuous improvement of suppliers, especially the smaller ones.

During 2025, a process of integrating the Code into the commercial conditions of purchase sent to all suppliers was initiated, making compliance with these principles an integral part of the contractual relationship. This mode will be operational from the first half of 2026.

In 2025, 70% of active suppliers adhered to the Code of Conduct, equal to 34% of the total value of the order; considering the only suppliers formally invited to join, the percentage reaches 85%.

At the same time, NTE Process has further strengthened its supplier qualification and evaluation system through the revision of its

company procedure, which came into force in 2026. The qualification process is applied to all new suppliers, as well as suppliers not used for at least three years or suspended as a result of significant non-compliance.

For suppliers with an order value of more than **5,000 Euro** calculated over the last three years, the procedure provides for a structured evaluation that integrates sustainability criteria and operational performance. The elements considered include, in addition to the acceptance of the Code of Conduct (or the presence of an equivalent code adopted independently by the supplier), the possession of certifications such as **ISO 9001, ISO 14001, ISO 45001 and ISO 27001**, the presence of a sustainability report, any relevant company policies, the reliability of deliveries, the level of defective supplies and the payment terms applied.

As part of the qualification process, the quality department carries out a preliminary documentary verification and organises, where necessary, specific **initial audit activities at the supplier**, aimed at assessing its suitability with respect to the standards required by NTE Process. This first phase is accompanied by continuous monitoring of the supply chain: for each order, quality controls are defined on the supplies received, through inspection and verification activities aimed at identifying any non-conformities. The results of these checks directly contribute to updating the score attributed to each supplier.

In fact, each supplier is assigned an overall score on the basis of which an internal classification is defined that allows the identification of qualified suppliers, suppliers to be monitored or, in the most critical cases, unusable suppliers. For the latter category, the company management system provides for the automatic blocking of the possibility of issuing new orders. The evaluation is updated annually, always taking as a reference the last three years of activity.

In 2025, **5 audits** on supplies were carried out, in support of the continuous monitoring and evaluation system adopted by the company.

NTE Process is not limited to the documentary and operational evaluation of its suppliers, but launched a structured **supply chain engagement** programme in 2024, with the aim of promoting a progressive and shared improvement in the performance of strategic partners.

To this end, the first 50 suppliers were selected on the basis of the number of orders and the economic value of the supplies (period 2023-2025) and, for each of them, an in-depth evaluation was carried out through documentary analysis, considering elements such as website, internal data, financial statements, certifications and other relevant indicators. The project is aimed at identifying possible areas for improvement and gradually guiding suppliers towards increasingly high standards in terms of quality, organisation and sustainability.

During 2025, no further operational progress was made as part of this initiative, in the face of several internal priorities that required a temporary reallocation of the activities of the purchasing department. However, the company's willingness to progressively continue on the path it has started remains firm, which continues to be a central element in the strategy to strengthen the control of the supply chain.

With the aim of making purchasing management more structured and efficient, in 2025 NTE Process developed its first **Procurement Plan**, a purchasing plan integrated with company management systems, designed to monitor each order more accurately in terms of economics, time and materials to be procured. The operational implementation of the instrument is planned from 2026.

At the same time, the digitisation of supply chain management processes continues. Following a first update in 2024, **the company's ERP** today is equipped with a section dedicated to the **qualification and evaluation of suppliers**, within which information relating to audits, documentation and periodic evaluations are centralised, simplifying data archiving, consultation and analysis activities.

**During 2026, the system is expected to be further improved**, through the integration of features dedicated to monitoring document deadlines and supplier certifications. This update will further strengthen the oversight of the qualification process, also introducing automatic notifications aimed at requesting the updating of the necessary documentation in a timely manner.

In 2025, purchases from suppliers located in countries classified as high risk in relation to workers' rights[1] concerned two partners (People's Republic of China), with an incidence of 2.3% of the total expense. All suppliers are qualified through on-site inspections, and must verify compliance with the requirements required by NTE Process.

The analyses carried out in the preparation of this Report did not reveal a significant presence, in the materials and semi-finished products purchased by NTE Process, of minerals from areas of the world where there is conflict (tin, tantalum, titanium and gold).

[1] High-risk countries are those characterised by a level of labour market regulation below the global average, as measured by the Human Freedom Index 2024, and by the absence of adequate labour rights guarantees according to the Global Rights Index 2024 of the International Trade Unions Conference.

# 3. Respect for the environment



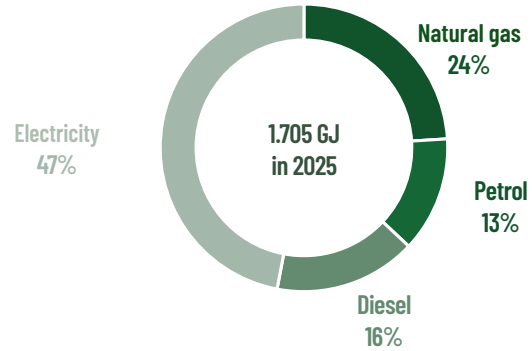
# 3.1 Energy consumption and emissions

NTE Process is active in combating climate change through the development of technological solutions that enable companies to reduce their energy consumption and environmental impact (see paragraph 2.2).
At the same time, the company is committed to monitoring and reducing the direct environmental impacts generated by its operational activities. In this context, NTE Process has adopted an environmental management system compliant with ISO 14001, obtaining its certification in 2023.
The company monitors in particular the greenhouse gas emissions generated by production activities and company facilities (Scope 1), as well as those associated with the supply of electricity (Scope 2), promoting energy efficiency interventions and initiatives aimed at the progressive reduction of emissions.

| Energy consumption (GJ) | 2023 | 2024 | 2025 | Change% 2025-2024 |
|---|---|---|---|---|
| **Total methane gas consumed** | 409 | 427 | 419 | -12% |
| Diesel - company vehicles | 174 | 69 | 53 | -28% |
| Diesel - vehicles for mixed use | 257 | 216 | 217 | -5% |
| **Total Diesel consumed[2]** | 431 | 285 | 273 | -10% |
| Petrol - company vehicles | 97 | 70 | 40 | -47% |
| Petrol - vehicles for mixed use | 120 | 140 | 177 | +20% |
| **Total Petrol consumed[1]** | 217 | 210 | 216 | -3% |
| Electricity purchased from the national energy mix | 500 | 467 | 317 | -32% |
| Electricity purchased with Guarantee of Origin | 0 | 0 | 152 | 0 |
| Electricity self-produced from photovoltaic plants and consumed | 306 | 286 | 327 | +14% |
| **Total electricity consumed** | 806 | 753 | 797 | +6% |
| **Total energy consumed** | 1863 | 1676 | 1704 | -3% |

[2] In order to improve the reporting of the contribution of the company fleet on energy consumption, and consequently on emissions, during 2024 the methods of collecting data relating to the mileage of company cars were improved, thanks to the introduction of a quarterly survey system. This has enabled fuel consumption to be estimated more accurately, using the actual kilometres travelled and the consumption factors declared by manufacturers for each vehicle model.

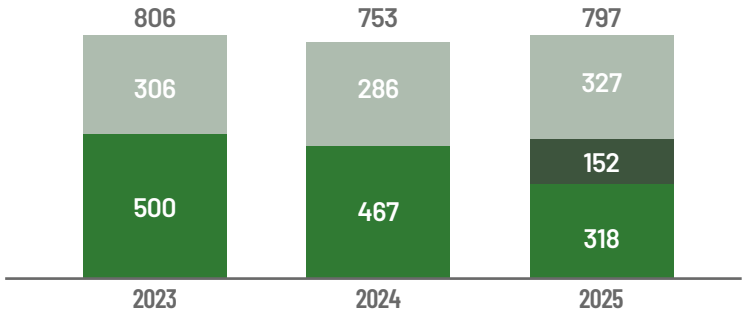
At NTE Process, energy consumption is mainly related to electricity, which is largely used for cooling and lighting offices. Over the years, the company has carried out several energy efficiency interventions at its offices, through the replacement of lighting fixtures and the modernisation of systems with solutions with lower energy consumption.




**Total energy consumption by source (Gj)**

In 2025, NTE Process also signed a contract for the supply of electricity from renewable sources with a Guarantee of Origin, which entered into force on 1 September 2025. The introduction of this supply has contributed to the reduction of Scope 2 emissions according to the Market Based approach (-31.9% compared to 2024), thanks to the decrease in the amount of electricity purchased from the national energy mix. In fact, in 2025, the company generated **39.0 tonnes of $CO_2$ equivalent of Scope 2 Market Based emissions,** compared to 57.2 tonnes recorded in 2024. With reference to 2026, considering the extension of the supply to the entire year, the company expects a further reduction in indirect emissions associated with energy supply.

The electricity purchased with the Guarantee of Origin is combined with that self-produced by the **photovoltaic systems** installed in 2022 at the Gorgonzola headquarters, the workshop, the warehouse and the NTE Scientific Hub headquarters in Pessano con Bornago, with a total power of 143 kWp.

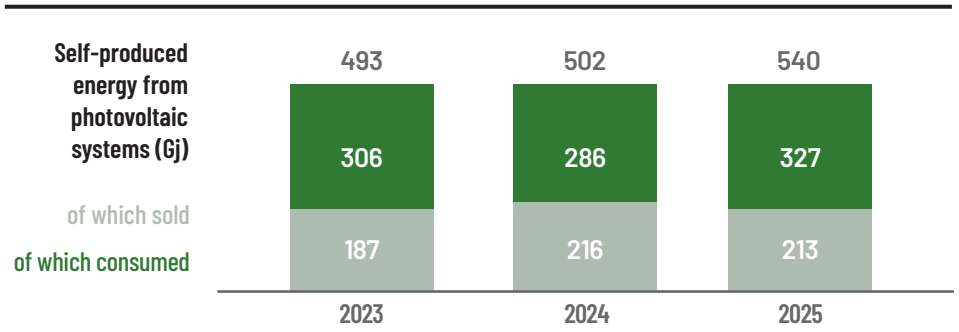



**Electricity consumption by origin (GJ)**

Electricity self-produced from photovoltaic plants and consumed.

Electricity purchased with Guarantee of Origin.

Electricity purchased from the national energy mix




In 2025, the share of energy self-produced by NTE Process increased compared to the previous year and made it possible to meet about 41% of the total electricity needs through self-consumption.

Scheduled maintenance of the systems continues, entrusted to specialised companies. Among the activities included is the periodic cleaning of solar panels, which is essential to ensure maximum performance of photovoltaic systems.

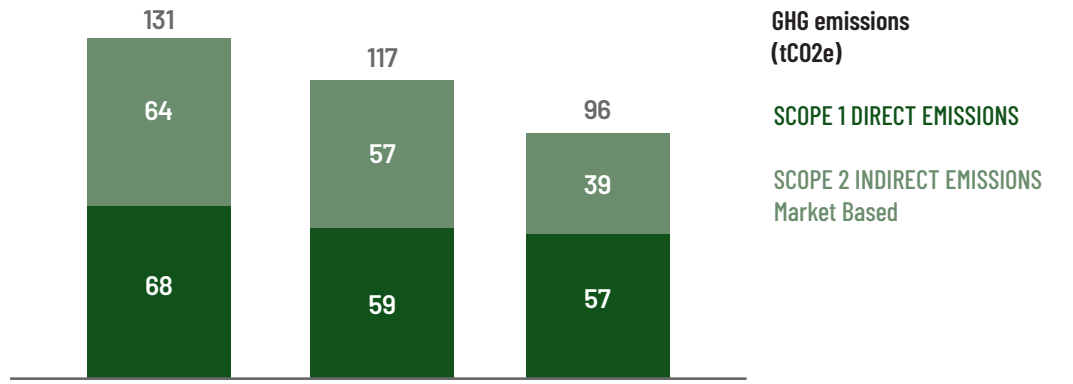
In addition to electricity, NTE Process uses natural gas for the heating of corporate environments. 2025 saw a **slight reduction in gas consumption (-3.2%)**, attributable to the introduction of new systems that allow a more efficient management of temperatures in the different business environments, currently limited to the Gorgonzola headquarters. For 2026, the installation of dedicated thermostats for individual stations is also being evaluated, together with the repositioning of existing ones, currently placed in non-optimal positions and therefore not able to correctly detect the temperature. In the same year, an analysis of the consumption of the compressors present at the Scientific Hub, used for testing activities, will also be carried out with the aim of optimising both consumption and performance. The use of compressors is in fact closely linked to the type and frequency of tests performed.

The company has a corporate fleet of 32 petrol and diesel vehicles, of which 17 are hybrids (+6 compared to the end of 2024). In order to reduce the emissions of its fleet, the company has set itself the goal of gradually replacing end-of-life vehicles with hybrid vehicles. 2025 saw a decrease in the use of diesel (-9.7%), partly offset by the increase in gasoline (+4%) also related to the higher incidence of gasoline use in hybrid vehicles.

Considering the fuel consumption of the company fleet and natural gas as a whole, in 2025 NTE Process **generated 56.8 tonnes of $CO_2$ equivalent of Scope 1 emissions**, compared to 59.2 tonnes recorded in 2024, with a **reduction of about 4%**.



NTE Process's commitment is not limited only to structural interventions and the renovation of the car fleet. In 2026, the company plans to launch specific awareness campaigns aimed at employees on sustainability issues, with the aim of promoting greater environmental awareness and encouraging behaviour aimed at reducing consumption.




| GHG emissions ($tCO2_e$) | 2023 | 2024 | 2025 | Var % 2024/2025 |
|---|---|---|---|---|
| from methane gas consumption for production | *23,0* | *24,4* | *23,5* | *-4%* |
| from diesel consumption for the company fleet | *30,4* | *21,3* | *19,2* | *-10%* |
| from fuel consumption for the company fleet | *14,1* | *13,6* | *14,1* | *4%* |
| SCOPE 1 total direct emissions | *67,6* | *59,2* | *56,8* | *-4%* |
| from electricity purchased and consumed without guarantee of origin | *43,8* | *36,3* | *36,5* | *1%* |
| SCOPE 2 indirect emissions "Location Based"[3] | *43,8* | *36,3* | *36,5* | *1%* |
| from electricity purchased and consumed without guarantee of origin | *63,5* | *57,2* | *39,0* | *-32%* |
| SCOPE 2 indirect emissions "Market Based" [2] | *63,5* | *57,2* | *39,0* | *-32%* |
| Total emissions (SCOPE 1 + SCOPE 2" Market Based") | *131,1* | *116,5* | *95,7* | *-18%* |
| Emissions intensity on production value ($tCO2_e$/ Mln€) | *4,8* | *6,8* | *3,7* | *-46%* |

[3] The 2024 Scope 2 emissions data has been restated following an update of the emission factors used in the calculation.

Overall, in 2025, Scope 1 and 2 Market Based emissions amounted to **95.7 tonnes of $CO_2$ equivalent (-18% compared to 2024)**.

Emission intensities in relation to annual turnover are equal to 3.7 tonnes of $CO_2$ per million Euro in 2025. Compared to 2024, there was a 46% reduction justified both by the introduction of the purchase with a guarantee of origin and a 52% increase in the value of production.

In addition to its direct impacts on energy consumption, the company is aware of the impacts generated along the industrial automation value chain, which includes high-emissions activities such as metal mining, logistics and plant disposal. At present, the company does not yet carry out a structured monitoring of Scope 3 emissions; however, in 2025 it launched the first initiatives aimed at managing indirect impacts, in particular in the field of logistics, entering into an **agreement with its logistics provider aimed at using air shipment methods with lower emissions through the use of SAF (Sustainable Aviation Fuel)**. As a result, this mode of transport allowed NTE Process to reduce aviation-related emissions by 17% compared to the use of traditional fuels (Jet A) in 2025.

The activities carried out directly by the company do not generate significant emissions of sulphur and nitrogen oxides or other pollutants.

**WHAT ARE SCOPE 1, SCOPE 2 AND SCOPE 3 EMISSIONS?**

CO2 (carbon dioxide), the most widespread greenhouse gas, is used as a reference unit to calculate greenhouse gas (GHG) emissions. When other climate-altering gases, such as methane and nitrous oxide, are also included in the calculation, emissions are expressed in CO2 equivalent (CO2e).

**Scope 1** emissions include direct emissions generated by the organisation, mainly deriving from the use of fossil fuels for heating company environments and for powering the company fleet, as well as any fugitive emissions of refrigerant gases.

**Scope 2** emissions, on the other hand, represent the indirect emissions associated with the electricity purchased and consumed by the organisation. These emissions can be calculated according to two different methodologies:

- **Location Based**, which uses the average emission factors of the national energy mix of the country in which the organisation operates;
- **Market Based**, which instead considers the specific energy supply choices made by the company on the free market. In the case of electricity supply from renewable sources certified through a Guarantee of Origin, the Market Based method allows to enhance this choice, attributing significantly reduced or zero emission factors. In the absence of certified supplies, emissions are instead calculated using the so-called residual mix, published annually by the AIB (Association of Issuing Bodies), which reflects the residual share of the national energy mix not covered by certificates of renewable origin.

Finally, **Scope 3** emissions include all other indirect emissions generated along the organisation's value chain, both upstream and downstream of its activities.
This category includes, for example, emissions related to the purchase of raw materials, transport and logistics, business trips, waste disposal and the use of products sold. Although not generated directly by the company, these emissions can represent a significant share of the organisation's overall climate impact.

# 3.2 Use of resources

NTE Process is committed to reducing its consumption of natural resources, aiming for maximum efficiency through awareness-raising initiatives and specific interventions in its business activities with the aim of limiting its negative impact on the environment.

The production activity of NTE Process is mainly concerned with the assembly of elements for the construction of plants; the main categories of materials processed in the course of this activity are therefore not raw materials in the strict sense, but **semi-finished products, metal carpentry materials and components**.

The strong variability of plant configurations, determined by the specific needs of individual orders, and the complexity of the related supply chain do not allow, at present, a timely and systematic detection of the environmental characteristics of the materials used, such as the content of recycled material or the percentage of recyclable components.

Similarly, the end-of-life management of plants built by NTE Process is not directly part of the company's operational activities, but mainly depends on the management and disposal methods adopted by the end customers where the plants are installed. In addition, plants designed by NTE Process generally have a particularly long useful life, estimated at around 25-30 years.

In this context, the company intends to progressively strengthen the involvement of its partners and suppliers in the collection of information related to the environmental aspects of the components and materials used along the value chain.

In addition to the semi-finished components and raw materials incorporated in the final product, the production inputs also include the **packaging materials of** the products, almost exclusively of renewable origin.

2025 recorded a decrease in packaging materials. However, the quantity and type of packaging materials used are strongly influenced by the nature of company production, which takes place exclusively on order and not in series. As a result, annual variations depend directly on the number, type and destination of orders, making the data inherently variable and scarcely comparable on an annual basis.

| Packaging materials and office paper | 2023 | 2024 | 2025 |
|---|---|---|---|
| Wood | 75.319 | 85.688 | 74.221 |
| Of which regenerated | 2.340 | 1.120 | 0 |
| Plastic | 1.822 | 2.435 | 1.774 |
| Of which from recycling and regeneration | 0 | 150 | 41 |
| Cardboard | 375 | 1.036 | 310 |
| of which FSC mixed certificate | 375 | 1.036 | 310 |
| Iron | 40 | 33 | 14 |
| Office paper[4] | 463 | 390 | 411 |
| TOTAL PACKAGING | 77.979 | 89.548 | 76.326 |
| TOTAL Packaging + office paper | 77.979 | 89.548 | 76.737 |
| of which renewable | 76.157 | 87.114 | 74.949 |
| | 98% | 97% | 98% |
| of which non-renewable | 1.822 | 2.435 | 1.788 |
| | 2% | 3% | 2% |

[4] Estimated data from the data on the quantities of prints made during the year.

NTE Process also pays attention to the choice of packaging materials, favouring, where possible, solutions with less environmental impact. In particular, the company uses FSC Mixed certified cartons and in 2025 it used **wooden pallets for reuse already present in the company** and **plastic packaging containing regenerated material**. In particular, the bubble wrap material used in packaging has a **30%** recycled polyethylene component.

With the certification of its environmental management system in compliance with the international standard ISO 14001, the management of raw materials and materials is becoming increasingly important within the company, leading it to improve its quantitative data collection and monitoring systems, in order to define clear improvement objectives.

In recent years, the company has carried out several projects that have enabled it to streamline its material procurement processes. Among these, the **MRP** (Material Requirement Planning) **project** has allowed greater digitisation and optimisation of the Purchasing Department's processes. Through integration with the company's ERP (Enterprise Resource Planning), the system allows to automate the planning of purchases based on the needs of the orders, considering quantities, timing and minimum batches, as well as monitoring needs and stock levels. This process helps to optimise purchases and reduce shipments, fuel consumption, emissions and use of packaging materials.

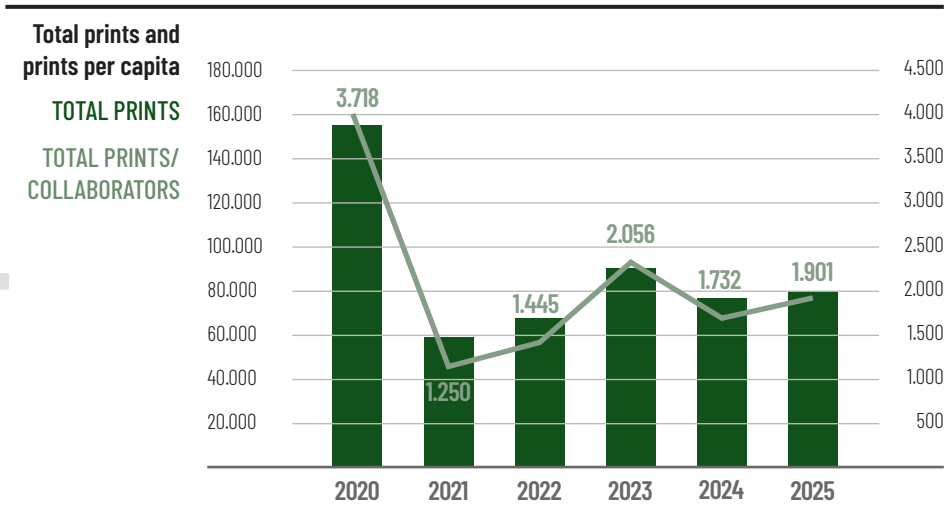
NTE Process also has an **automatic vertical warehouse**, implemented in 2022 and integrated with the company's ERP. The system allows the automated management of 49 shelves distributed over 7 meters in height, through an internal robot that moves the drawers necessary for loading and picking operations. Warehouse management is further supported by the use of **barcode systems,** which allow greater digitisation and reliability in material management. In 2023, these innovations were progressively extended to production activities as well.

The company also pays particular attention to reducing the impacts of office activities, buying paper, folders and binders in recycled material or even pens and writing material with reduced plastic content or in eco-sustainable material. All employees were provided with water bottles, reusable cups

and fabric bags in order to drastically **reduce** the **use of plastic**. The glasses and crockery available in water and coffee dispensers are either reusable or made of recyclable materials.

NTE Process also promotes annual campaigns aimed at reducing waste at source and limiting the use of printers. In this context, the adoption of tools such as the **Wildix electronic switchboard and the Documenta PDM/PDL system**, which allows the archiving and digitisation of orders, together with the strengthening of Intranet services and investments in the IT sector, contribute to the progressive reduction in the use of paper.

**2025 recorded a slight increase in the number of prints made**. This increase is mainly attributable to the establishment, at the offices of the Scientific Hub, of the technical department of STM Microtec, a company belonging to the NTE Holding group, which uses paper to print manuals and technical drawings. In addition, the increase in printing is linked to the need to issue transport documents and invoices for export activities by warehouse and production sites.




**Comparing the data with 2020, however, a significant reduction in printing is confirmed both in absolute terms and per capita**. Comparing the total number of prints to the number of collaborators, in 2025 NTE Process recorded an average of about 6.2 daily prints per employee, compared to about 12 recorded in 2020.

Aware of the possibility of further reducing paper consumption, the company has planned further digitisation projects, with particular reference to the **digital management of transport documents (DDT) in warehouse activities**.

An additional resource used by NTE Process is water, although its consumption is almost exclusively attributable to office and hygienic-sanitary uses. In 2025, the company estimated consumption of approximately 817 $m^3$. Nevertheless, as part of its commitment to reducing waste, the company also pays particular attention to this issue through consumption monitoring. In 2025, the water consumption monitoring procedure was optimised, allowing a more precise annual survey.

# 3.3 Waste management

As NTE Process has no direct production activities, it generates a limited volume of industrial waste. These originate from three main sources: **testing activities, purchased packaging materials and plant disposal.** Especially due to testing activities, the type and amounts of waste can vary significantly from year to year. Waste is collected in specific containers, labelled with the relevant EWC code, for the differentiation of materials such as iron, aluminium, copper, paper, toner, waste batteries, WEEE, wood and for municipal waste. In order to improve internal separate waste collection, a compliant improvement plan has been developed in compliance with the international standard ISO 14001.

NTE Process entrusts the management of its waste to a small number of **qualified entities**, which must have at least ISO 9001 certification and, in some cases, a legality rating, ISO 45001 certification for health and safety at work, and ISO 14001 or EMAS environmental certification.

As far as hazardous waste is concerned, it comes only from the testing operations carried out at the Scientific Hub pilot plant. The company policy prioritises the return of product samples to the customer. However, in situations where shipping costs are excessive for the recipient, product samples are entrusted to specialised suppliers for the treatment and disposal of materials.

| Waste category (kg) | 2023 | 2024 | 2025 |
|---|---|---|---|
| HAZARDOUS WASTE | | | |
| Hazardous organic waste | 45 | 0 | 0 |
| Hazardous inorganic waste | 23 | 0 | 140 |
| Insulating materials containing hazardous substances | 0 | 0 | 41 |
| NON-HAZARDOUS WASTE | | | |
| Wooden packaging | 3.410 | 5.860 | 8.900 |
| Mixed packagings | 0 | 0 | 1.320 |
| Iron, steel, metals | 4.100 | 4.870 | 0 |
| Non-hazardous inorganic waste | 0 | 130 | 0 |
| Plastics (including packaging) | 530 | 0 | 0 |
| Non-hazardous organic waste | 0 | 0 | 4 |
| Non-hazardous inorganic waste | 0 | 0 | 340 |
| Toner | 38 | 0 | 0 |
| TOTAL WASTE | 8.146 | 10.860 | 10.745 |
| of which dangerous | 68 | 0 | 181 |
| | 0,8% | 0% | 1,7% |
| of which not dangerous | 8.078 | 10.860 | 10.564 |
| | 99,2% | 100,0% | 98,3% |
| sent for disposal (D1-D15) | 0 | 0 | 0 |
| | 0% | 0% | 0% |
| used as fuel or other means to produce energy (R1) | 0 | 0 | 0 |
| | 0% | 0% | 0% |
| sent for recovery (R2-R12) | 1.124 | 0 | 0 |
| | 13,8% | 0% | 0% |
| placed in stock to undergo one of the operations numbered R1 to R12 (R13) | 7.022 | 10.860 | 10.745 |
| | 86,2% | 100,0% | 100% |




Special waste containers available on company premises, in collaboration with Vestisolidale.

The special waste generated and collected in the appropriate containers is disposed of thanks to the collaboration with **Vestisolidale**, a non-profit social cooperative in Cinisello Balsamo (MI) that has been operating in the field of social and environmental services since 1998, offering job opportunities to disadvantaged people.

Among the waste reduction goals, NTE Process has set itself the goal of improving the monitoring procedures of the products and raw materials used in the incoming tests, in order to optimise disposal activities at the end of the tests.

**Industrial plants** built for customers can generate waste when, at the end of their life cycle, they need to be decommissioned. The long service life of the fittings, between 25 and 40 years, and the modular design that allows the replacement of individual components, significantly reduce the occurrence and extent of such impacts. Currently, NTE Process does not have information about the disposal procedures of decommissioned plants: therefore, as a future goal, it undertakes to develop relationships with customers to extend control over its products until the end of their use, giving precise indications and raising awareness of their application.

# 4. People and communities



# 4.1 Protection and development of people

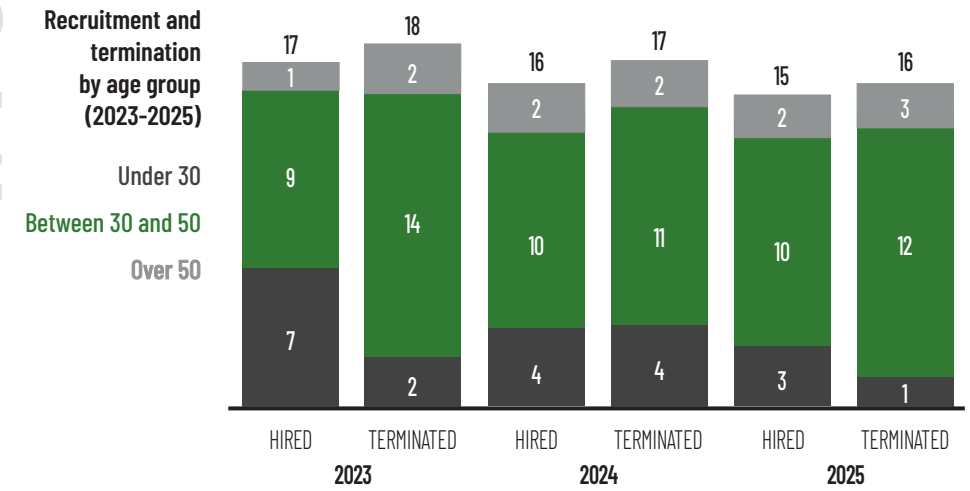
Aware of their essential role in the success and existence of the company, NTE Process puts its people at the centre, committing itself to professional training and guaranteeing them employment stability and security, within a corporate climate marked by listening to and valuing each talent.

NTE Process selects, recruits and remunerates its employees and collaborators following transparent and impartial procedures, preventing any form of discrimination or favouritism.

As at 31 December 2025, NTE had **62 employees**, almost all of whom were employed on a permanent basis (96.8%) and on a full-time contract, 95%, pursuant to the national collective agreement for the metalworking industry. In addition, there are 10 collaborators**,** including freelancers and temporary workers.

During 2025, **15 new people** joined NTE against 16 terminations, resulting in an incoming turnover rate of 24.2% and an outgoing turnover rate of 25.8%.

**Recruitment and termination by age group (2023-2025)**

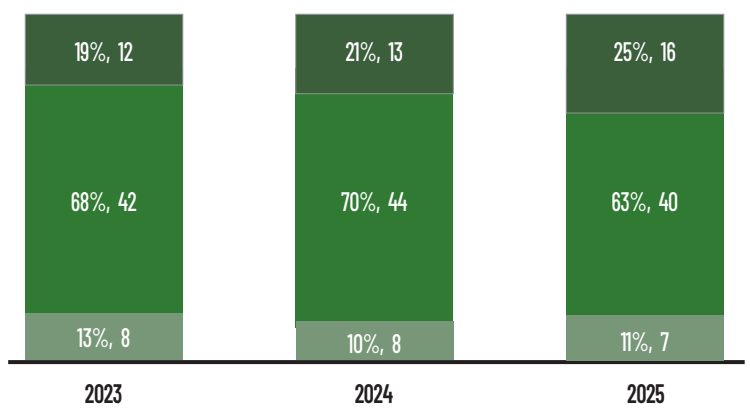



During 2025, NTE Process continued its activities aimed at attracting young talent, with particular attention to technical-scientific profiles. The company welcomed trainees from high schools by including young graduates in professional growth paths; one of them was subsequently hired within STM Microtec's workforce.

In addition, it has participated in liaison initiatives between Italian companies and international students promoted at foreign diplomatic representations, expanding opportunities to meet with potential candidates and promoting access to qualified skills.

With an incidence of 76%, the category most represented among employees is that of white collars, followed by blue collars (10%), junior managers (8%) and managers (6%).

**Employees by age group (2023-2025)**




**Employees by category 2025**

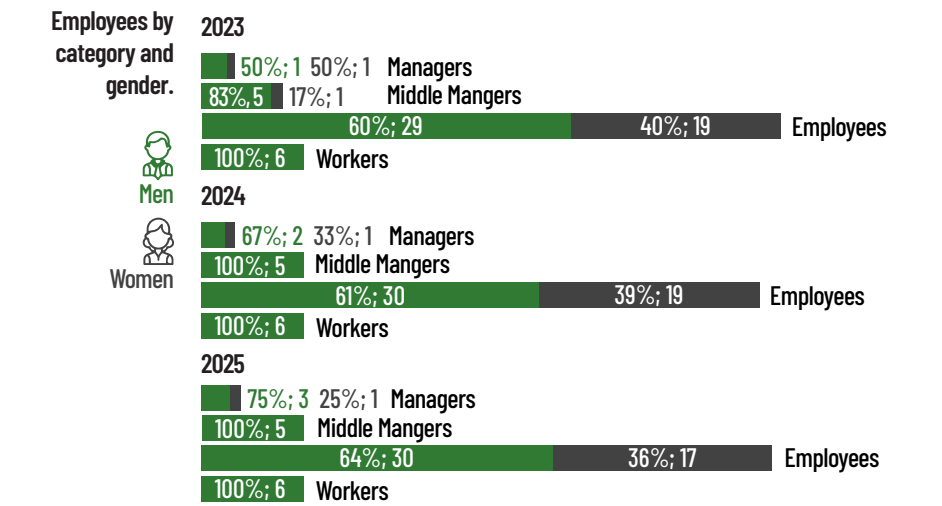


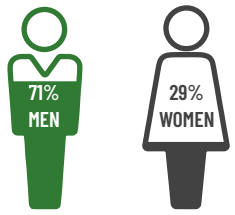
**6%** Executives

**8%** Middle Mangers

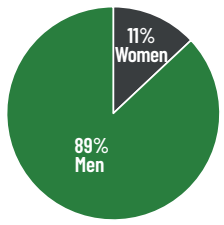
**76%** Employees

**10%** Workers




Gender of employees (%)




Roles of responsibility by gender (%)

In the Italian metalworking sector, women represent on average **21% of the workforce**, with a greater concentration among female employees (**30%**) and a much smaller presence among female executives (**16%**)[5]. In the case of **NTE Process**, on the other hand, the female component is much higher, reaching **29% of the total workforce** compared to 21% of the sector and the share of women managers represents **25%**.

With reference to gender equality and, in particular, the issue of pay equity, during 2026 NTE Process will launch a process to align with the requirements of the European Pay Transparency Directive. This path will gradually strengthen the collection, analysis and monitoring of pay data, promoting greater transparency and a more effective evaluation of any gender pay differentials.

[5] National Fiom-Cgil - Metalworkers' Union - Gender gap. Employment and salary: that's no good!

Starting in 2023, the company adopted a Whistleblowing policy, introducing it in advance of regulatory obligations and simultaneously implementing a dedicated platform for reporting management. The latter represents a means through which employees, but also suppliers and customers, can report violations, crimes, unlawful conduct and discrimination within the company. Consistent with the fundamental principles of NTE Process, the platform also includes additional reporting categories beyond those required by law, including harassment and discrimination, with the aim of strengthening the protection of individuals and promoting an inclusive and respectful work environment.

No incidents of discrimination or harassment in the workplace were reported during the reporting period.

## 4.1.1 Training, development and performance appraisal

The personal and professional development of employees through specific training courses represents a central topic for NTE Process. For this reason, in addition to the mandatory courses provided for by the legislation on health and safety at work, the company promotes training and refresher courses in five main areas of competence:

- technical skills, relating to knowledge of the solutions developed by NTE Process and its suppliers, the use of specific tools and equipment and quality management;
- digital skills related to the use of software applications;
- administrative skills;
- commercial and marketing skills;
- transversal skills or "soft skills" related to correct communication, management of work teams, leadership and knowledge of languages.

Training courses are defined on the basis of the company's technical and organisational needs, professional growth paths and people development goals. The activities can be carried out in person, online, hybrid, both internally and with external bodies.

In 2025, **NTE Process provided a total of 1,143 hours of training**, including mandatory courses, technical updating activities, internal training interventions in the departments, training on company processes and software and coaching courses dedicated to new resources. **71% of training hours are attributable to voluntary initiatives**, as evidence of the company's commitment to promoting the professional growth of its people beyond the requirements of the regulations.

To support internal training, the company uses the **"NTE Academy"** digital platform, which in 2025 was further developed through the introduction of new content dedicated to strengthening the technical skills of personnel. During the year, two training sessions were held through the platform, aimed at both new hires and personnel of non-technical departments.

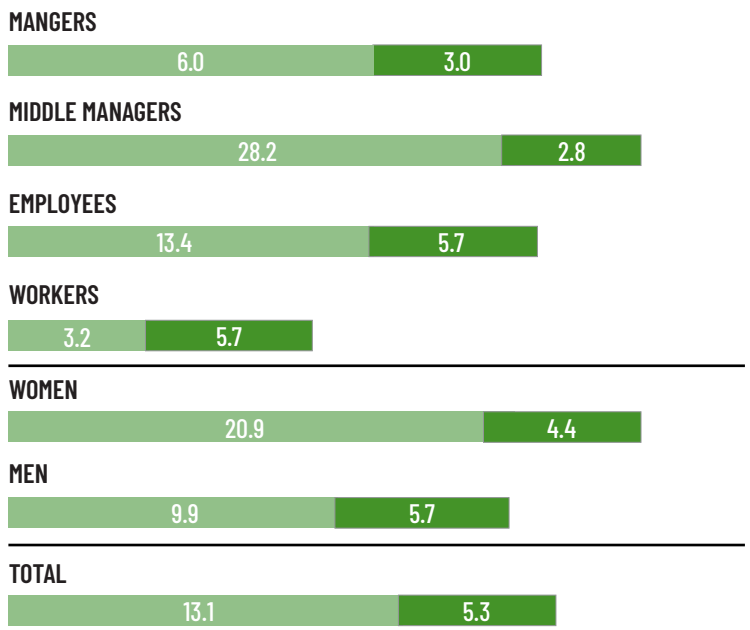
The training activities involved all company departments, including Engineering (Project, Automation and Mechanical Engineering), Administration, After Sales & Back Office, Commercial & Marketing and Supply Chain.

Compared to 2024, there was an overall reduction of 10% in training hours. This contraction has affected voluntary training aimed at workers, employees and managers, while an increase is observed for management personnel. This trend is attributable to a lower turnover of personnel during the year which resulted in a lower need for onboarding activities, initial training and individual coaching courses (one-to-one), generally more intensive in the phases of insertion of new resources.

In recent years, NTE Process has progressively strengthened the processes of detection and monitoring of training activities, recognising the importance of having accurate, traceable and reliable data to support the management and development of internal skills. Starting in 2024, the company has equipped itself with a **platform dedicated to human resource management**, which has helped simplify the collection, storage and analysis of information, making HR processes more efficient. As planned in previous years, in 2025 some tools for recording training activities were updated and the tracking of hours was introduced directly through the HR management system, further strengthening the quality and reliability of the data.

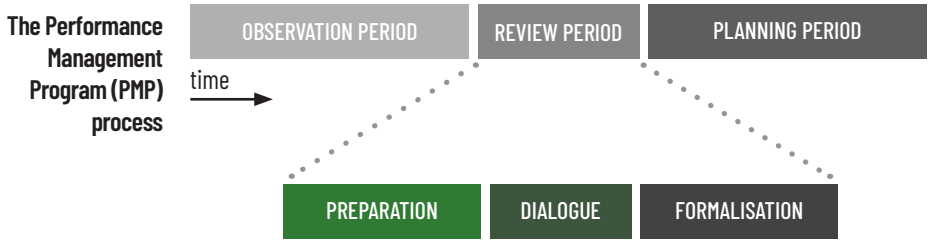


NTE Process recognises staff evaluation as a fundamental tool for facilitating discussion and dialogue between managers and employees, enhancing the role and contribution of each individual and improving the organisational climate through the sharing of objectives.




For this reason, in 2019 it introduced the Performance Management Program (PMP), an annual performance evaluation program for corporate employees. This PMP is based on structured moments of individual comparison between managers and collaborators, from which shared reports are drawn up and subsequently made available to the Human Resources Department.

The process starts with the "observation period", during which work performance is observed and measured. In this phase, the project manager carries out continuous monitoring, provides timely feedback and collects, where appropriate, concrete examples and significant cases relating to the employee's performance.




The central stage of the process is the "review period", which focuses on establishing a dialogue with each employee. The interview preparation stage envisages that:

- the collaborator processes his self-assessment, supported by a special form;
- the manager prepares a preliminary assessment of the employee by filling in the "General assessment form" and the "Skills assessment form", based on the evidence collected.

Subsequently, an interview is scheduled to which the manager and collaborator present themselves with the respective forms duly completed. The main topics addressed during the interview concern the interpretation of the role, the review of the specific personal goals, the objectives achieved, the strengths and areas for improvement, as well as ideas and development projects. At the end of the meeting, the manager draws up the Dialogue Report, which summarises the aspects that emerged during the interview.

The PMP ends with the "planning period", during which the manager defines the improvement actions and development paths to be taken.

In **2025, the PMP involved 34 employees, representing 54.8% of the company's population**.

A revision of the PMP model is planned for the two-year period 2026-2027, accompanied by the **progressive integration of the performance evaluation process within the company's HR management system**. The evolution of the system involves the implementation of modules dedicated to training and performance evaluation, with the aim of digitising a process still managed today mainly through paper documentation and having an integrated tool to support people's growth and professional development.

For some responsibility figures, the performance evaluation process is linked to an **MBO** (*Management by Objectives*) system. Within the PMP, individual, objective and measurable goals are defined, the achievement of which determines the disbursement of a premium component of remuneration, calculated as a percentage of the RAL. The system was initially tested in departments already traditionally oriented to work for goals and incentives (Sales & Marketing and Service), and then extended to services and figures of general interest to the company, including Quality, Project Management of special projects, Research and Development, Sector Managers. **During 2025, NTE Process continued the expansion of the incentive system, also extending it to the Administration, General Services and Engineering functions.**

## 4.1.2 Employee welfare practices

NTE Process is committed to creating and maintaining a positive work environment, oriented towards the well-being of people and the enhancement of the contribution of each employee. All employees with an open-ended, apprenticeship or fixed-term contract with at least three months of seniority can access the **company welfare system**, which also includes the health insurance coverage envisaged by the Metalworkers National Collective Labour Agreement.

Over the last few years, the company has progressively expanded its benefit and indemnity system. In 2024, on the basis of specific role and function clusters, further economic support measures were introduced, including travel allowances, compensation for overtime worked on the road and meal vouchers.

In 2025, an improved remuneration compared to the provisions of the National Collective Labour Agreement was also recognised for trips that include the weekend and the travel allowance was extended to a wider number of company roles.



At the same time, the introduction of restaurant tickets for all employees is being completed, with the aim of extending these measures to the entire company population by 2026.

The company also promotes working methods aimed at reconciling professional and private life. In 2023, the **remote working policy** was established, whereby each employee is allowed to work remotely one day per week. The possibility of activating extraordinary formulas (e.g. several days of smart working or full remote periods), in response to specific employee or company needs, on a temporary and agreed basis, was also introduced.

# 4.2 Health and safety at the core

The protection of the health and safety of workers and all persons carrying out activities at the company's premises or during external operations is an essential principle for NTE Process.

To ensure the highest standards of protection, the company has developed and applies an Occupational Health and Safety Management System (SGSL) certified according to ISO 45001:2018, extended to all employees of the two branches. In order to maintain security at a high level, the company continues to be committed to achieving the goals set by this standard.

The system organises and documents plans, procedures, roles and responsibilities in different areas, including:

- periodic analysis and assessment of risk factors;
- reporting of dangerous situations and the management procedures of the aforementioned;
- identification, analysis, control and assessment of accidents and occupational injuries, unusual facts, dangerous events and near-misses and the necessary measures to reduce their recurrence;
- the management of the medical and health services available to workers;
- the training of workers, managers and other subjects operating at NTE Process sites (suppliers, business partners, agents, visitors);
- methods of consulting and involving workers in the implementation, updating, improvement and evaluation of the SGSL.

The effectiveness of this approach is confirmed by the fact that **in the last six years there has been no accident**, neither among internal nor external personnel.

| | 2023 | 2024 | 2025 |
|---|---|---|---|
| **Number of recordable injuries** | **0** | **0** | **0** |
| *of which occurred to employees* | *0* | *0* | *0* |
| *of which occurred to non-employees workers and contractors permanently present in the operational headquarters of NTE Process* | *0* | *0* | *0* |
| **Number of injuries with serious consequences (more than 6 months of absence)** | **0** | **0** | **0** |
| *of which occurred to employees* | *0* | *0* | *0* |
| *of which occurred to non-employees workers and contractors permanently present in the operational headquarters of NTE Process* | *0* | *0* | *0* |
| **Number of deaths at work** | **0** | **0** | **0** |
| *of which occurred to employees* | *0* | *0* | *0* |
| *of which occurred to non-employees workers and contractors permanently present in the operational headquarters of NTE Process* | *0* | *0* | *0* |
| **Recordable work-related injury rate** | **0** | **0** | **0** |
| **For employees** | **0** | **0** | **0** |
| **For non-employees and contractors** | **0** | **0** | **0** |

**Number of accidents in 2025.**

**IN 2025, NO ACCIDENTS WERE RECORDED**

In compliance with Italian Legislative Decree 81/2008 and 106/2009, NTE Process carries out a careful risk assessment, reported in the Risk Assessment Document RAD, prepared in collaboration with the external Health and Safety Officer (HSO), external occupational physician and the Workers' Safety Representative (RLS) within the company.

The risk assessment is based on identifying hazards and estimating the probability of occurrence and the severity of the effect of adverse events. The assessment process precedes any organisational or production changes, through a preliminary evaluation that allows to identify in advance the prevention and protection measures to be adopted.

Particular attention is paid to the possible presence of dangerous substances capable of determining health hazards or occupational diseases. To this end, NTE Process carefully evaluates the products supplied by customers for testing at the pilot plant and may reject samples containing substances deemed incompatible with company safety requirements. To further strengthen the monitoring of the risks associated with testing activities, an update of the Documenta PLM management system used for order management is planned for 2026. In particular, the system will allow to acquire and assess in a structured way the safety data sheets of the products, supporting the identification of the most suitable operating methods to guarantee the safety of the operators involved in the test activities.

For each source of danger, specific prevention and protection measures are defined, which include operating procedures, behavioural standards, sign systems and protective devices. These measures are continuously updated through the periodic review of the DVR.

The management of injuries, accidents and near misses is established in a specific procedure that defines the rules of conduct and the actions to be taken should an injury, an accident or a *near miss* occur. All workers are required to promptly report any hazardous situations or abnormal events, thus contributing to the continuous improvement of health and safety conditions.

In 2023, all safety procedures relating to the NTE Scientific Hub, home of the R&D Department and the pilot plant, were reviewed and updated, with the aim of better protecting the safety and health of customers and suppliers visiting the premises.

With regard to health and safety training, the company has developed a specific **training plan to fulfill the safety training obligations provided for by Italian Legislative Decree 81/08.** NTE Process is aware that in addition to compulsory training, in order to ensure and prevent accidents at its premises, **raising awareness and spreading a culture of health and safety among workers** constitute fundamental and essential tools.

With this goal, the company management promotes the active involvement of workers in the processes of risk assessment and improvement of health and safety conditions, also through the comparison with the RLS and the periodic coordination of the company figures involved in safety management.

The commitment to maintain a healthy and safe work environment also concerns external visitors and customers, who are involved in particular through proactive and transparent communication, providing clear information on the safety measures adopted and inviting them to follow the recommended practices, but also asking them for feedback to assess their satisfaction and collect concerns or suggestions to further improve the health and safety experience. At the pilot plant, there is a signage of the sources of danger and access is provided with information on the rules of conduct to be adopted during the stay.

Among the initiatives planned for 2026, the company intends to introduce activities dedicated to health promotion, which will also be defined on the basis of the preferences expressed by employees through specific consultation activities.

# 4.3 Working alongside the local community

Aware that, through its activities, NTE Process influences the socio-economic development of the context in which it operates, the company is committed to establishing a balanced and positive relationship with the surrounding community, which enables it to generate shared value.With this in mind, NTE Process demonstrates its commitment to the community by supporting local associations and initiatives, with a particular focus on social, environmental, sporting and educational areas. In 2025, it supported:

- **Maria Letizia Verga ODV Committee** , with a charitable donation made at Easter, through the purchase of Easter cakes to support research and treatment for children and young people suffering from leukaemia.
- **The Municipality of Gorgonzola** and **CEM Ambiente** , as part of the "**We Plogging**" initiative: a group of employees voluntarily joined the collection of abandoned waste along the Naviglio and in the centre of Gorgonzola, in a concrete gesture of care for the territory.
- **Vestisolidale**, a social cooperative for the disposal of WEEE waste, batteries and toner. The activation of new collection points at company sites has enabled more sustainable management of special waste and a positive social impact through the co-operative's inclusive work.
- **FAST Italia**, an association committed to raising awareness and providing assistance to people living with Angelman syndrome, a rare genetic disorder that affects the nervous system, causing physical, motor and intellectual impairments.
- **Accademia Formativa della Martesana**, an institute that offers vocational training courses to young people in the area. On the occasion of the company events organised during the year, NTE Process collaborated with the school, entrusting it with catering and catering services, with the aim of offering students a concrete opportunity for first contact with the world of work.
- **Nazca Mondo Alegre**, a non-profit organisation that has been promoting fair trade for thirty years, from which NTE Process has purchased the gifts for the corporate holiday at the end of the year.
- **Pro Loco di Gorgonzola**, a local association whose institutional aim is to make the environmental heritage known and valued, promoting awareness-raising initiatives and creating opportunities for meeting. NTE Process collaborated with the organisation in the realisation of a corporate event.



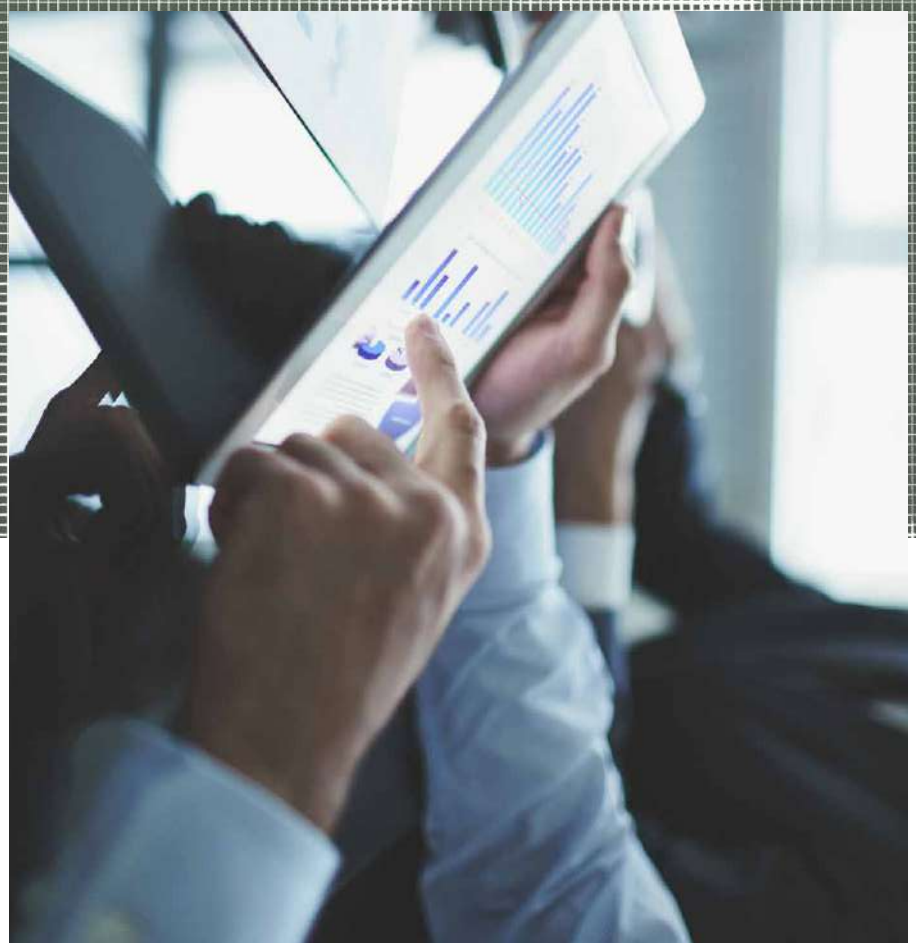

As part of its commitment to environmental sustainability and the enhancement of the territory, NTE process has joined the **WE PLOGGING** initiative, promoted by CEM Ambiente. Plogging is an activity that combines sport and environmental protection: it consists of collecting waste during a walk or a run.

In May, colleagues and family members gathered at the Gorgonzola headquarters to travel together a stretch of about 2 km along the Naviglio della Martesana, collecting abandoned waste and contributing concretely to the cleaning of the area.

The initiative was not only an opportunity to take care of the environment, but also a **moment of community, sharing and reflection on the values of responsibility and collaboration** that guide NTE Process every day.

**WE PLOGGING**
**Let's clean the Naviglio together!**

# 5. Methodological note



# 5.1 Drafting criteria

This NTE Process Sustainability Report is drawn up in compliance with the GRI (Global Reporting Initiative) Standards, according to the "with reference" option. The document reports information relating to the issues of economic, social and environmental sustainability identified as relevant to the understanding of the company's activity and impacts (paragraph 5.2 Materiality analysis). The financial statements were not subject to external assurance.

The reporting scope includes all the operational offices of NTE Process, a Limited Liability Company active in Italy with registered and operational offices at via Milano 14/N – Gorgonzola (MI). This document contains data and information referring to the fiscal year as at 31 December 2025. In order to allow the temporal comparability of the most significant indicators, the values for FY 2025 were compared with those for the two previous financial years. Where present, changes to the data set out in the previous financial statements are reported and justified in the text.

The document was drafted by the Marketing Department of NTE Process with the collaboration of the Governance Committee and with the methodological support of ALTIS Advisory - Spin-off of the Sacred Heart Catholic University of Milan, and was approved by the Board of Directors' Meeting on 30/04/2026.

For more information on the Financial Statements, please contact info@nte-process.com.

# 5.2 Materiality analysis

As anticipated in paragraph 1.4.3, during 2026 NTE Process updated its materiality analysis, developed on the basis of the methodological references provided for by the GRI Universal Standards 2021 and integrating some elements of analysis inspired by the European Sustainability Reporting Standards (ESRs). In particular, the analysis was conducted by adopting a logic of **double materiality**, which combines two complementary evaluation perspectives:

- **Materiality of impacts (Inside-Out)**, focused on the identification of sustainability issues that represent significant impacts, positive or negative, actual or potential, generated by the company on people, the environment and the economy, in line with the provisions of the *GRI Universal Standards 2021*;
- **Financial materiality (Outside-In)**, aimed at identifying sustainability issues that can significantly influence the business and the economic-financial performance of the company, acting as potential risks or strategic opportunities.

The analysis process was divided into five main phases:

1. **Context analysis**
   The main internal and external factors that can influence the company were analysed. At internal level, through the involvement of the heads of the main corporate functions and the analysis of the available documentation, the value chain has been mapped and the corporate sustainability context has been defined. Externally, a benchmarking activity was carried out with companies in the sector aimed at identifying the main relevant ESG issues.
2. **Identification of Impacts, Risks and Opportunities (IRO)**
   Based on the evidence collected in the preliminary phase, a list of potential Impacts, Risks and Opportunities (IRO) was drawn up, subsequently submitted to the company management for evaluation.
3. **Impact materiality assessment – Materiality of impacts (Inside-Out)**
   The impacts generated by the company on people and the environment were assessed according to the criteria provided by the GRI, considering the **significance** and **probability** of occurrence. Significance was assessed taking into account **scale, scope** and, for negative impacts, **irremediableness**. Ratings were expressed on a four-level scale. For social impacts, mitigation measures already in place were considered, adopting a *worst case scenario* logic, while for environmental impacts, a scenario without mitigation measures was considered. The relevance threshold was identified by considering the impacts with a score higher than 8, calculated as a product between probability and significance. All impacts characterised

by the highest level of significance were also considered relevant, regardless of the probability of occurrence. A total of **16 material impacts**were identified, of which **10 were negative** and **6 were positive**.

4. **Risk and Opportunity Assessment – Financial Materiality (Outside-In)**
   The second dimension of analysis concerned ESG risks and opportunities potentially able to influence the economic and financial situation of the company. Each element was assessed considering: the **magnitude of the economic impact**, estimated through a scale from 1 to 4 (low, moderate, significant, critical); the **probability of occurrence** (low, moderate, significant, high). Again, the relevance threshold was set considering material risks and opportunities whose score, calculated as a product between probability and magnitude, was higher than 8. All risks and opportunities characterised by maximum magnitude were also considered relevant, regardless of the probability of occurrence. **Eight material risks** and **three material opportunities** emerged from this analysis.

5. **Identification of material issues and data points to be reported**
   Following the dual materiality assessment, each Impact, Risk or Opportunity (IRO) identified as relevant was associated with a specific material theme and, where applicable, with the relevant reference *GRI Topic Standards* , identifying the main data and indicators subject to reporting.

The following table presents the complete list of the IRO material results, associated with the related sustainability themes and the reference GRI standards.

| Material topic | Reference GRI Standard | IRO Description | Type of IRO |
|---|---|---|---|
| **GOVERNANCE TOPICS** | | | |
| CREATION AND SHARING OF ECONOMIC VALUE | GRI 201: Economic performance 2016<br>GRI 203: Indirect economic impacts 2016 | Creation of economic value | Actual positive impact |
| | | Community support through sponsorships and donations | Actual positive impact |
| RESPONSIBLE SUPPLIER MANAGEMENT | GRI 204: Procurement practices 2016<br>GRI 308 and 414: Environmental and social assessment of suppliers 2016 | Contribution to the development of suppliers thanks to the stability of supply contracts, with particular attention to local suppliers | Actual positive impact |
| | | Environmental impacts generated by the operational activities of suppliers, related to the consumption of natural resources, emissions from industrial processes and waste management along the supply chain | Actual negative impact |
| | | Potential negative impact on workers' rights and working conditions along the supply chain, with particular reference to health and safety in industrial contexts and possible violations of human rights | Potential negative impact |
| | | Reputational and commercial risk deriving from the possible indirect involvement in serious episodes of violation of workers' rights or significant environmental impacts at suppliers, with potential repercussions on the corporate image and relationships with customers and partners | Risk |
| **ENVIRONMENTAL TOPICS** | | | |
| CLIMATE CHANGE | GRI 302: Energy 2016<br>GRI 305: Emissions 2016 | Energy consumption for the production system and for the operation of infrastructures and business | Actual negative impact |
| | | GHG emissions related to the purchase of raw materials and deriving from production processes and the operation of infrastructures and business | Actual negative impact |
| | | Increase and volatility of energy costs related to dependence on external suppliers, with potential impacts on cost structure and company margins | Transition risk |
| | | Energy autonomy and reduction of operating costs through increased self-production from renewable sources | Transition opportunities |
| SUSTAINABLE INNOVATION | GRI 305: Emissions 2016 | Contribution to the mitigation of climate change thanks to energy efficiency during the use of the product by the customer | Actual positive impact |
| | | Opportunities to strengthen energy autonomy and structurally reduce operating costs through increased self-production from renewable sources and energy efficiency interventions | Opportunities |

| | | | |
|---|---|---|---|
| PROCUREMENT AND USE OF RAW MATERIALS | GRI 301: Materials 2016 | Pressure on natural resources deriving from the supply and consumption of raw materials in production and packaging processes | Actual negative impact |
| | | Increase in production costs resulting from the increase in the prices of raw materials and semi-finished products | Risk |
| | | Interruption or slowdown of production resulting from unavailability or restrictions in the supply of raw materials and critical components | Risk |
| WASTE MANAGEMENT | GRI 306: Waste 2020 | Generation of waste in assembly processes and offices | Actual negative impact |
| **SOCIAL TOPICS** | | | |
| PERSONNEL WELFARE AND DEVELOPMENT | GRI 401: Employment 2016<br>GRI 404: Training & Education 2016 | Creation of stable and secure employment and adequate pay | Actual positive impact |
| | | Contribution to the development of people through continuous training, assessment and career paths | Actual positive impact |
| | | Risk of loss of key competencies and increase in operating costs resulting from limited personnel retention capacity, with possible impacts on business continuity and competitiveness | Risk |
| | | Opportunity to strengthen company competitiveness through continuous updating of technical and managerial skills, with positive impacts on innovation, quality and productivity | Opportunity |
| DIVERSITY AND EQUAL OPPORTUNITIES | GRI 405: Diversity and equal opportunities 2016<br>GRI 406: Non-discrimination 2016 | Practices and incidents of discrimination based on gender, age, sexual orientation, ability, ethnic origin, nationality, political opinions and religious beliefs in the workplace | Potential negative impact |
| | | Risk of non-adjustment to the new pay transparency obligations (Pay Transparency Dir. EU 2023/970), with impacts on the structuring of salary levels, on progression criteria and on the management of employee information requests | Risk |
| OCCUPATIONAL HEALTH AND SAFETY PROTECTION | GRI 403: Occupational Health and Safety 2018 | Risks to the health and safety of workers (accidents at work) | Potential negative impact |
| PRODUCT QUALITY AND SAFETY | GRI 416: Customer Health & Safety 2016 | Potential damage to the health and safety of customer company operators resulting from product malfunctions or non-conformities (negative, potential) | Potential negative impact |
| | | Risk of penalties and/or fines related to product safety, and any loss of customers due to poor product quality | Risk |
| CUSTOMER PRIVACY | GRI 418 - Customer Privacy 2016 | Incidents of data leaks and breaches of customer and partner privacy | Potential negative impact |
| | | Risk of reputational and economic damage resulting from unauthorised access, loss or disclosure of personal data and confidential information relating to customers and stakeholders | Risk |



# GRI CONTENT INDEX

## GRI Standards correlation table

| | |
|---|---|
| **Statement of use** | NTE Process S.r.l. has submitted a report with reference to the Global Reporting Initiative Standards for the period 1 January - 31 December 2025 |
| **GRI 1 used** | GRI 1 - Fundamental Principles - 2021 version |
| **Relevant GRI sector standards** | Not present at the time of approval of these Financial Statements |

| GRI STANDARD | INFORMATION | LOCATION |
|---|---|---|
| GRI 2: GENERAL INFORMATION - 2021 | **The organisation and its reporting practices** | |
| | 2-1 Organisational details | Chap. 1, sub. 1.5 *Governance and organisational model* *Methodological Note* |
| | 2-2 Entities included in the organisation's sustainability reporting | *Methodological Note* |
| | 2-3 Reporting period, frequency and point of contact | *Methodological Note* |
| | 2-4 Restatement of information | *Methodological Note* |
| | 2-5 External Assurance | *Methodological Note* |
| | **Activities and employees** | |
| | 2-6 Assets, value chain and other business relationships | Chap. 1, sub. 1.1 *Who are we* |
| | 2-7 Employees | Chap. 4, sub. 4.1 *Protection and development of people* |
| | 2-8 Non-Employees | Chap. 4, sub. 4.1 *Protection and development of people* |
| | **Governance** | |
| | 2-9 Governance structure and composition | Chap. 1, sub. 1.5 *Governance and organisational model* |
| | 2-12 Role of the highest governance body in controlling impact management | Chap. 1, sub. 1.5 *Governance and organisational model* |
| | 2-13 Delegation of responsibility for impact management | Chap. 1, sub. 1.5 *Governance and organisational model* |
| | 2-14 Role of the highest governance body in sustainability reporting | Chap. 1, sub. 1.5 *Governance and organisational model* |
| | **Strategy, policies and practices** | |
| | 2-22 Declaration on the sustainable development strategy | *Letter to Stakeholders* |
| | 2-23 Commitment in terms of policy | Chap. 1, sub. 1.4 *Sustainability for NTE Process* |
| | 2-24 Integration of policy commitments | Chap. 1, sub. 1.4 *Sustainability for NTE Process* |
| | 2-26 Mechanisms for requesting clarification and raising concerns | Chap. 1, sub. 1.4 *Sustainability for NTE Process* |
| | 2-27 Compliance with laws and regulations | Chap. 1, sub. 1.6 *Ethics and integrity* |
| | **Stakeholder engagement** | |
| | 2-29 Stakeholder engagement approach | Chap. 1, sub. 1.4 *Sustainability for NTE Process* |
| | 2-30 Collective contracts | Chap. 4, sub. 4.1 *Protection and development of people* |
| GRI 3: MATERIAL TOPICS - 2021 | **Information on material topics** | |
| | 3-1 Material Topic Determination Process | Chap. 1, sub. 1.4 *Sustainability for NTE Process* Ch. 5 par. 5.2 *Materiality analysis* |
| | 3-2 List of material topics | Chap. 1, sub. 1.4 *Sustainability for NTE Process* Ch. 5 par. 5.2 *Materiality analysis* |

| | | |
|---|---|---|
| **CREATION AND SHARING OF ECONOMIC VALUE** | | |
| **GRI 3: MATERIAL TOPICS - 2021** | 3-3 Management of material topics | Chap. 1, sub. 1.7 *Economic performance and sharing of value*<br>Chap. 4, sub. 4.3 *Working alongside the local community* |
| **GRI 201: ECONOMIC PERFORMANCE - 2016** | 201-1 Direct economic value generated and distributed | Chap. 1, sub. 1.7 *Economic performance and sharing of value* |
| **GRI 203: INDIRECT ECONOMIC IMPACTS - 2016** | 203- 1: Infrastructure investments and services financed | Chap. 4, sub. 4.3 *Working alongside the local community* |
| **GRI 205: ANTI-CORRUPTION - 2016** | 205-3 Confirmed acts of corruption and actions taken | Chap. 1, sub. 1.6 *Ethics and integrity* |
| **GRI 206: ANTI-COMPETITIVE BEHAVIOUR - 2016** | 206-1 Legal actions for anti-competitive behaviour, antitrust and monopolistic practices | Chap. 1, sub. 1.6 *Ethics and integrity* |
| **RESPONSIBLE SUPPLIER MANAGEMENT** | | |
| **GRI 3: MATERIAL TOPICS - 2021** | 3-3 Management of material topics | Chap. 2, sub. 2.5 *Supply chain supervision* |
| **GRI 204: PROCUREMENT PRACTICES - 2016** | 204-1 Proportion of expenditure in favour of local suppliers | Chap. 2, sub. 2.5 *Supply chain supervision* |
| **GRI 414: ENVIRONMENTAL ASSESSMENT OF SUPPLIERS - 2016** | 308-1 New suppliers that have been assessed through the use of environmental criteria | Chap. 2, sub. 2.5 *Supply chain supervision* |
| **GRI 414: SOCIAL ASSESSMENT OF SUPPLIERS - 2016** | 414-1 New suppliers that have been assessed through the use of social criteria | Chap. 2, sub. 2.5 *Supply chain supervision* |
| **PROCUREMENT AND USE OF RAW MATERIALS** | | |
| **GRI 3: MATERIAL TOPICS - 2021** | 3-3 Management of material topics | Chap. 3, sub. 3.2 *Efficient use of resources* |
| **GRI 301: MATERIALS - 2016** | 301-1 Materials used by weight or volume | Chap. 3, sub. 3.2 *Efficient use of resources*<br>The data reported concern packaging materials. Currently, the company's management systems and business relations with suppliers do not allow timely monitoring of the volume of purchased semi-finished products. |
| **CLIMATE CHANGE** | | |
| **GRI 3: MATERIAL TOPICS - 2021** | 3-3 Management of material topics | Chap. 3, sub. 3.1 *Energy consumption and emissions* |
| **GRI 302: ENERGY - 2016** | 302-1 Energy consumption within the organisation | Chap. 3, sub. 3.1 *Energy consumption and emissions* |
| **GRI 305: EMISSIONS - 2016** | 305-1 Direct (Scope 1) GHG emissions | Chap. 3, sub. 3.1 *Energy consumption and emissions* |
| | 305-2 Energy indirect (Scope 2) GHG emissions | |
| | 305-4 Intensity of GHG emissions | |
| **WASTE MANAGEMENT** | | |
| **GRI 3: MATERIAL TOPICS - 2021** | 3-3 Management of material topics | Chap. 3, sub. 3.3 *Waste management* |
| **GRI 306: WASTE- 2020** | 306-1 Production of waste and significant impacts related to waste | |
| | 306-2 Management of significant impacts related to waste | |
| | 306-3 Waste produced | |
| | 306-4 Waste not intended for disposal | |
| | 306-5 Waste intended for disposal | |



| | | |
|---|---|---|
| **PERSONNEL WELFARE AND DEVELOPMENT** | | |
| **GRI 3: MATERIAL TOPICS - 2021** | 3-3 Management of material topics | Chap. 4, sub. 4.1 *Protection and development of people* |
| **GRI 401: EMPLOYMENT - 2016** | 401-1 New employee hires and employee turnover | Chap. 4, sub. 4.1 *Protection and development of people* |
| **GRI 404: TRAINING AND EDUCATION - 2016** | 404-1 Average annual training hours per employee | Chap. 4, sub. 4.1.1 *Training, development and performance appraisal* |
| | 404-2 Employee skills upgrading and transition assistance programmes | Chap. 4, sub. 4.1.1 *Training, development and performance appraisal* |
| | 404-3 - Percentage of employees who receive a periodic evaluation of performance and professional development | Chap. 4, sub. 4.1.1 *Training, development and performance appraisal* |
| **OCCUPATIONAL HEALTH AND SAFETY PROTECTION** | | |
| **GRI 3: MATERIAL TOPICS - 2021** | 3-3 Management of material topics | Chap. 4, sub. 4.2 *Health and safety at the core* |
| **GRI 403: OCCUPATIONAL HEALTH AND SAFETY - 2018** | 403-1 Occupational health and safety management system | Chap. 4, sub. 4.2 *Health and safety at the core* |
| | 403-2 Hazard identification, risk assessment, and incident investigation | Chap. 4, sub. 4.2 *Health and safety at the core* |
| | 403-3 Occupational health services | Chap. 4, sub. 4.2 *Health and safety at the core* |
| | 403-4 Employee participation and consultation and communication on health and safety at work | Chap. 4, sub. 4.2 *Health and safety at the core* |
| | 403-5 Worker training on occupational health and safety | Chap. 4, sub. 4.2 *Health and safety at the core* |
| | 403-6 Promotion of employees' health | Chap. 4, sub. 4.1.2 *Employee welfare practices*<br>Chap. 4, sub. 4.2 *Health and safety at the core* |
| | 403-7 Prevention and mitigation of workplace health and safety impacts within business relationships | Chap. 2, sub. 2.3 *Product quality and safety*<br>Chap. 4, sub. 4.2 *Health and safety at the core* |
| | 403-9 Accidents at work | Chap. 4, sub. 4.2 *Health and safety at the core* |
| **DIVERSITY AND EQUAL OPPORTUNITIES** | | |
| **GRI 3: MATERIAL TOPICS - 2021** | 3-3 Management of material topics | Chap. 4, sub. 4.1 *Protection and development of people* |
| **GRI 405: DIVERSITY AND EQUAL OPPORTUNITIES - 2016** | 405-1 Diversity of governance bodies and employees | Chap. 4, sub. 4.1 *Protection and development of people* |
| **GRI 406: NON-DISCRIMINATION - 2016** | 406-1 Incidents of discrimination and corrective actions taken | Chap. 4, sub. 4.1 *Protection and development of people* |
| **PRODUCT QUALITY AND SAFETY** | | |
| **GRI 3: MATERIAL TOPICS - 2021** | 3-3 Management of material topics | Chap. 2, sub. 2.3 *Product quality and safety* |
| **GRI 416: HEALTH AND SAFETY OF CUSTOMERS - 2016** | 416-2 Non-compliance incidents with regard to health and safety impacts of products and services | Chap. 2, sub. 2.3 *Product quality and safety* |
| **GRI 418: CUSTOMER PRIVACY - 2016** | 418-1 Proven complaints regarding customer privacy breaches and loss of customer data | Chap. 2, sub. 2.4 *Data protection* |
| **CUSTOMER PRIVACY** | | |
| **GRI 3: MATERIAL TOPICS - 2021** | 3-3 Management of material topics | Chap. 2, sub. 2.4 *Data protection* |
| **GRI 418: CUSTOMER PRIVACY - 2016** | 418-1 Proven complaints regarding customer privacy breaches and loss of customer data | Chap. 2, sub. 2.4 *Data protection* |



# Sustainability Report2025


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