STAKEHOLDER EXPECTATIONS / EVOLUTION OF THE INTERNAL AND EXTERNAL CONTEXT

GOVERNANCE, STRATEGY, RISK MANAGEMENT, METRICS AND TARGETS

INNOVATION, CONTINUOUS IMPROVEMENT AND SUSTAINABILITY

LESS IS MORE

PEOPLE

People's well-being, talent development, inclusion and uniqueness:

- Promoting diversity, equity and inclusion topics;
- Promoting women's empowerment projects;
- Promoting welfare policies and projects;
- Promoting the Human Capital Development project for the performance process;
- Promoting talent attraction policies and projects;
- Promoting awareness-raising processes on health, safety and well-being of employees at work;
- Promoting employee awareness and training, including in the area of sustainability.

PLANET

Environmental protection and efficient use of resources

- Reducing by 2030 absolute Scope 1 and 2 atmospheric emissions by 50% compared to 2019:
  - 100% electricity from renewable sources for all the Group's sites and stores by 2030;
- Reducing by 2029 absolute Scope 3 atmospheric emissions by 42% compared to 2019;
- Promoting eco-design and circular economy projects;
- Promoting tools to measure the impact on water resources in the value chain;
- Purchasing 100% FSC[13] certified paper: B2C by 2025 and B2B by 2030, supporting sustainable forest management;
- Promoting regeneration projects to protect ecosystems, protected and endangered species and biodiversity;
- Promoting the protection of the oceans:
  - Elimination of disposable plastic from packaging: B2C by 2025 and B2B by 2030;
  - Purchase of 100% recycled plastic for at least 50% of plastic packaging: B2C by 2025 and B2B by 2030.

PROSPERITY

New Business Models to create economic, social and environmental value, generate profit and acting for the benefit of the community

- Promoting the sustainable supply of raw materials, in line with the target of achieving 25% lower-impact raw materials by 2025;
- Promoting the target of 100% traceable raw materials by 2030;
- Promoting fair relationships throughout the supply chain;
- Promoting communication with customers and other stakeholders on sustainability issues;
- Promoting policies on quality, labelling, product safety, sustainable labelling;
- Promoting the implementation of the Product Digital Passport and expanding the product-related content available via the QR Code;
- Promoting and measuring the impact of social, environmental and cultural initiatives to support and engage communities around the world.

SDGs of reference

PARTNERSHIP, TRAINING, MONITORING, EVALUATING AND COMMUNICATING

13. FSC: Forest Stewardship Council https://fsc.org/en.