

OHiref

**SUSTAINABILITY
REPORT**

2024



CONTENTS

1. ABOUT US	7
1.1 GROUP PROFILE	8
1.2 HIGHLIGHTS	14
1.3 MISSION, VISION, VALUES	18
1.4 OUR BUSINESS MODEL	20
1.5 CERTIFICATIONS	24
2. MATERIALITY ANALYSIS	27
3. SUSTAINABILITY STRATEGY	33
3.1 OUR SUSTAINABILITY STRATEGY	34
3.2 CONTRIBUTION TO THE ACHIEVEMENT OF THE UN SUSTAINABLE DEVELOPMENT GOALS (SDGS)	36
3.3 SUSTAINABILITY PLAN	40
4. GOVERNANCE AND VALUE CREATION	45
4.1 CORPORATE GOVERNANCE STRUCTURE	46
4.2 POLICY COMMITMENTS	48
4.3 STAKEHOLDER MAP	49
4.4 VALUE GENERATED AND DISTRIBUTED TO STAKEHOLDERS	50
5. ENVIRONMENTAL IMPACT	53
5.1 THE CLIMATE BACKDROP AND THE ROLE OF THE HVACR INDUSTRY	54
5.2 RESOURCE MANAGEMENT	60
6. HUMAN RESOURCES	65
6.1 EMPOWERING HUMAN CAPITAL	66
6.2 SELECTION, RECRUITMENT AND DEVELOPMENT OF HUMAN RESOURCES	67
6.3 STAFF TRAINING AND PROFESSIONAL DEVELOPMENT	71
6.4 DIVERSITY AND INCLUSION	72
6.5 HEALTH AND SAFETY	73
7. SUPPLIERS	75
7.1 MANAGEMENT OF DEALINGS WITH SUPPLIERS	76
7.2 HIGHLIGHTS OF OUR SUPPLIER BASE	77
7.3 OUTCOME OF ESG SURVEY	80
8. CUSTOMERS	83
8.1 GLOBAL MARKET OVERVIEW AND HIREF'S APPROACH	84
8.2 HIGHLIGHTS OF OUR CUSTOMER BASE	85
8.3 SALES NETWORK IN ITALY AND ABROAD	87
9. RELATIONS WITH THE COMMUNITY	89
9.1 PARTNERSHIPS WITH ACADEMIC AND HIGHER EDUCATION INSTITUTIONS	90
9.2 MAURO MANTOVAN DEGREE AWARDS	91
9.3 THE HIACADEMY	92
9.4 SUPPORT TO ASSOCIATIONS	94
9.5 SUSTAINABLE INNOVATION	97
10. ANNEX	99
10.1 NOTE AND METHODOLOGICAL REFERENCES	100
10.2 GRI CONTENT INDEX	102

LETTER TO THE STAKEHOLDERS



Alberto Salmistraro

2024 proved to be a year of both growth and consolidation for HiRef. This growth extends beyond financial performance and market share, reflecting our ability to translate core values into concrete and measurable actions.

We continued to strengthen our position as a reliable and innovative partner, expanding our range of efficient and sustainable cooling solutions for data centres, telecommunications, and the service sector—strategic industries for the digital and energy transition.

Company growth was driven by significant investment in research and development, which enabled us to introduce new, highly innovative technologies capable of reducing energy consumption and environmental impact. At the same time, we enhanced our governance, safety, and social responsibility practices, in the belief that sustainability goes hand in hand with industrial progress.

We are proud to have seen our projects grow alongside the people who make them possible. Our employees, suppliers, customers, and partners have been pivotal to a journey that saw HiRef strengthen its identity as a company capable of combining performance, innovation, and environmental stewardship.

The 2024 Sustainability Report does not merely provide a snapshot of the milestones achieved; it bears witness to a dynamic journey defined by increasingly ambitious goals. The growth achieved this year encourages us to look to the future with confidence, as we are aware that every step forward entails a responsibility to the community and future generations.

We thank everyone who contributed to making 2024 an extraordinary year.

Shared support, trust and commitment will enable us to continue to grow, innovate and generate a positive economic, social and environmental impact.

Together, we build a sustainable future for our Company and our stakeholders every day.

ALBERTO SALMISTRARO
CEO - HIREF S.P.A.



 HiRef

1. ABOUT US



As stated in the methodological note, it should be noted that this document relates exclusively to HiRef S.p.A. However, in certain sections, an overall description of the corporate group is provided.

1.1 GROUP PROFILE

1.1.1 HISTORY

Our drive towards **innovation** and **customer satisfaction** has led us to become what we are today: future-oriented, always looking beyond the standards. From the outset, HiRef's value proposition featured a range of highly customisable services and products, making tailor-made solutions our winning strategy.

The goal was clear: to become an innovation leader in the promising field of Information Technology cooling systems.

In October 2001, Mauro Mantovan – with the support

of the Galletti family – founded HiRef S.p.A, an innovative company specialising in cooling solutions for technological infrastructures, choosing the heart of the industrial district specialising in refrigeration as its location.

This sector was expanding, with few competitors and a strong focus on innovation, paying special attention to facility overheads. This allowed the market to welcome a value proposition focused on energy efficiency, a concept that, in the years to come, would be integrated into the broader context of environmental and economic sustainability.

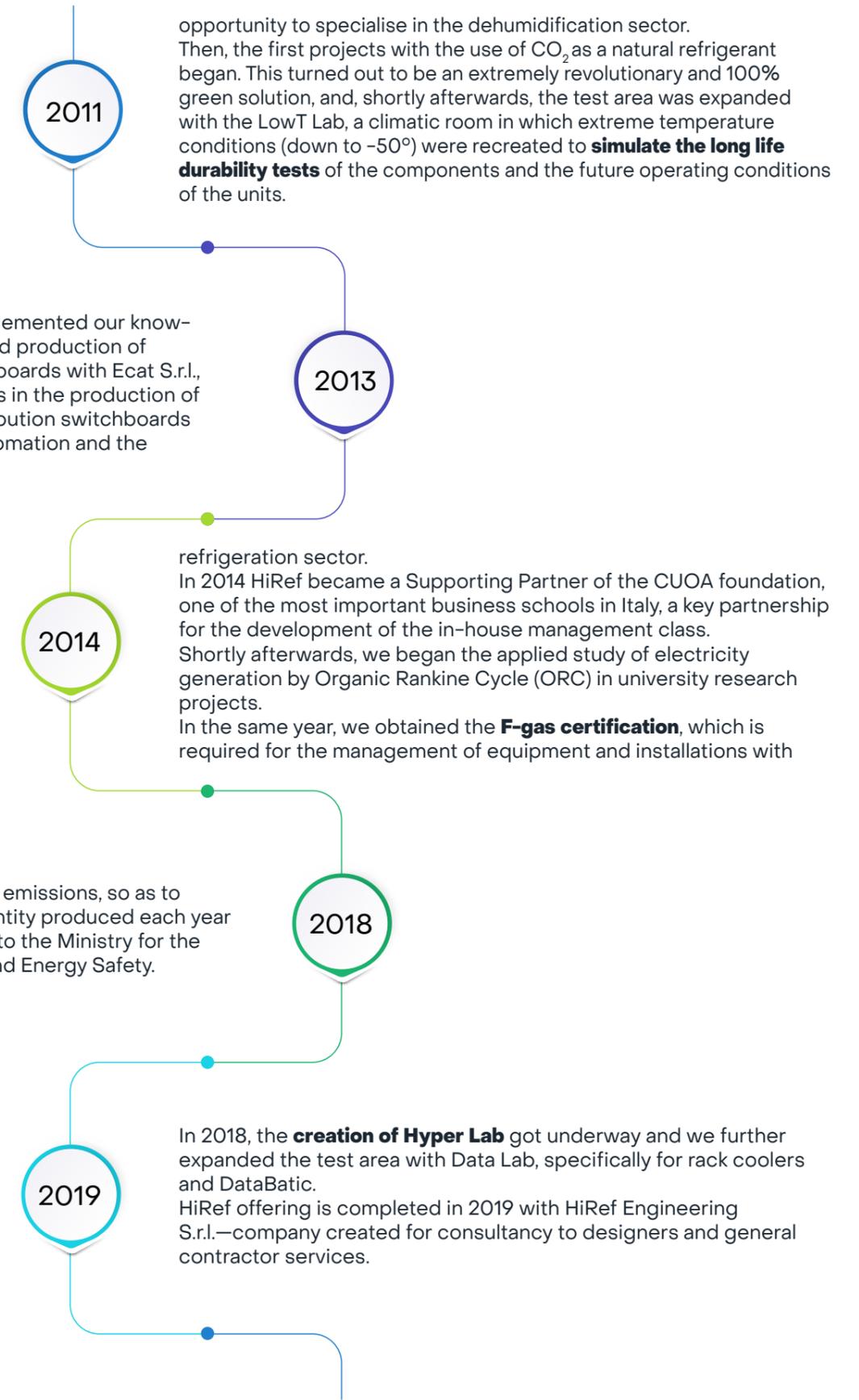
In the same year that HiRef S.p.A. was founded, our know-how was integrated with Tecno Refrigeration S.r.l., specialising in commercial refrigeration.

In 2003, we obtained PED certification for the design, manufacture and servicing

of air-conditioning and refrigeration machinery and systems. Shortly afterwards, we obtained ISO9001 certification. In 2007, several milestones enhanced the history of the Group. Specifically,

Eneren S.r.l., specialising in geothermal energy and renewable energy, and IT.Met S.r.l., dealing with sheet metal working, were established. At the same time, HiRef S.p.A. moved to its new headquarters in Tribano, in an 8,000 square metre building. In the same year, the development of inverters in the Close Control Air Conditioning – CCAC landscape got underway, a real innovation in the Heat, Ventilation and Air Conditioning sector at the time. Shortly afterwards, the Data Center Lab was built, where performance tests of different product ranges were carried out.

A few years later, in 2011, HiDew S.r.l. was established, affording the Group the



2020 was a year of tremendous innovation and expansion, enabling the company to reach astounding levels of performance.

- In our research projects, we integrate the applied study of Liquid cooling technology;
- In the middle of the Covid19 lockdown, we opened the HiRef2 production plant with increased production of Chiller and DataBatic, spanning more than 3,800 square metres and leading to a turnover in excess of 7 million in the same year;
- With more than 35 new hires in less than a year, **our Group boasted over 330 employees** and acquired a new identity: #HiWorld is the name chosen for the face of the Group;

2020

2021

- We are adopting more and more low GWP refrigerants than in 2019, +25% to be precise; In 2021, we presented our new Brand Identity on the occasion of the Company's 20th anniversary, and in the same year we become a Dedicated Supporting Member of the Friends of the University of Padua Association. We also obtained **environmental certification ISO14001** for the design, manufacture and servicing of air-

conditioning and refrigeration machinery and equipment, through brazing, welding and testing processes. In 2022, our organisation underwent a renovation process with the

2022

2023

- **implementation of a new governance** system and were proudly ranked among the Top 500 best companies in North-East Italy. In 2023, work started on the **new production plant**, operating alongside the existing plant.

2024 saw the publication of the first edition of our Sustainability Report.

2024

1.1.2 HIREF VALUE PROPOSITION

We offer air conditioning solutions for technological, industrial, IT and service environments designed to go beyond standard concepts.

Our product portfolio includes:

- **Perimeter mounted units**
- **Heat pumps**
- **Chillers**
- **High-density air conditioning systems**
- **Liquid cooling**
- **IT infrastructures**
- **Rooftop systems**
- **Air-to-air evaporative air conditioning systems**
- **Shelter air conditioning systems**
- **Heat sinks**

Services:

- **Customisation**
- **Factory Acceptance Testing (FAT)**
- **Control and monitoring**

Our commitment in a nutshell:

1. **We propose innovative energy utilisation solutions designed to improve the total cost of ownership (TCO).** Before using a specific air conditioning system, we calculate the direct and indirect costs associated with the chosen product and technology, to determine the resulting financial benefit for our customer over time. This is a key step that allows us to analyse the costs to be actually incurred by that customer after the initial purchase cost.
2. **We develop new products based on highly efficient technological solutions, using low environmental impact refrigerants and smart control and monitoring systems.** And we don't stop at that: we integrate our systems into the infrastructure as a whole for heat recovery and reuse of the energy produced - to the benefit of the customer and the ecosystem. In the Data Center segment, we are committed to reducing Power Usage Effectiveness (PUE): a parameter that measures the energy efficiency of a Data Center, inversely proportional to efficiency (the lower the PUE, the higher the efficiency). Throughout the HiRef supply chain, we observe the highest levels of safety, healthiness and environmental protection. We monitor the supply chain with increasing attention to sustainability.

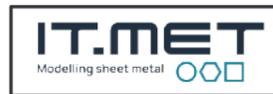


"We choose innovative technologies that reduce the direct and indirect environmental impact generated by air conditioning, heating and cooling processes, with the aim of building a sustainable future for us and the generations to come."

HiWorld

Gruppo HiRef

Innovators above the standards



HIREF

2001

HiRef, the parent company, was founded in 2001 and offers air conditioning solutions for technological, industrial and service environments designed to go beyond standard concepts.

Tecno Refrigeration

2001

Tecno Refrigeration, established at the same time as HiRef in 2001, offers flexibility and expertise in commercial refrigeration and comfort air conditioning for the naval and railway sectors. A competence centre on CO₂, the natural fluid chosen by the Group.

IT.Met

2007

Since 2007 IT.Met offers lightweight steelwork in steel, stainless steel and aluminium, customised control panels and containment boxes for Data Centers. First established as a contractor, it is now developing its own brand to design increasingly customer-oriented solutions.

Eneren

2007

Eneren, founded in 2007, focuses on Geothermal and Residential Heat Pumps, providing technological efficiency and consultancy skills while promoting the adoption of sustainable energy systems.

HiDew

2011

Since 2011, HiDew has extended its know-how to the dehumidification sector, with special reference to the production of dehumidifiers designed to be combined with residential radiant systems, industrial and swimming pool dehumidifiers.

ECAT

2013

ECAT has been creating electrical switchboards for industrial automation and on-board machines since 2013. It designs and supplies LV electrical switchboards, software for industrial PLCs and for the cooling industry and other similar sectors.

HiRef Engineering

2019

HiRef Engineering, a project design support company since 2019, is a reliable partner for tailor-made general contracting solutions in the residential, data center, industrial, retail, swimming pool and hospitality sectors with a particularly sustainable approach to people and the environment.

1.2 HIGHLIGHTS



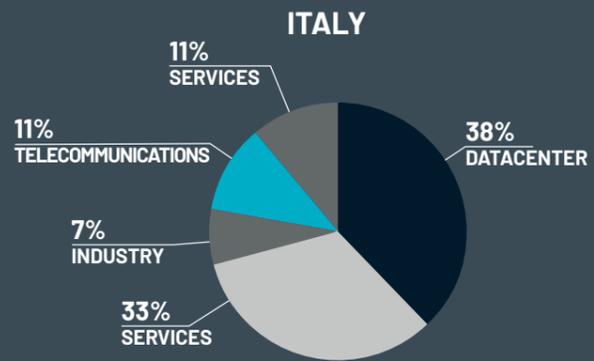
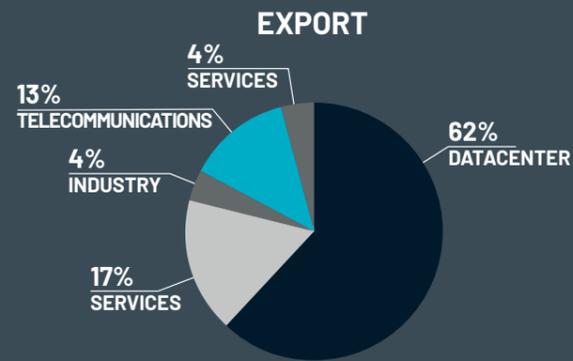
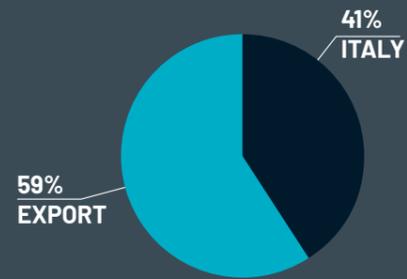
HiRef has 232 employees (as at 31 December 2024).

€ 75 M HiRef S.p.A.'s turnover in 2024, +5.4% over 2023

€ 117 M* AGGREGATE TURNOVER +6.4% over 2023

* Aggregate turnover (non-consolidated amount) includes all group companies: HiRef, HiDew, IT.Met, Eneren, Tecno Refrigeration, HiRef Engineering, Ecat.

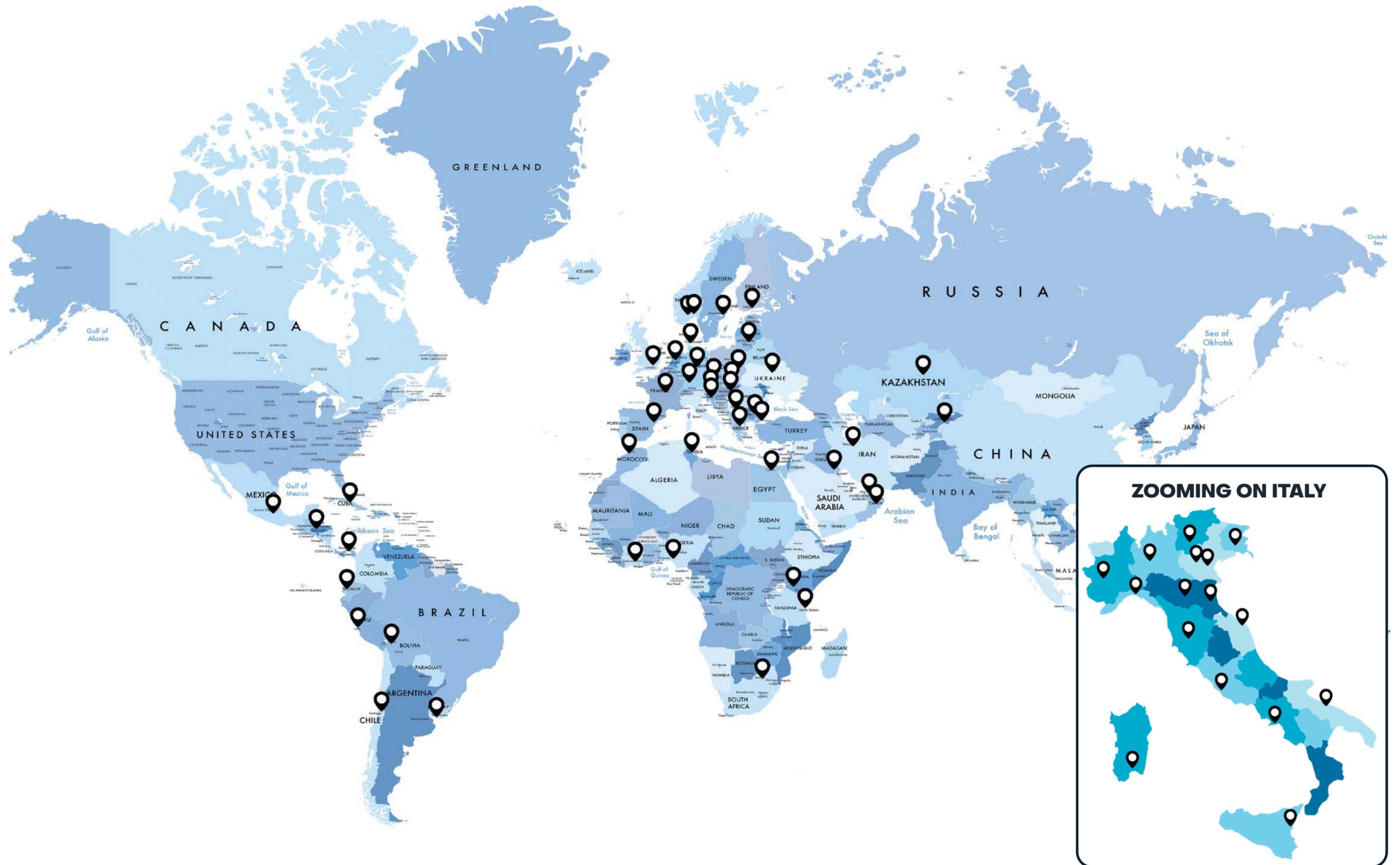
1.2.1 BREAKDOWN OF HIREF'S TURNOVER IN 2024 BY PRODUCT LINES AND MARKETS



10-YEAR TURNOVER TREND



1.2.2 OUR PRESENCE IN THE MARKET



1.3 MISSION, VISION, VALUES

1.3.1 OUR WHY

«We continuously improve technologies, mitigating their (direct and indirect) environmental impacts, in order to build a sustainable future for generations to come.»



1.3.2 MISSION

We are committed to innovation with a view to developing state-of-the-art technological solutions. We work closely with our customers to offer customised projects that meet even the most specific requirements. Working closely with the companies that are part of our Group, we integrate skills gained in a whole range of sectors to provide a comprehensive and specialised approach, with HiRef acting as the main partner. We are driven by the aspiration for constant improvement, aiming to build strong and valuable relationships with all our partners.

1.3.3 VISION

«We see a future in which the Heat, Ventilation, Air Conditioning and Refrigeration (HVAC&R) technologies landscape will play an increasingly key role in sustainable development, preserving resources for generations to come and offering them the opportunity to achieve their own personal evolution.»



1.3.4 VALUES: HOW WE BEHAVE IN DEALINGS WITH OUR EMPLOYEES

“We value talent and skills.”

WE VALUE TALENT AND SKILLS

We are committed to **recognising and nurturing the talents of each worker** and building or strengthening their skills in the workplace and their professionalism. Over the years we have invested in our partners' technical and entrepreneurial abilities, opening the way to the creation and growth of start-ups complementary to HiRef's business, to **enhance the value of the acquired know-how and promote expertise internally.**

INCLUSIVENESS AND MERITOCRACY

We adopt a proactive attitude and act in an inclusive manner, **favouring the participation of our employees in corporate life, offering equal opportunities and giving everyone the chance to express themselves** in sharing ideas and proposals that can enhance the company's business internally and/or externally.



1.3.5 VALUES: HOW WE BEHAVE IN DEALINGS WITH OUR CUSTOMERS

“We act as consultants for unique, often co-designed solutions. We endeavour to keep abreast of new developments to act as blueprint for technological innovation.”

CONSULTANTS IN DESIGNING THE BEST SOLUTION FOR CUSTOMERS AND THE ENVIRONMENT ALIKE

Our strength is the ability to **understand needs and translate them into unique solutions**, often co-designed, meeting actual requirements and ensuring the utmost efficiency for every facility – with **a positive impact** on management costs for the customer and **on the environment.** Customer focus is pursued with transparency and professional attitude.

TECHNOLOGICAL BLUEPRINT

We love challenges. That's why we constantly strive to overcome limits and standards, making cultural and intra-sectoral contamination into a great source of inspiration, to find new ideas and test innovative approaches to the development and application of technologies. We are acknowledged **early adopters of technologies**, valued for our flexibility in implementing them. We choose customers and suppliers who share our values, with whom we can develop projects with a strong innovative nature and a sustainable perspective.

“We invest in lasting relationships for the creation of common value. We build relationships based on transparency, practicality and empathy.”



1.3.6 VALUES: HOW WE BEHAVE IN DEALINGS WITH OUR SUPPLIERS AND PARTNERS

WE INVEST IN LASTING RELATIONSHIPS FOR THE CREATION OF COMMON VALUE.

We are committed to building **solid relationships** over time with our partners and suppliers, based on transparency and solidity. In many cases, this allows us to develop **business** opportunities in a synergistic way for both parties.

FOCUS ON SOLUTIONS

We research and develop innovative technology solutions in cooperation with key suppliers.

Our goal is to find the most efficient and sustainable solution by overcoming any obstacle.

1.4 OUR BUSINESS MODEL

1.4.1 BUSINESS MODEL

Right from the outset, HiRef's value proposition has stood out for its focus on satisfying customer needs by providing customised solutions through tailor-made rather than catalogue-based designs.

A strong drive for offer customisation – which in recent years has been applied to as much as 78% of our products – will only prove successful if key processes are part of the company's processes and are not outsourced: around 3% of turnover is reinvested in R&D endeavours, mechanical and electrical design and the **development of machine/plant control software** are carried out "in-house" within HiRef's technical department, while product assembly and performance tests are conducted in the Tribano plant, in the province of Padua, Italy. With this in mind – i.e. identification of customers, analysis of their needs, and submission of an appropriate value proposition – we have over time identified strategic business areas in data center cooling, industrial process cooling, high-end comfort (marketed under the Eneren brand) in both the commercial and residential segment, and district heating.

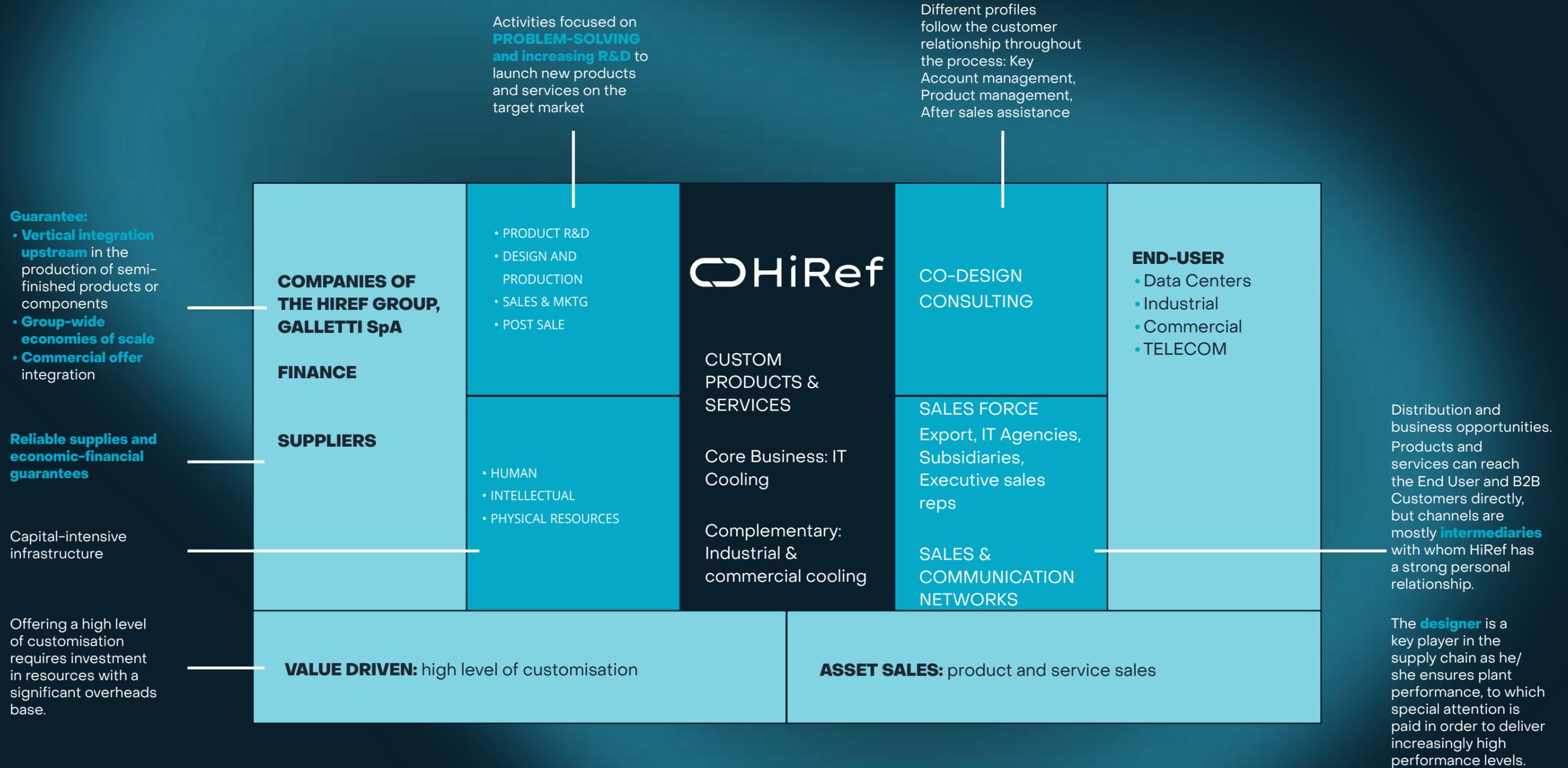
1.4.2 BUSINESS INCUBATOR

In the pursuit of this business model, HiRef has chosen to capitalise on **specific skills and know-how**, acting, over time, according to a mechanism known as **Corporate Entrepreneurship**: enhancing the entrepreneurial skills of employees through the budding of independent businesses that engage in different HVAC&R and component sectors. The establishment of new companies, owned by or in which HiRef holds an interest, allowed further opportunities to be seized:

- **Economies of scale** in the procurement process of raw materials and basic components
- **Greater group-wide economic/financial stability**
- **Integration of products and services** into a comprehensive market offer
- **Talent empowerment**
- **Synergies** with the customisation-focused business model
- **Market diversification**



1.4.3 BUSINESS MODEL CANVAS





2. MATERIALITY ANALYSIS

OHiref

ESG

ENVIRONMENT, SOCIAL & GOVERNANCE

The materiality analysis sets out to identify the sustainability topics deemed as material for the Company, which can be determined from two distinct perspectives. The first perspective is defined as *impact materiality (inside-out)* and captures the Company's impact on sustainability issues. From this perspective, the topics considered material are those representing an organisation's most significant economic, environmental and social impacts. The second perspective is defined as *financial materiality (outside-in)* and reflects how sustainability topics affect the Company's performance, results and overall position, based on a risks and opportunities approach.

The *GRI Standards*, which serve as the methodological framework for this document, adopt an impact materiality perspective. At a European level, particularly for the preparation of mandatory sustainability disclosures (under the CSRD, *Corporate Sustainability Reporting Directive 2022/2464*), materiality assessments must consider both perspectives, following an approach known as *double materiality*.

HiRef conducted its first materiality analysis primarily following an *impact materiality* approach. A preliminary review of sustainability risks (pertaining to *financial materiality*) was also launched; however, these risks did not undergo any assessment, as it was considered appropriate to postpone the evaluation of such aspects to a later stage together with the "opportunities" scope, adopting a structured and holistic approach. In addition to management, various groups of internal and external stakeholders were involved in conducting the analysis, the purpose being to gain the deepest insights possible into the stakeholders' perspectives.

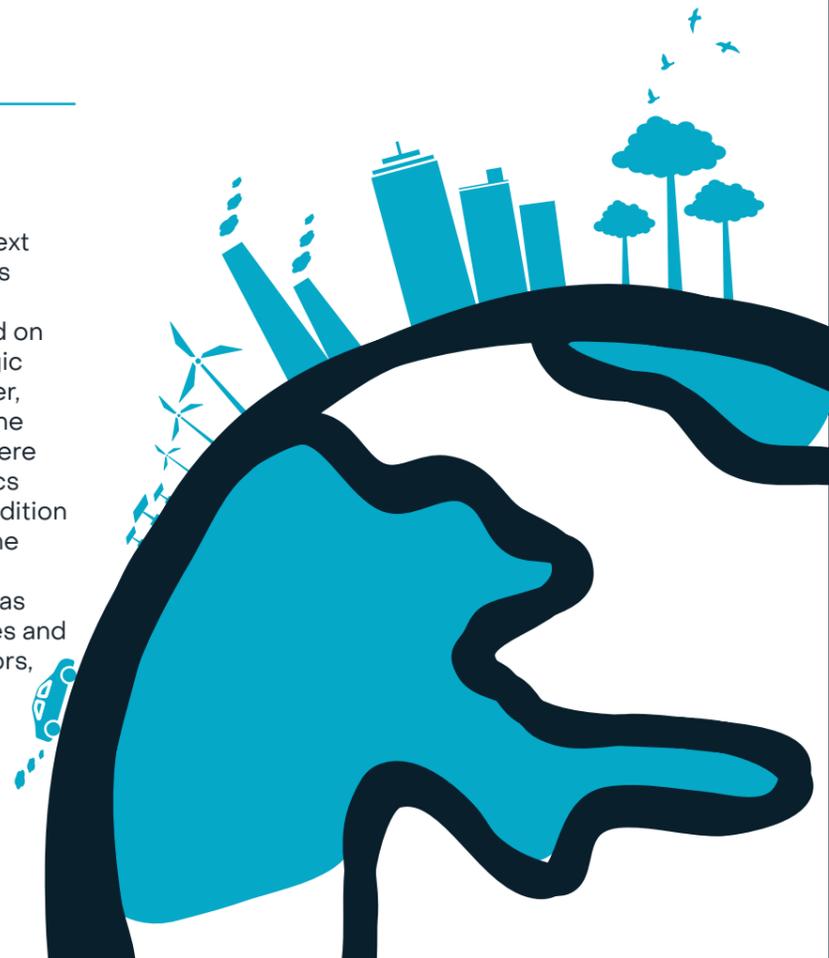
The steps of the materiality analysis process conducted by HiRef are described below.

STEP 1

Understanding HiRef's context

During this first step, a context analysis was conducted to identify aspects of potential relevance to HiRef, considering its activities, business relationships, the sustainability context in which it operates and the expectations of its stakeholders.

A documentary analysis was conducted based on both internal sources (in particular the Strategic Plan) and external sources. Regarding the latter, the topics of the 2030 Agenda—reflected in the 17 Sustainable Development Goals (SDGs)—were considered, among others, as well as the topics outlined in the main reporting standards: in addition to the GRI Standards, reliance was made on the table set out in the European standard ESRS 1 - RA16. Furthermore, a benchmark analysis was conducted considering industry best practices and the sustainability disclosures of key competitors, customers and suppliers.



STEP 2

Identifying impacts and risks relating to sustainability topics

Based on the findings from Step 1, impacts (positive and negative, actual and potential) and risks relating to sustainability topics were identified, with account being taken of the entire value chain. Following this initial analytical mapping, the Working Group selected the aspects to be subject to assessment, focusing, as previously mentioned, on the scope of impacts. Impacts deemed to be of minor significance—at this stage—were removed, while aspects relating to substantially similar areas were aggregated. In addition to company-specific aspects, those primarily relating to stakeholders with whom HiRef maintains direct relationships were also retained. The rationale behind this approach lies primarily in the fact that this is the first materiality analysis conducted by HiRef; therefore, it was considered appropriate to proceed according to levels of complexity in an increasing order, focusing the initial assessment on the aspects deemed by the Working Group to be most significant and relevant to the business. Furthermore, underpinning this decision was the choice to involve a number of groups of stakeholders in this first materiality analysis; the intention was to effectively leverage this initial opportunity for dialogue by ensuring it was not overly complex to share.

STEP 3

Assessing and establishing impacts relating to material sustainability topics

The identified impacts were assessed through a questionnaire administered to the stakeholders involved (employees, suppliers, distribution partners and the top management of other group companies). In total, 433 questionnaires were sent out, with a response rate of approximately 20%.

In order to increase the significance of the responses obtained, a "I do not know" option was included among the response choices, thereby allowing participants to indicate any lack of knowledge regarding HiRef in relation to the topic being assessed. Furthermore, the participants were asked to indicate the most material and least material aspects within each of the questionnaire's macro-sections (environmental, social, and economic). The purpose was to obtain further feedback to assist in the prioritisation of the mapped aspects.

Based on the results of the questionnaire, the materiality threshold was defined. Specifically, the overall average score of the responses received was calculated, which proved to be particularly high (3.41, on a progressive relevance scale from 1 to 4). Furthermore, an average score was calculated for each analysis

macro-area (environmental, social, and economic impacts). The materiality threshold was defined using the overall average score as the primary reference. With a view to a precautionary approach (particularly regarding negative impacts), and given that the overall average score was notably high, impacts—both negative and positive—whose scores were below the overall average but above the average for their specific area were subsequently included. It should be noted that, in line with its strategic path, HiRef decided to monitor even those aspects that fell below the threshold, given that the aspects subject to assessment were already the result of a pre-selection carried out by the Working Group (see Step 2).

Based on the above, the topics and aspects shown below were identified.

An overview of the topics analysed in the materiality analysis (impact materiality) is presented in the table below. The grey cells highlight topics that reached a score equal to or above the materiality threshold.

TOPIC	SDGS	IMPACT	TYPE IMPACT	HIREF'S INVOLVE- MENT	BOUNDARY	IMPACT MATERIALI- TY (%)
Circular economy	 	Contribution to the conservation of natural resources through recycling and reuse of materials to reduce waste.	(+) Actual	Generated by HiRef	HiRef	89
	 	Harm to the environment and human health resulting from the production of industrial waste and possible inadequate disposal methods.	(-) Potential	Generated by HiRef	HiRef	85
Climate change	  	Contribution to the reduction of greenhouse gas emissions through the use of renewable resources and efficient facilities in the conduct of business activities	(+) Actual	Generated by HiRef	HiRef	87
	  	Generation of CO₂ emissions and other particulates (e.g., boiler fumes) resulting from production activities	(-) Actual	Generated by HiRef	HiRef	81
		Reduction of soil contamination risk through the monitoring of the water used in the production process	(+) Potential	Generated by HiRef	HiRef	84
Air, water, and soil pollution	 	Risk of pollution caused by the use of hazardous chemicals (SVHC) in production processes	(-) Potential	Generated by HiRef	HiRef	83
	 	Reduction of the risk of air pollution through the adoption of effective strategies	(+) Potential	Generated by HiRef	HiRef	83
	  	Risk of soil contamination from oils and substances resulting from transportation and production processes	(-) Potential	Generated by HiRef	HiRef	79
	  	Reduction of the risk of environmental and social damage caused by the supply chain through the selection of suppliers holding environmental certifications and relying on sustainability policies	(+) Potential	Related to HiRef as a result of its business dealings	Suppliers	82
Sustainable supply chain	 	Risk of adverse environmental impacts generated by suppliers in the conduct of their business (emissions, waste management, energy consumption, materials used).	(-) Potential	Related to HiRef as a result of its business dealings	Suppliers	82
						
Local community development		Supporting economic growth and the creation of sustainable employment	(+) Actual	Generated by HiRef	HiRef	89
		Supporting associations and the local economic fabric	(+) Actual	Generated by HiRef	HiRef	82

TOPIC	SDGS	IMPACT	TYPE IMPACT	HIREF'S INVOLVE- MENT	BOUNDARY	IMPACT MATERIALI- TY (%)
Ethical business conduct	 	Risk of data loss or breach, and failure to protect privacy arising from ineffective protection systems	(-) Potential	Generated by HiRef	HiRef	89
	 	Business and social benefits resulting from the adoption of procedures and tools designed to ensure regulatory compliance while preventing unlawful conduct in the conduct of business activities.	(+) Actual	Generated by HiRef	HiRef	85
		Protection of intellectual property and data confidentiality	(+) Actual	Generated by HiRef	HiRef	83
		Risk of economic and social damage arising from the ineffectiveness of implemented anti-corruption policies and the adoption of unethical practices	(-) Potential	Generated by HiRef	HiRef	83
	  	Safety risks arising from inappropriate product use	(-) Potential	To which HiRef contributes Indirectly	Customers	80
Training	 	Greater satisfaction arising from growth opportunities offered through on-the-job training and specialised courses	(+) Actual	Generated by HiRef	Customers	94
Acquisition, development, and retention of talent		Greater employee satisfaction through talent development and recognition policies , supported by merit-based career advancement	(+) Actual	Generated by HiRef	HiRef	97
		Risk of employee dissatisfaction and ensuing loss of talent and know-how due to non-competitive remuneration	(-) Potential	Generated by HiRef	HiRef	94
Occupational health and safety		Reduced risk of workplace injuries and occupational illnesses by delivering targeted training and awareness initiatives	(+) Potential	Generated by HiRef	HiRef	95
		Risk of workplace injuries and occupational illnesses due to the ineffectiveness of policies, procedures, and tools	(-) Potential	Generated by HiRef	HiRef	93
Diversity, equity and inclusion	 	Greater employee satisfaction resulting from pay equity and equal remuneration for men and women.	(+) Actual	Generated by HiRef	HiRef	96
	 	Employee dissatisfaction and stress resulting from discrimination and pay inequity events.	(-) Potential	Generated by HiRef	HiRef	87
		Workforce inclusion by assigning individuals to roles consistent with their professional profiles	(+) Actual	Generated by HiRef	HiRef	86
		Risk of employee dissatisfaction and stress resulting from the ineffectiveness of diversity and inclusion policies	(-) Potential	Generated by HiRef	HiRef	80
		Potential discrimination in the recruitment of persons with disabilities	(-) Potential	Generated by HiRef	HiRef	80

The findings of the analysis were submitted for approval to the Board of Directors and the Sustainability Committee.



3. SUSTAINABILITY STRATEGY

3.1 OUR SUSTAINABILITY STRATEGY

SUSTAINABILITY GOALS

We believe sustainability covers three different areas: environmental, social and economic. Our mission is to innovate and drive change in each of these areas to create a lasting positive impact. This is how we intend to proceed:



ENVIRONMENTAL SUSTAINABILITY

In the energy field, we are committed to developing and proposing state-of-the-art solutions that promote high energy efficiency and the use of sustainable technologies and materials. Leading the way in this area, we propose the introduction of new refrigerants with a low Global Warming Potential (GWP), which are an environmentally responsible choice for the future of cooling. In addition, we are pioneers in the development of advanced energy control and monitoring systems that enable optimised resource management, reducing waste and inefficiency. Our vision also includes the recovery and reuse of energy, turning what was once considered waste into valuable resources.



SOCIAL SUSTAINABILITY

On the social front, we strongly believe in the power of collaboration and community involvement. For this reason, we work closely with associations and organisations committed to social development goals, supporting projects that aim to improve the living conditions of different global communities. These partnerships are vital for increasing efforts and maximising the impact of social initiatives, contributing significantly to collective well-being.

We also attach great importance to relations with suppliers and employees.



FINANCIAL SUSTAINABILITY

Finally, from a financial perspective, we focus on developing smart energy utilisation solutions to reduce operating expenses (OpEx) and increase financial efficiency. By adopting innovative technologies and sustainable practices, we aim to decrease dependence on expensive and polluting energy sources, offering companies the opportunity to reduce their carbon footprint while improving their bottom line.

“

Our multidimensional approach aims to create a sustainable ecosystem that values the environment, society, culture and economy, showing that it is possible to pursue growth and progress in harmony with our planet.



3.2 CONTRIBUTION TO THE ACHIEVEMENT OF THE UN SUSTAINABLE DEVELOPMENT GOALS (SDGS)



We refer to the sustainable development goals set out in the document called "Transforming our world: the 2030 Agenda for Sustainable Development" signed in September 2015 by the governments of the 193 UN member states, including Italy.

SDG 4: QUALITY EDUCATION
Ensure inclusive and equitable quality education and promote learning opportunities for all
 HiRef proactively engages in supporting higher education through strategic partnerships with universities in Italy and Europe: more than 40 dissertations have been written since 2003.
 2022 also saw the birth of HiAcademy, the training centre of the Group that aims to train both internal and external employees on innovative HVACR topics.

SDG 5: GENDER EQUALITY
Achieve gender equality and empower all women and girls
 We are committed to maintaining a fair and inclusive work environment, encouraging the participation of all people, regardless of gender, recognising the value that different perspectives and experiences bring to our success.
 HiRef is working on obtaining UNI PdR/125 2022 certification.

SDG 6: CLEAN WATER AND SANITATION
Ensure availability and sustainable management of water and sanitation for all
 HiRef adopts innovative water recycling and reuse practices in production and civil processes to reduce waste and promote water sustainability.

SDG 7: AFFORDABLE AND CLEAN ENERGY
Ensure access to affordable, reliable, sustainable and modern energy systems for all
 HiRef is at the forefront of clean energy innovation, developing HVAC&R systems that use state-of-the-art technologies to reduce energy consumption. This effort also entails implementing environmentally friendly refrigerants with a low GWP, thereby contributing significantly to the reduction of greenhouse gas emissions and the promotion of a sustainable energy future.

SDG 8: DECENT WORK AND ECONOMIC GROWTH
Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
 HiRef is committed to providing a safe and engaging working environment, complete with opportunities for training and professional development. The average age of HiRef's employees is 40, and the Company attaches great importance to including young talent in its workforce.

SDG 9: INDUSTRY, INNOVATION AND INFRASTRUCTURE
Build a resilient infrastructure and promote innovation and fair, responsible and sustainable industrialization
 By adopting a lean manufacturing approach, HiRef optimises its production processes to reduce waste and improve efficiency. The adoption of advanced digital and industrial automation technologies makes it possible to maintain a resilient infrastructure and paves the way for future sustainable expansion of the industry.

SDG 11: SUSTAINABLE CITIES AND COMMUNITIES
Make cities and human settlements inclusive, safe, durable and sustainable
 HiRef products are designed to maximise energy efficiency and minimise environmental impact, contributing directly to the sustainability of urban settlements. Our technology helps reduce carbon emissions in commercial and industrial buildings, promoting healthier and more sustainable urban environments.

SDG 12: RESPONSIBLE CONSUMPTION AND PRODUCTION
Guarantee sustainable models of production and consumption
 HiRef adopts responsible production practices that include reusing packaging and minimising resource waste in our facilities. These policies help reduce, to a significant extent, the Company's ecological footprint, ensuring that our products are both efficient and sustainable.

SDG 13: CLIMATE ACTION
Promote actions, at all levels, to fight climate change
 HiRef engages with customers and industry partners to develop HVAC&R solutions that support the climate resilience of buildings. This includes designing systems that can adapt to extreme climatic conditions, thus contributing to global climate change mitigation efforts.

SDG 17: PARTNERSHIP FOR THE GOALS
Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development
 HiRef's success is driven by continuous collaboration with a wide network of partners, including suppliers, customers, universities and local communities. We maintain an ongoing and meaningful dialogue that increases our commitment to sustainable development and shared innovation.

3.2.1 CASE HISTORY

HIGH-PERFORMANCE DATA CENTRES

OPER8 GLOBAL AND HIREF: CUSTOMISED SOLUTIONS FOR HIGH-PERFORMANCE DATA CENTRES.

In this innovation journey, Oper8—a company with an international footprint engaging in the design and management of IT infrastructure and high-performance data centres, as well as a supplier to a Formula One team—has selected HiRef as a strategic partner in the light of its capability to provide reliable, customised solutions tailored to client requirements. The two companies enjoy a solid and long-standing relationship: a collaboration built on trust, the technical quality of the solutions provided, and consistent support throughout all project phases.

The initial project involved the implementation of a 400 kW chilled water system, designed to ensure maximum efficiency and future scalability. Cooling production is handled by CDA chillers featuring HBCV FanWalls, equipped with R744 (CO) natural refrigerant and inverter-driven compressors. This configuration enables efficient and sustainable operation, reducing consumption and ensuring business continuity even under critical conditions.

“ A shared vision geared towards innovation and technical excellence



The second project relates to the climate control of diverse environments, including operational offices and test room data centres, for a total capacity of 2.2 MW. HiRef supplied 15 TAS chillers in Free-Cooling configuration and TRF CS and JREF CW R indoor units, designed to ensure thermal precision, silent operation, and simplified maintenance.

This partnership bears witness to HiRef’s ability to support its customers in the implementation of complex, high-performance systems, by offering advanced, sustainable, and reliable solutions in an ever-changing industry.

A partnership that continues to evolve and strengthen, driven by a shared vision of innovation and technical excellence.



3.3 SUSTAINABILITY PLAN

KEY

- Projects to be launched
- Projects started
- Projects well underway
- Ongoing projects or actions

STRATEGIC PILLAR	SCOPE/OBJECTIVE	ACTIVITY
Climate change	Use of energy from renewable sources	Increase in the number of on-site solar photovoltaic panels and upgrading of existing installations.
	Increased use of refrigerant gases with a lower environmental impact	Adoption of heat pumps featuring low-GWP refrigerants for the heating and cooling of the production plant.
Sustainable production	Responsible management of water resources	Reuse of testing water through the integration of filtration systems and the application of anti-corrosive and anti-algal additives.
		Acquisition of process water disposal plants fitted with chemical/physical treatment systems and final discharge into an authorised wastewater treatment plant.
	Use of resources	Progressive replacement of chemicals employed in the production process with alternative substances posing lower risks to health and the environment.
	Responsible waste management	Introduction of static compactors to reduce the volume of waste produced and limit the flow of trucks.

STRATEGIC PILLAR	SCOPE/OBJECTIVE	ACTIVITY
Product quality and sustainability	Digital transformation and connectivity	Development of technologies to make products smarter, with predictive maintenance functions.
	Cyber security and data protection	Implementation of research activities aimed at making machines more secure in terms of data protection.
	Sustainable packaging	Selection of increasingly eco-compatible packaging and reduction of total packaging material used for finished products
	Product quality	Carrying out tests on finished products to investigate the quality and safety of manufactured products.
	Reducing the carbon footprint	Achievement of process and product EPD certification
	Development of products having a lower environmental impact	Creating ranges of units that use less impactful refrigerant gases (including propane and CO2). Creating energy efficient products
Customers	Customer health and safety	Provision of targeted training on the correct use of products
	Customer satisfaction	Deployment of a CRM system to enhance the customer journey.
Community and local area	Attention to local communities	Engaging in endeavours to support and involve local communities.
		Disbursing funds to charitable associations.
Ethical business conduct	Integrating sustainability into business strategy	Preparation of the sustainability report with a view to obtaining external assurance.
		Identification of a sustainability watchdog within the company.
	Adoption of models and tools aimed at ensuring ethical conduct	Adoption of the 231 Organisational Model to ensure ethical conduct, transparency and regulatory compliance. Development and publication of the Code of Ethics (Italian Leg. Decree 231/2001)
	Cyber security and data protection	Conducting investigations to intercept and protect against hacker attacks. Implementation of NIS2 Directive. Implementation of the ISO 27001 Standard on cybersecurity.

STRATEGIC PILLAR	SCOPE/OBJECTIVE	ACTIVITY
HiRef People	Occupational health and safety	Obtaining UNI ISO 45001 certification.
		Monitoring of accident statistics.
	Human Resource Management	Mapping skills to related job descriptions and constant monitoring.
		Implementation of grade increases contingent upon the acquisition of specific skills.
	Training and development	Attainment of the Gender Equality Certification (UNI/PdR 125:2022).
Creation of HiAcademy (HiRef Group training centre) for internal and external training.		
Diversity and inclusion	Ongoing delivery of training courses.	
	Implementation of awareness-raising activities aimed at promoting diversity and inclusion within the company.	
Non-discrimination	Drafting personnel management policy, addressing topics such as diversity, discrimination and training.	
	Drafting personnel management procedures governing selection, training and internal activities.	
Supply chain sustainability	Promoting the adoption of sustainable practices along the supply chain	Carrying out an analysis of the supply chain to investigate respect for human rights.
		Explicitly requesting suppliers to comply with the principles set out in HiRef's Code of Ethics.
	Promoting the economic development of small/medium-sized local suppliers	Adopting ESG criteria during the supplier selection and assessment process.
		Establishing supply relations, with a preference for local small and medium-sized suppliers.



4. GOVERNANCE AND VALUE CREATION



4.1 CORPORATE GOVERNANCE STRUCTURE

HiRef is an independent and all-Italian company. As already mentioned, over the last twenty years the Company has witnessed a strong growth in size and the establishment of 7 companies that have become part of the Group, specialising in the different areas of HVAC&R, to provide a complete and tailor-made service for the customer.

HiRef has adopted a traditional governance model, comprising the following corporate bodies:

- Shareholders' Meeting;
- Board of Directors;
- Board of Auditors.

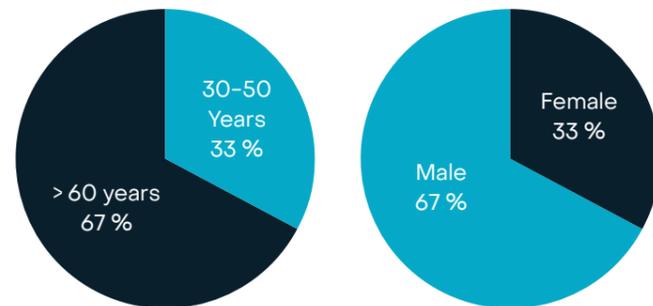
The Board of Directors (hereinafter the "BoD") is vested with all powers for the ordinary and extraordinary administration of the Company. In particular, the governing body defines the corporate strategy, of which sustainability topics are part and parcel. The Board of Directors is responsible for decision-making processes and for overseeing the management of impacts on the economy, the environment, and people. It is further responsible for approving the information reflected in the Sustainability Plan and sustainability reports, including material topics.

The Board of Directors, appointed by the shareholders' meeting of 29 April 2022, will remain in office until the approval of the financial statements on 31 December 2024.

Composition of the Board of Directors at 31 December 2024

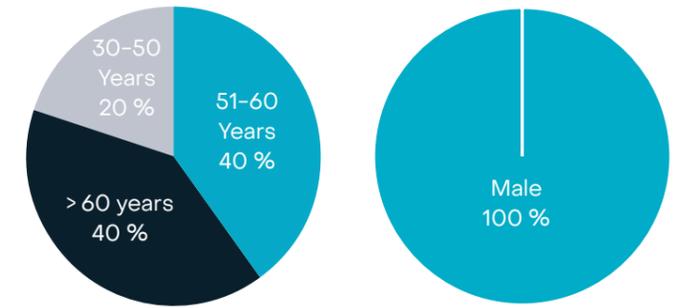
NAME	ROLE	AGE GROUP	GENDER	DATE OF APPOINTMENT
Alberto Salmistraro	Chairman	30-50	M	07 November 2022
Luca Galletti	Managing Director	Over 50	M	29 April 2022
Elena Brandolisio	Managing Director	Over 50	F	07 November 2022

Composition of the Board of Directors by age and gender



BOARD OF STATUTORY AUDITORS

The Board of Statutory Auditors is tasked with overseeing compliance with law provisions, the Articles of Association, and the principles of proper management of the Company. The Board of Statutory Auditors, appointed by the shareholders' meeting of 29 April 2022, will remain in office until the approval of the financial statements on 31 December 2024.



Composition of the Board of Statutory Auditors at 31 December 2024

NAME	ROLE	AGE GROUP	GENDER	DATE OF APPOINTMENT
Gambini Massimo	Chairman	Over 60	M	29 April 2022
Melandri Mauro	Standing Auditor	51-60	M	29 April 2022
Fonte Giovanni	Standing Auditor	51-60	M	29 April 2022
Menetti Maurizio	Alternate Auditor	51-60	M	29 April 2022
Zanchettin Roberto	Alternate Auditor	30-50	M	29 April 2022

OPERATIONAL BOARD OF DIRECTORS

The Operational Board of Directors is a strategic steering committee, i.e. a decision-making body within the Company that is responsible for defining and overseeing the Company's long-term strategies.

At 31 December 2024, the Operational Board of Directors consisted of the following members:

- **Albero Salmistraro**, Chief Executive Officer
- **Fabio Poletto**, General Manager
- **Matteo Faccio**, Chief Technical Officer
- **Wolfgang Fels**, Commercial Director
- **Nicola Rossi**, Italy Commercial Director & Marketing
- **Roberto Maso**, Plant & Purchase Manager
- **Andrea Boaretto**, Electrical & Software Department Manager
- **Andrea Quercioli**, Integrated Systems Manager & Technical Specialist

The Operating Board of Directors is designated as the main body responsible for the overall management of sustainability topics. Key roles for addressing specific topics have already been identified within HiRef, as detailed below.

1. Environmental Sustainability

CEO/Chief Operating Officer (COO): General supervision.
 OBD: Operational decisions in environmental matters.
 Quality: Integration of environmental policies into processes.
 Research and Development (R&D): Innovation of eco-sustainable solutions.

2. Corporate Social Sustainability

CEO/COO: Supervision of social policies.
 OBD: Decisions on social topics.
 Marketing (MKTG): Communication of social initiatives.
 Human Resources (HR): Well-being management and inclusion.

3. Financial sustainability

CEO/COO: Supervision of ethical business strategies.
 OBD: Discussion on ethical profit and stakeholder value.

AUDITING COMPANY

The statutory audit assignment was granted on 3 July 2019 to Dfk Italia Srl until approval of the financial statements of 31 December 2024.

4.2 POLICY COMMITMENTS

4.1.1 ENHANCING RELATIONSHIPS

Our Company is committed to establishing and maintaining ethical and sustainable relationships as a fundamental pillar of its social responsibility strategy. By relying on transparent practices and ensuring strict compliance with regulations, we endeavour to build trust and collaboration with our stakeholders, ensuring fair working conditions and listening to the needs of the communities in which we operate. At the same time, we strive for excellence by promoting innovation and adopting cutting-edge technology, positioning ourselves as industry leader. Partner selection is based on a close matching of values, favouring partnerships that foster innovation and sustainability.

4.1.2 OUR CODE OF ETHICS

In 2024, HiRef finalised its Code of Ethics, established as part of the 231 Organisational Model under Legislative Decree 231/2001. The above document defines the rights, duties, and responsibilities of HiRef in dealings with its stakeholders, the purpose being to ensure consistency between the principles set out therein and the conduct required of each member in the discharge of their professional duties.

HiRef's Code of Ethics can be viewed at www.hiref.it, section About Us > Code of Ethics

4.3 STAKEHOLDER MAP



4.4 VALUE GENERATED AND DISTRIBUTED TO STAKEHOLDERS

4.4.1 OPERATING AND FINANCIAL PERFORMANCE

This section briefly outlines HiRef's key operating and financial indicators for the two-year period 2023-2024.

	2024	2023
Revenues	€ 74,716,480	€ 70,263,210
EBITDA	€ 11,608,494	€ 8,306,041
EBIT	€ 10,572,409	€ 8,432,545
Results	€ 7,299,170	€ 5,612,352
Total assets	€ 55,324,984	€ 51,938,715
NFP	€ -5,417,799	- € 11,096,212
ROE	46.49 %	49.06 %
ROI	24.02 %	15.86 %
ROA	23.05 %	16.59 %
Liquidity ratio	1.09	1.00
Debt ratio	2.92	4.44

In 2024, our Company's financial position and results of operations improved compared to 2023, showing a significant growth and greater financial solidity, two key drivers for long-term stability and value creation for all stakeholders.

REVENUE GROWTH AND IMPROVED PROFITABILITY

Revenues increased from € 70.3 million to € 74.7 million, reflecting an increase of approximately 6%. In addition, operating profitability also improved significantly:

- EBITDA +39%
- EBIT +25%
- Net profit increased by 30%.

The increase in profitability reflects a more streamlined management of production and operational processes, as well as our Company's enhanced ability to add value to its products and services in line with our sustainable growth strategy.

FINANCIAL STRENGTH AND IMPROVED FINANCIAL POSITION

Total assets increased (from € 51.9 million to € 55.3 million), reflecting investments and the expansion of business operations. At the same time, the Net Financial Position (NFP) improved significantly, from -€ 11.1 million to -€ 5.4 million, reflecting reduced financial exposure and enhanced cash flow generation.

Financial ratios also confirmed this positive trend:

- The liquidity ratio increased from 1.00 to 1.09, reflecting a more solid short-term financial balance.
- The gearing ratio decreased significantly (from 4.44 to 2.92), reflecting a more balanced reliance on third-party capital and a more resilient financial structure.

All profitability indicators showed a significant upward trend:

- ROE remained high, decreasing from 49.06% to 46.49% (a slight decline due to shareholders' equity growth rather than a reduction in performance).
- ROI increased from 15.86% to 24.02%, showing enhanced efficiency in the utilisation of invested capital.
- ROA increased from 16.59% to 23.05%, confirming an improved return on total assets.

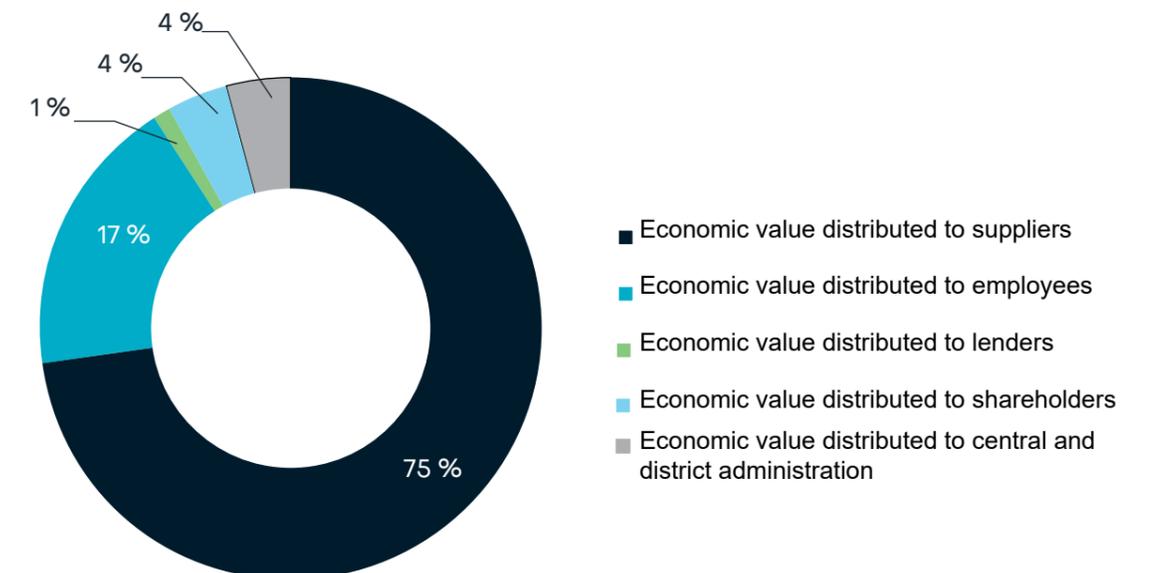
The improvement in financial results bolstered the Company's ability to invest in sustainability projects, innovation, safety, and in-house capacity building. The improved NFP and more balanced financial ratios increased financial resilience, a key driver for navigating environmental and social transitions over the medium-to-long term.

4.4.2 ECONOMIC VALUE GENERATED AND DISTRIBUTED TO STAKEHOLDERS

The economic value generated and distributed reflects the ability of a business to create wealth and distribute it among its stakeholders.

	2024	2023
ECONOMIC VALUE GENERATED (A)	€ 75,758,834	€ 71,311,661
Economic value distributed to suppliers	€ 50,771,575	€ 50,734,027
Economic value distributed to employees	€ 12,525,216	€ 11,346,107
Economic value distributed to lenders	€ 504,208	€ 588,671
Economic value distributed to shareholders	€ 3,000,000	€ 3,000,000
Economic value distributed to central and district administration	€ 2,824,793	€ 2,296,296
Economic value distributed to the community and environment	€ 27,843	-
ECONOMIC VALUE DISTRIBUTED (B)	€ 69,653,635	€ 67,965,101
ECONOMIC VALUE RETAINED (A-B)	€ 6,101,928	€ 3,346,560

Note: The Economic Value Retained comprised depreciation and amortisation, risk provisions, and retained earnings (profits reinvested in the Company)



An aerial photograph of a dense, vibrant green forest. In the center of the forest, a pond is shaped like a universal recycling symbol (three chasing arrows forming a triangle). The water in the pond is a clear, light blue. The surrounding trees are thick and lush, with some mist or fog visible in the lower parts of the forest.

5. ENVIRONMENTAL IMPACT

5.1 THE CLIMATE BACKDROP AND THE ROLE OF THE HVACR INDUSTRY

Climate change continued to represent one of the most pressing global challenges, requiring profound transformations in production systems, energy consumption, and infrastructure. The European Union has set ambitious climate targets: reduce greenhouse gas emissions by 55% by 2030 compared to 1990 levels and achieve climate neutrality by 2050. These commitments, confirmed under the European Green Deal, set a clear direction for all economic sectors, particularly regarding energy and building efficiency.

The building and construction industry, which includes HVACR (Heating, Ventilation, Air Conditioning and Refrigeration) systems, plays a pivotal role in the ecological transition. Globally, buildings account for approximately 32% of total energy consumption and 34% of energy and process-related CO emissions, according to the 2024/2025 Global Status Report for Buildings and Construction developed by the United Nations Environment Programme (UNEP).

At the European level, data confirm the industry's high energy intensity: buildings account for approximately 40% of final energy consumption within the European Union. Most of this demand is linked to heating and cooling, which are the main areas of consumption in homes and commercial and industrial buildings. The growing need for climate control resulting from climate change—such as more frequent and prolonged heatwaves—further drives the demand for efficient and sustainable HVACR systems.

In recent years, the EU made significant progress in its energy transition: in 2023, the share of renewable energy used for heating and cooling reached 26.2%, its highest level to date, reflecting the effectiveness of ongoing decarbonisation policies. However, despite these improvements, the building sector remains one of the most challenging to transform due to the

high fragmentation of the real estate stock, Europe's diverse climate, and the long lifespan of existing infrastructure.

Against this backdrop, HVACR technologies are a key driver of change. They directly affect building energy consumption and, consequently, their carbon footprint. High-efficiency technologies, the use of low-GWP refrigerants, integration with renewable energy sources, and the adoption of heat recovery systems are key enablers for reducing the industry's energy consumption and emissions. For this reason, companies engaging in the HVACR industry play a key role in the sustainability journey, as they contribute not only to environmental impact reduction but also to enhanced comfort, safety, and building resilience.

5.1.1 ENERGY

In 2024, we used 9,747 GJ of energy from non-renewable sources, up 9% over 2022. The table below shows energy consumption from non-renewable sources, derived from the sum of:

- natural gas, diesel oil and petrol, which increased by 9.8%
- purchased electricity, which increased by 7.8%

ENERGY CONSUMPTION FROM NON-RENEWABLE SOURCES	2024 [GJ]	2023 [GJ]
Fossil fuels	5,837.04	5,315.09
Natural gas	3,800.02	3,299.81
Diesel*	1,632.15	1,817.12
- heating oil	91.53	-
- automotive diesel	1,540.62	-
Petrol	404.87	198.16
Electricity purchased from non-renewable sources	3,910.06	8,942.49
Total energy consumption from non-renewable sources	9,747.10	8,942.49

Certain 2023 figures were restated following a refinement of the reporting methodology.

* A breakdown of 2023 data is not available

Energy intensity indicator: GJ/Revenues (€/m)

2024	130.45
2023	127.27

In 2024, the energy intensity indicator increased by 2.5% over 2023. Against a backdrop of rising turnover, this increase reflected the intensification of manufacturing activities and the launch of new projects and investments. Despite a slight increase in consumption relative to revenues, the Company maintained overall stable energy efficiency levels and continues to invest in technological and management solutions with a view to further optimising resource use in the coming years.

Following the inauguration of the new building in 2025, which will complement the existing facility, new manufacturing lines will be created. The building will be awarded an "A4" energy efficiency rating.

The heart of the new plant's energy system will be three water-to-water heat pumps (with refrigerant R515B, low GWP), which will be responsible for heating and cooling both the offices and the production area. These heat pumps will use two heat loops as the heat source.

The thermal loops, in turn, will be powered by three air-water heat pumps (with propane refrigerant, also low GWP), ensuring efficient heat transfer.

The energy required to run all these heat pumps will be provided by a 350 kW photovoltaic system installed on the roof of the depot. This photovoltaic system will not only provide clean energy, but will also help reduce long-term overheads, making the production process more sustainable.

Another innovative aspect of the new plant lies in the heat recovery system. Waste heat generated during end-of-line testing will be recovered and used by the thermal loops to further heat the offices and production area. This heat recovery process will help to significantly reduce energy consumption, optimising the use of available resources while minimising waste.

The new plant will therefore not only represent a significant step forward in reducing environmental impact through the use of renewable energy sources, but will also increase overall energy efficiency through the innovative heat recovery system. This project shows that it is possible to combine technological innovation and sustainability, laying the foundations for a more efficient and sustainable future.



5.1.2 GREENHOUSE GAS EMISSIONS

Every year, HiRef strives to improve its practices and technologies to reduce greenhouse gas emissions. By adopting innovative and sustainable solutions, our Company is constantly working to reduce its environmental impact.

This commitment is reflected not only in compliance with current regulations, but also in the implementation of proactive strategies that contribute to the well-being of the planet. HiRef continues to invest in research and development to find new ways of operating in a more environmentally friendly way, thus strengthening its

role in the fight against climate change. In 2024, total CO emissions amounted to 644 tonnes, compared to 593 tonnes in 2023.

This increase reflects partly the rise in Company business and manufacturing activities as well as the effect of a more accurate reporting methodology adopted in 2024, which led to a restatement of the 2023 figures to ensure greater thoroughness and reliability of the emission scope. This methodological update allows environmental performance to be measured more accurately, while being a step forward in the continuous improvement of sustainability data quality.

CO ₂ EMISSIONS	2024	2023
Direct GHG emissions (Scope 1)	365.68 t	335.30 t
Natural gas	215.61 t	186.50 t
Diesel*		
– for heating purposes	6.77 t	134.31 t
– for automotive purposes	113.60 t	
Petrol	29.70 t	14.48 t
Indirect GHG emissions (Scope 2)	278.70 t	258.55 t
Electricity purchased from non-renewable sources (location-based)	278.70 t	258.55 t
Total emissions (direct and indirect location-based)	644.38 t	593.85 t
Indirect GHG emissions (Scope 2)	544.15 t	460.48
Electricity purchased from non-renewable sources (market-based)	544.15 t	460.48 t
Total emissions (direct and indirect location-based)	909.83 t	795.78 t

Certain figures relating to 2023 were restated following a refinement of the reporting methodology.

* A breakdown of 2023 data is not available.

5.1.3 FUTURE OF REFRIGERANTS

Refrigerants are key operating fluids in air conditioning, ventilation and refrigeration (HVAC) systems, used to absorb and transfer heat through compression and expansion cycles. These fluids are crucial for the efficient operation of HVAC systems, allowing specific and controlled temperatures to be kept within buildings, vehicles and industrial processes. Refrigerant selection has a significant impact on the thermodynamic performance, energy efficiency and environmental footprint of HVAC systems. A crucial aspect when evaluating refrigerants is their Global Warming Potential (GWP), an indicator that assesses the greenhouse effect of a substance over a specific period, usually 100 years, compared to carbon dioxide (CO₂), whose GWP is set at 1. Refrigerants with a high GWP contribute more to global warming than those with a low GWP. Therefore, the choice of refrigerants with low GWP is essential to minimise the climate impact of HVAC systems.

To address the environmental impact of high-GWP F-gases, the European Union adopted Regulation (EU) 517/2014, known as the F-gas regulation. This regulation mandates a gradual reduction in the use of high-GWP refrigerants and promotes the adoption of more sustainable alternatives. These alternatives include natural refrigerants, such as ammonia (NH₃) and carbon dioxide (CO₂), and new-generation synthetic refrigerants with a significantly lower GWP. The F-gas regulation sets stringent limits for fluorinated gas emissions, encouraging the industry to develop and use more environmentally friendly technologies. These regulatory measures not only aim to reduce the environmental impact of HVAC systems, but also stimulate technological innovation in the industry.

The transition to low-GWP refrigerants brings technical challenges, but also offers significant opportunities to improve energy efficiency and reduce long-term overheads. Compliance with these regulations is crucial for businesses engaging in the HVAC segment – such as HiRef – that are committed to supporting responsible and sustainable business practices, thus contributing to the fight against climate change.

Below are some data regarding HiRef's use of refrigerants in recent years.

The data and charts presented show the trend in the use of various refrigerants in terms of total annual quantity (TAQ) and percentage of total (%), as well as their contribution to CO₂ (CO₂ Eq) equivalent emissions from 2021 to 2025 (target). The annual average GWP is given for each year.



Use of High-GWP Refrigerants

The period 2021–2024 saw a progressive reduction in the use of high global warming potential (GWP) refrigerants. Specifically, **R410A consumption fell** from over 14 tonnes in 2021 to approximately 8.4 tonnes in 2024 (-40%), with a corresponding decrease in equivalent emissions from roughly 29.6 to 17.6 million tonnes of CO_e. **R407C** consumption was minimal and virtually negligible in recent years.

Use of Medium-GWP Refrigerants

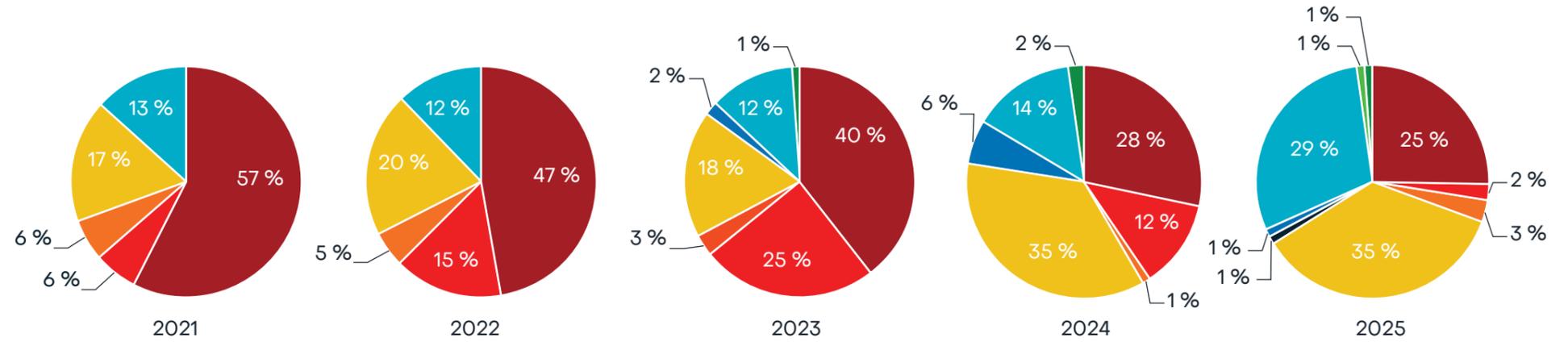
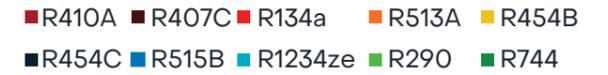
R134a consumption showed a more variable trend over the period, with an increase in 2023 linked to specific manufacturing requirements and a subsequent significant reduction in 2024 (from 7.1 to 3.6 tonnes, down 49%). This trend reflects a gradual transition towards lower-GWP alternatives, in line with the Company's sustainable product innovation strategy.

Use of low GWP refrigerants

The use of low-climate-impact refrigerants is steadily growing and accounts for an increasingly significant share of the total. More specifically:

- **R454B** consumption increased significantly, rising from 4.9 tonnes in 2023 to over 10 tonnes in 2024, reflecting the progressive replacement of traditional gases with more sustainable solutions.
- **R1234ze** and **R515B**, both featuring very low GWP, showed a positive trend, with overall growth that reinforced the Company's shift towards next-generation refrigerants.
- The use of **R744 (CO₂)**, while limited in absolute terms, continued to grow, reflecting an interest in natural technologies with near-zero climate impact.

Overall, the weighted average GWP of the refrigerants used fell from 1,404 in 2021 to 961 in 2024, with a further reduction to 751 anticipated for 2025. This bears out HiRef's commitment to decarbonising its product range while promoting high-efficiency, low-impact solutions.



REFRIGERANT	GWP	2021		2022		2023		2024		2025 (target)	
		Qty	CO ₂ e	Qty	CO ₂ Eq.	Qty	CO ₂ e	Qty	CO ₂ e	Qty	CO ₂ e
R410A	2088	14,183	29,615,106	11,372	23,745,467	11,164	23,309,618	8,419	17,578,851	7,570	15,805,487
R407C	1980	113	223,740	10	20,592	-	-	30	59,400	-	-
R134a	1430	1,462	2,091,232	3,659	5,232,513	7,112	10,170,732	3,612	5,164,445	713	1,019,355
R513A	572	1,450	829,400	1,316	752,752	811	463,892	406	231,946	922	527,509
R454B	467	4,141	1,934,034	4,928	2,301,329	4,973	2,322,298	10,463	4,886,081	10,588	4,944,596
R515B	299	3	897	89	26,611	515	153,865	132	19,668	152	22,648
R454C	146	-	-	-	-	-	-	1696	507,104	440	131,645
R1234ze	6	3,325	19,950	2,881	17,286	3,276	19,656	4,285	25,710	8,764	52,586
R290	3	-	-	-	-	-	-	37	112	372	1,116
R744	1	50	50	121	121	241	241	540	540	433	433
Overall total		24,981	35,067,850	24,377	32,096,671	28,091	36,440,302	29,619	28,473,857	29,954	22,505,375



5.2 RESOURCE MANAGEMENT

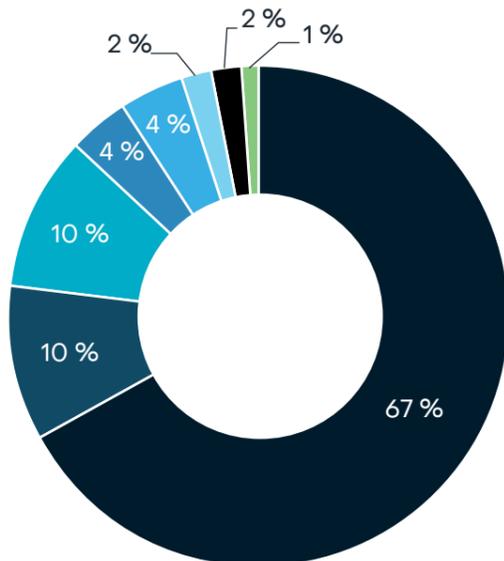
“ We are committed to ethical and responsible purchasing practices, selecting suppliers who share our values of sustainability and respect for the environment. Each stage of our procurement process is closely monitored to ensure that the materials used in our products meet the highest environmental and social standards. Furthermore, we constantly promote the efficient use of resources, reducing waste and minimising the environmental impact of our activities. Our resource management policy is integrated into our business strategies to ensure that every decision is geared towards the creation of long-term sustainable value.

5.2.1 MATERIALS

During 2024, we used various materials for the production of our products, which can be grouped into two main categories: materials for production and materials used for the packaging of finished products.

Firstly, the materials used in production vary in type and are used to varying degrees according to their specific characteristics in the production process. Materials that make up the finished product include stainless steel, aluminium, steel, copper, cast iron, oils, brass, coolants and insulation. The three most commonly used are steel (67%), copper (10%) and aluminium (10%).

Depending on their use, they are purchased as raw material or as semi-finished products (such as finned pack heat exchangers, compressors or hardware).



LIST OF MATERIALS	PESI 2024	PESI 2023
Steel	1647 t	1685 t
Copper	246 t	257 t
Aluminium	254 t	231 t
Wood*	92 t	108 t
Stainless steel	91 t	79 t
Refrigerant fluids	39 t	43 t
Plastics and derivatives	40 t	37 t
Oils	19 t	19 t
Paper/cardboard*	13 t	18 t
Brass	11 t	- **
Insulation	9 t	- **
Cast iron	5 t	- **
TOTAL	2466 t	2498 t

*Renewable materials

** Certain 2023 figures were restated following a refinement of the measurement methodology.

- Steel
- Copper
- Aluminium
- Wood
- Stainless steel
- Refrigerant fluids
- Plastics and derivatives
- Other

Some of the above materials are used as packaging materials. Specifically, plastic, wood and paper are used as film, pallets and general packaging, respectively.

The figure relating to the use of wood is significant, as it accounts for 77% of the materials used for packaging. This is then followed by paper (13%) and finally plastic (10%).

This happens because the goods produced are covered with film and then placed in wooden pallets.

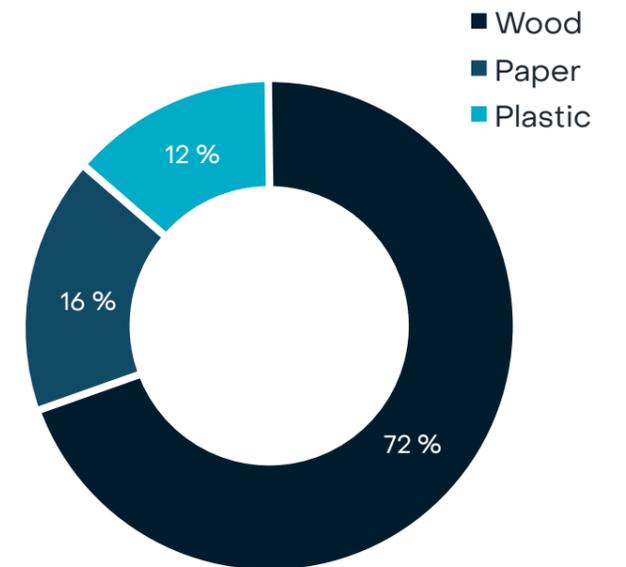
Although plastic used for packaging is currently the least used material in our production process, HiRef is committed to further reducing its use. During the last two years, the packaging process of finished products was analysed and some handling and material waste was identified, which will be completely eliminated by 2025.

The aim is to minimise the environmental impact of our packaging without compromising the quality and protection of the items.

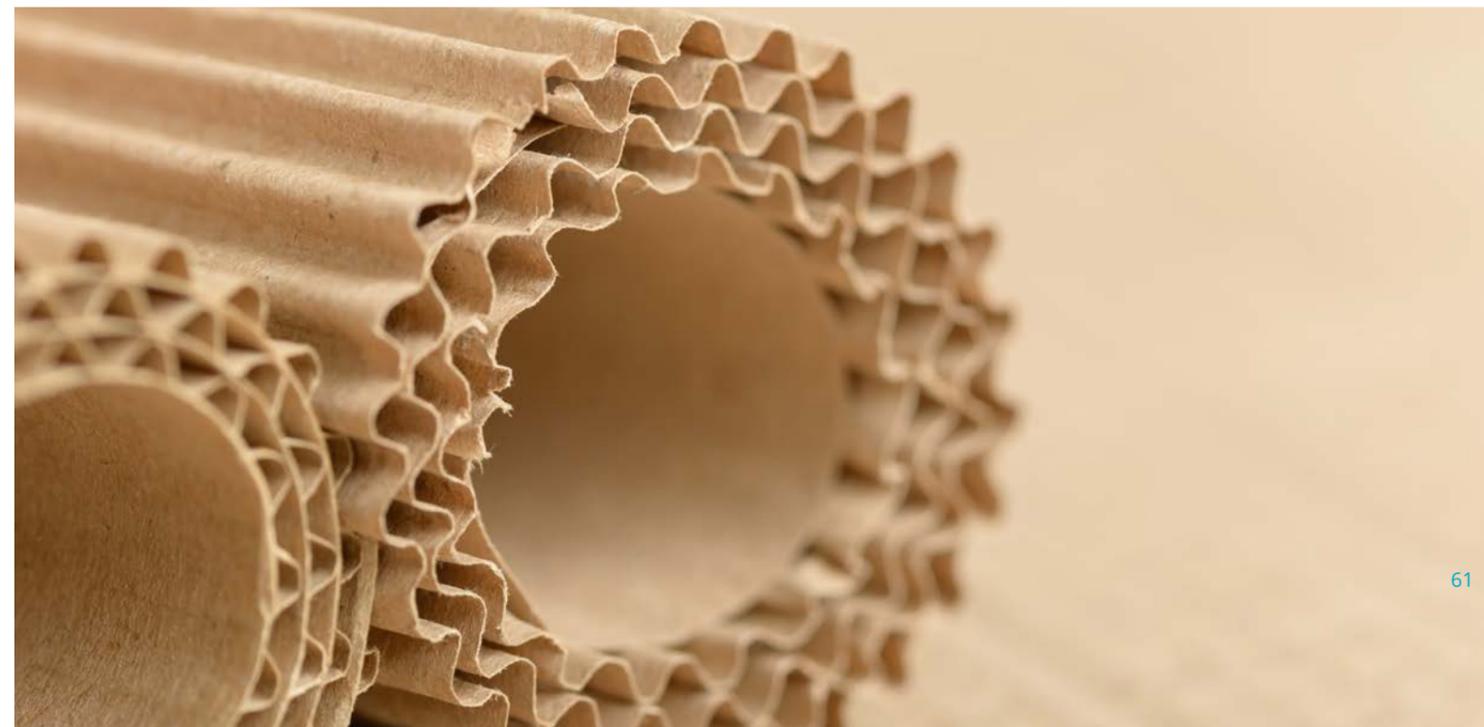
- Type A2 packaging was used to the extent of 91%, i.e. flexible packaging with an effective and established industrial sorting and recycling chain, mainly from "Trade & Manufacturing".
- Type C packaging was used to the extent of 6%, i.e. packaging for which there are currently no ongoing recycling activities or which cannot be sorted/recycled with current technologies;
- Type B2.2 packaging accounted for 2%, i.e. other packaging that can be sorted/recycled from "Household Circuit" and/or "Trade & Manufacturing".

Against this backdrop, it should be noted that the most widely used type of plastic is that belonging to packaging with industrial sorting and recycling

chain, identified as Group A2 according to the CONAI standard.



A breakdown of packaging materials used is shown in the chart.



5.2.2 WATER

HiRef pays attention to the use of water both in production processes and in the civil sector in order to reduce water consumption and avoid waste.

With a view to promoting a more sustainable use of water resources, water recycling and reuse practices have been adopted over the years in production processes and general office and manufacturing facilities.

We have implemented an advanced system for recycling the water used in testing. This innovative system allows the water used during testing to be retained, preventing it from being dispersed or wasted. The recovered water is then reintegrated into our production process, ensuring an efficient and responsible use of water resources. This approach not only completely eliminates water waste, but also contributes significantly to our environmental sustainability strategy by reducing the overall ecological impact of our business. Moreover, thanks to this system, we are able to optimise the efficiency of our production operations, ensuring a more sustainable and

WATER WITH-DRAWAL	2024	2023
Municipal aqueduct	2.57 ML	1.99 ML

WATER DIS-CHARGE	2024	2023
Sewer	2.56 ML	1.98 ML

WATER CON-SUMPTION	2024	2023
All areas	0.012 ML	0.014 ML

environmentally friendly process. The new HiRef premises, scheduled to open in 2025, will be equipped with an innovative rainwater harvesting system. This system includes an internal river conduit that feeds a pump to draw water for garden irrigation. We are also considering using these resources for civil purposes, further contributing to our water sustainability and reducing drinking water consumption.

5.2.3 WASTE

Waste generated in 2024 totalled 201.92 tonnes, showing a slight decrease over 2023.

The majority of waste results from the manufacturing process.

HiRef follows precise guidelines, adhered to by all production sites, concerning the management of hazardous and non-hazardous waste, its appropriate disposal or recycling, if applicable, with a view to minimising the waste of resources and environmental impact. In addition, the manager in charge ensures that the relevant legal requirements are met.

The tables below show that approximately **93% of the waste produced is recovered**.

The focus on responsible waste management not only complies with current regulations, but also represents an important step towards an increasingly circular and environmentally friendly production model.

WASTE RECOVERED	2024	2023
Recycled hazardous waste	1.05 t	2.5 t
Recycled non-hazardous waste	186.07 t	221.75 t
TOTAL	187.12 t	224.25 t

WASTE DISPOSED OF	2024	2023
Hazardous waste	1.90 t	0 t
Non-hazardous waste	12.90 t	17.22 t
TOTAL	14.80 t	17.22 t



6. HUMAN
RESOURCES



6.1 EMPOWERING HUMAN CAPITAL

People are the driving force behind HiRef S.p.A.'s operations and are pivotal to the Company's sustainable growth and success. The commitment, loyalty, expertise, and professional attitude of employees are recognised as key drivers for achieving strategic goals and creating shared value over the long term.

HiRef promotes a corporate culture based on respect for personal dignity, moral integrity, and equal treatment, in full alignment with the principles set out in the Code of Ethics and Conduct and the Organisational Model 231. In 2024, the Company continued its commitment to achieving the UNI/PdR 125:2022 gender equality certification, thereby strengthening its inclusion and equal opportunity policies.

At the same time, the Company launched an organisational climate survey designed to listen to its people, understand their perceptions, and identify areas for improvement with a view to promoting an increasingly positive, participatory, and sustainable work environment.

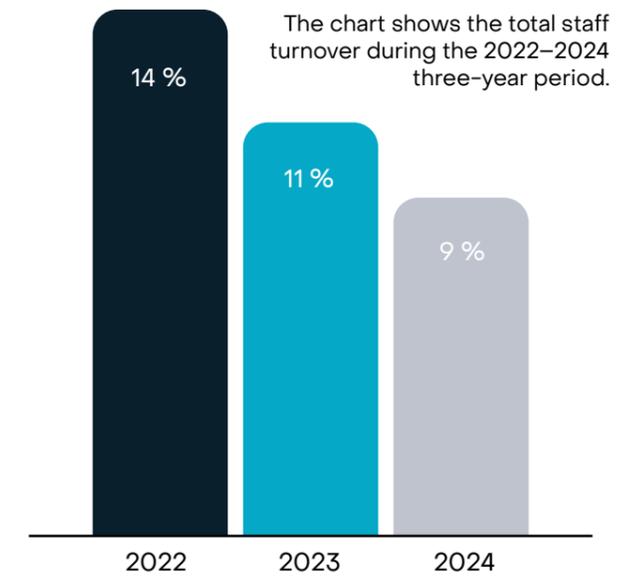
These initiatives enabled HiRef to confirm its commitment to investing in its human capital as a key driver for competitiveness, innovation, and long-term shared value creation.

6.2 SELECTION, RECRUITMENT AND DEVELOPMENT OF HUMAN RESOURCES

Staff are selected in compliance with the principles of meritocracy, impartiality, and equal opportunity, in accordance with organisational requirements and professional profiles required. HiRef ensures transparent recruitment processes, excluding all forms of favouritism, nepotism, or discrimination, making sure that employment agreements are in full compliance with current legislation.

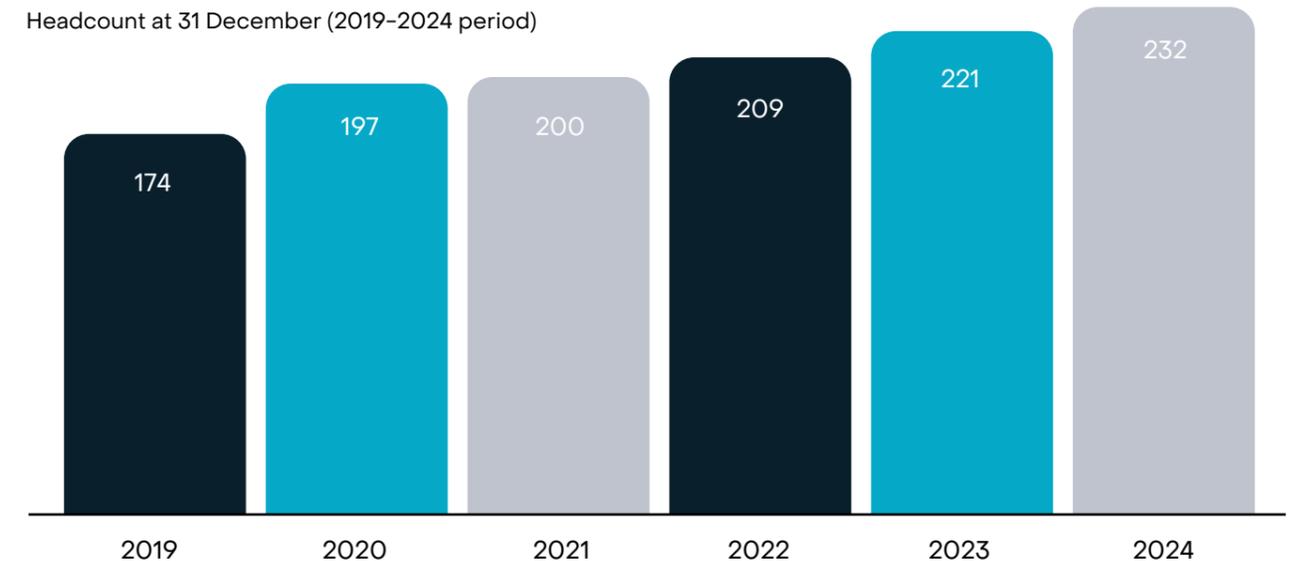
When new recruits join our Company, they receive comprehensive information regarding their duties, contractual rights and obligations, health, safety, and privacy policies, as well as the required mandatory training.

During the 2022–2024 three-year period, HiRef's total turnover followed a progressively downward trend, reflecting staff consolidation and greater internal stability. The total rate fell from 14% in 2022 to 11% in 2023, and down to 9% in 2024, confirming a positive trend in reduced staff turnover.



This result was coupled with steady and sustainable workforce growth. The average headcount rose from 174 in 2019 to 209 in 2022, and to 232 in 2024, with a 5% increase in the last year alone. The employee turnover rate has increased significantly, rising from 117% in 2022 to 250% in 2024, underscoring the Company's ability to regenerate and strengthen itself: recruitment exceeded terminations, resulting in a positive net employment balance. This trend, coupled with the reduction in terminations, shows a balance between stability and development, underpinned by a staff management strategy geared towards sustainability and the empowerment of human capital.

Headcount at 31 December (2019–2024 period)



Termination rate showed a steady decline, falling from 13% in 2022 to 8% in 2023, and 5% in 2024. Specifically, women's termination rate reached zero in 2024, compared to 28% in 2022 and 4% in 2023, highlighting a growth of the female workforce as well as higher retention rates.

Indeed, the gender distribution also showed a progressive evolution:

- The female workforce increased from an average of 25 employees in 2022 to 32 in 2024 (+17%),
- The male workforce rose from 160 to 172 employees (+5%).

This trend confirmed HiRef's commitment to promoting gender equality and inclusion, through a progressive increase in the female presence within its workforce. The stronger growth seen in the female workforce also reflects the successful recruitment and capacity building policies adopted, with a view to fostering diversity and equal opportunities.

TURNOVER RATE	2024	2023
NEGATIVE	5 %	8 %
POSITIVE	12 %	13 %
TOTAL	9 %	11 %
COMPENSATION	250 %	156 %

To complete the analysis, corporate seniority data indicated an overall average of 8 years; the average female seniority (8.83 years) was slightly higher than that of the male workforce (8.25 years). This suggests that the female workforce, despite fluctuations in its numerical composition over time, is a more stable group on average and has a more extensive experience compared to their male counterparts.

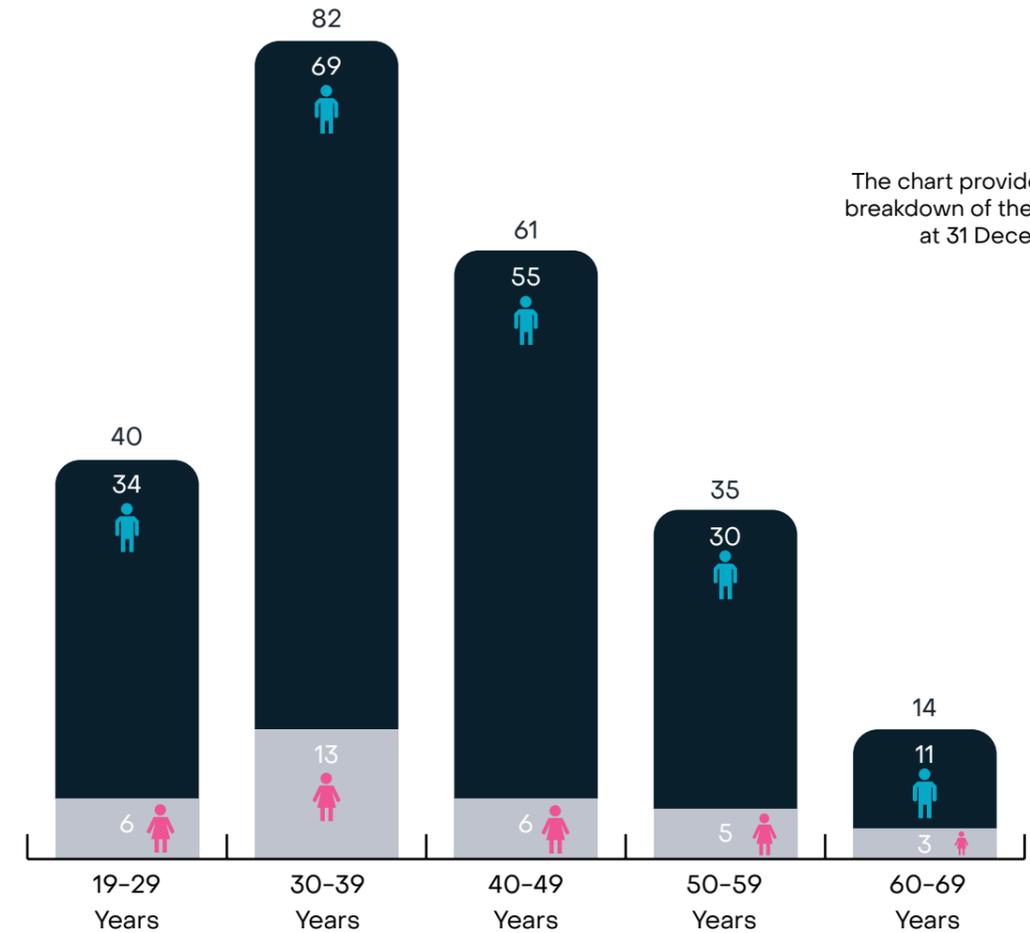
HIRINGS IN 2024	Male	Female	Total
WHITE-COLLARS	9	3	12
BLUE-COLLARS	34	0	34
TOTAL	43	3	46

However, the overall average seniority dropped slightly over 2023, which stood at 8.8 years. This reduction was due to the numerous new appointments made over the last year, which naturally lowered the average seniority of the corporate headcount.

The distribution by age group indicated a moderately young corporate population, with a significant concentration in the median groups, while maintaining a balanced representation across the different age groups. The 30-39 age group represented the largest share of the headcount, accounting for 35% of the total; this confirmed that the majority of employees reached a stage of full professional maturity. The 40-49 age group followed, accounting for 26%, an indication of an experienced and consolidated workforce component. Combined, these two brackets

covered over 60% of the headcount, defining a structure primarily composed of professionals in the prime of their working lives. The 19-29 age group accounted for 17% of the total, indicating a significant presence of young professionals, likely attributable to the new appointments made during the 2023-2024 period. This figure, consistent with the reduction in average seniority, underlined a strong capacity

for generational turnover and for the attraction of younger talent. The more mature groups, i.e. 50-59 years (16%) and 60-69 years (6%), represented a minority, yet maintained material weight in terms of experience and organisational continuity. From a gender perspective, the female workforce was represented across all age groups, with a primary concentration in the 30-39 bracket.



The chart provides a gender breakdown of the headcount at 31 December 2024.

At HiRef, employees are employed under national collective bargaining agreement (CCNL) applicable to the mechanical engineering sector. However, we would like to point out that we also have a second-level company contract signed on 2 May 2019 initially valid until 31 December 2021 and later renewed on 4 July 2023. On this occasion, an agreement was signed to meet the demands submitted by the Work Council and union organisations in terms of financial and regulatory improvements in accordance with the provisions on second-level bargaining set out in the CCNL and current regulations. The agreement reflects our commitment to the continuous improvement of working conditions and the well-being of our employees.

It should be stressed that there is no discrimination or difference in salary between the two genders as the basic salary is the one stipulated in the National Collective Labour Agreement and there are no codified procedures for the assessment of employees leading to their career development.

For the sake of thorough disclosure, it should be noted that the remuneration of the workforce in the sales category is also linked to commissions and possible bonuses for the achievement of targets set by management.



TYPE OF CONTRACT

An analysis of contract types reveals a highly stable workforce structure, with the vast majority of personnel (91%) employed under permanent contracts. This figure bears out the significant stability as well as high retention levels of the workforce, reflecting a commitment to operational continuity and long-term employment.

Fixed-term contracts account for approximately 9% of the total and are limited exclusively to new hires. Part-time work is extended to 4.7% of employees, with a prevalence of women (7 out of 11). Given that the industry in which HiRef operates has historically been dominated by men, the participation of women within the organisation takes on even greater significance. Part-time arrangements remain a key tool, ensuring organisational flexibility and work-life balance. While primarily relied upon by female employees, such arrangements are extended to all employees upon request.

These figures bear out HiRef S.p.A.'s commitment to fostering a stable and inclusive work environment with a focus on employee needs. Finally, it should be noted that there is no difference between benefits given to full-time employees and those extended to part-time and fixed-term employees.

CONTRACTS			
Open-ended	179	32	211
Fixed-term	20	1	21
Total employees	232		

GEOGRAPHICAL DISTRIBUTION

The Company's workforce is primarily located in the Province of Padua, which accounts for 73% of the total headcount. This figure reflects deep-rooted local ties and a significant presence of local personnel, making daily commuting easier while ensuring greater commitment to the workplace.

The remaining 27% of employees are based in other provinces within the Veneto region: Of these, 6 are based in the Province of Rovigo, 10 in the Province of Venice, and 1 in the Province of Vicenza. The average distance from the workplace is 15.97 km, a figure that reflects close overall proximity between employees and the company premises.

A closer look at these distances reveals that 32% of employees live within 20 km of the office, allowing them to reach it with ease and short commuting times, both being key drivers for workplace well-being and punctuality.

6.3 STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

HiRef consistently invests in the training and professional development of its employees, with programmes intended to build technical, management, and ethical skills.

Training is designed with a view to corporate requirements and individual profiles, promoting professional growth based on merit, skills, and continuous improvement.

In 2024, training hours per capita rose by 34% over 2023, increasing from 7.22 to 9.69 and approaching the corporate target of 10 hours. This result bears out HiRef's commitment to fostering professional growth and the continuous development of in-house skills.

During 2024, training covered several of the Company's strategic areas, with initiatives tailored to technical and regulatory updates, the improvement of manufacturing processes, and the strengthening of soft skills.

Training courses focused on health and safety, quality, and work methodologies (such as 5S and time and methods), alongside technical updates on welding, brazing, and technical drawing, as well as sessions on management and language skills. In addition, training on gender equality was launched with a view to achieving the relevant certification in 2025.

With regard to in-company training periods, such as internships and apprenticeships, 16 people were involved, including 11 white collars and 5 employees working in the production department. Some of these internships were carried out in collaboration with the University of Padua, while others were part of the *Percorsi per le Competenze Trasversali e l'Orientamento* (PCTO - Pathways for Soft Skills and Orientation), in agreement with local high schools.



6.4 DIVERSITY AND INCLUSION

HiRef is firmly committed to fostering an inclusive work environment where all employees, including those belonging to protected groups, can rely on equal opportunities for growth and professional development.

We currently have a total of 13 people belonging to protected categories, including three women and ten men, employed in both administrative and production roles.

HiRef also promotes diversity and inclusion through the recruitment of foreign employees. We believe that cultural diversity enriches our working environment while encouraging innovation.

Currently our team consists of professionals from different countries, each of whom brings unique experiences, skills, and perspectives. All HiRef's foreign employees are employed under regular contracts, guaranteeing them equal opportunities and rights in the workplace.

In 2024, HiRef took part in a summer internship project in collaboration with the University of Padua, leading to the placement of two international students selected through a strict assessment process.

As the two students did not have their own transport to reach the company headquarters, HiRef set up a dedicated shuttle service to provide daily transport to and from Monselice station. This service was available for both arrival and departure.

Upon completion of their internship, both students elected to remain at HiRef to prepare their degree theses, continuing to benefit from the shuttle service.

This initiative serves as a concrete example of HiRef's commitment to fostering integration and supporting young international talent, providing practical solutions to overcome logistical barriers while ensuring equal opportunities for all.



FOREIGNERS			
WHITE-COLLARS	2	1	3
BLUE-COLLARS	5	1	6
TOTAL	7	2	9

6.5 HEALTH AND SAFETY

Viewing workers' health and safety as a **fundamental** objective to be pursued in the conduct of company business, HiRef S.p.A.'s top management makes every effort to ensure that in the discharge of all company activities (whether relating to production or otherwise) the protection of the physical safety of workers and all other parties concerned is carried out in compliance with applicable laws in force and the international standards to which HiRef has decided to comply with.

More specifically, the Company undertakes to:

1. Use its best efforts to drastically reduce occupational accidents and illnesses by working on prevention as a priority, inasmuch as no activity – no matter how urgent – justifies failure to comply with safety conditions;
2. Take action to improve security. Security-related actions are a key element in the assessment of each individual's activities;

The company structure as a whole (workers, managers, supervisors, independent contractors, etc.) plays a key role in creating a safe working environment and everyone has a responsibility to respect and enforce procedures and regulations:

1. All workers participate, according to their duties and competences, in the achievement of the objectives that have been set. Specifically, line managers play an active and proactive role in the continuous improvement of the system;
2. Management undertakes to:
 - Define and implement methodologies for the identification of hazards and the assessment of health and safety risks, the design of appropriate prevention and protection measures, taking due account of the organisational, technological and social variables involved;
 - Ensure consultation with employees, through the Workers' Safety Representative, on

- occupational health and safety aspects;
- Ensure that all workers are adequately informed and trained on the contents of this policy and on all health and safety topics relating to HiRef's activities, both at the time of recruitment and throughout their employment;
- Ensure that the activities carried out by independent contractors within the plant are conducted in such a way as to safeguard the health of workers, third parties and the community in which our Company operates;
- Conduct an annual review of the Company's health and safety performance, during which the adequacy and level of application of this policy will be reviewed and objectives and improvement plans will be defined, consistent with the Company's activities and the aspects identified as most critical;
- Promote cooperation between the different company resources and collaborate with business organisations, trade unions, supervisory bodies, secondary schools and universities on health and safety topics.

HiRef's commitment to occupational health and safety continued in 2024, with accident rates showing an overall improvement over the previous year. The table below shows data on accident rates (UNI 7294 and OSHA):

ACCIDENTS	2024	2023
Number of accidents recorded	4	7
Number of accidents resulting in serious consequences	0	0
Number of deaths	0	0
Number of hours worked	444,793	424,931
Rate of accidents at work recorded*	1.80	3.29
Rate of occupational accidents resulting in serious consequences (excluding deaths)*	0	0

*Calculation method: ratio of the number of accidents to the number of hours worked, multiplied by 200,000.

Lost Time Injury Frequency Rate (LTIFR) and Lost Work Day Rate (LWDR) showed a significant decrease, dropping from 14.12 to 8.99 and from 0.10 to 0.07, respectively, highlighting a positive trend in accident prevention. In 2024, the Total Recordable Injury Rate (TRIR) also declined over 2023, dropping from 2.82 to 1.80.

7. SUPPLIERS

7.1 MANAGEMENT OF DEALINGS WITH SUPPLIERS

HiRef attaches great importance to building **stable and lasting relationships with its suppliers**, considering them essential partners in achieving the Company's objectives. Our Company is committed to working with suppliers that **share environmental, social and governance values and principles** (ESGs). Suppliers are selected and managed according to strict criteria, where transparency, integrity and the adoption of sustainable practices are preferential conditions to be met. This approach translates into a constant search for suppliers that operate according to the highest ethical and environmental standards, ensuring that each stage of the supply chain contributes positively to the Company's sustainability goals. HiRef promotes **open and continuous communication** with its suppliers for compliance with ESG values, thus driving mutual and sustainable growth. We enjoy long-lasting and solid relationships with our suppliers, many of whom have been working with our Company since 2001, the year of our foundation. This long-term commitment not only bears witness to the trust and mutual reliability built up over the years, but is also a key enabler for the Company's sustainability and social responsibility strategy. These established relationships enable us to develop innovative and sustainable solutions, jointly implementing projects that aim to reduce environmental impact while improving social conditions in local communities. Maintaining long-standing relationships with suppliers allows HiRef to ensure continuity of high-quality supplies, facilitate the implementation of shared ESG practices, and **drive joint growth based on ethical and sustainable values**.

7.2 HIGHLIGHTS OF OUR SUPPLIER BASE

HiRef works with a select number of qualified suppliers, spread across various geographical locations to **optimise the supply chain** and **minimise the environmental impact of transport**. Below are some key figures on our supplier base:

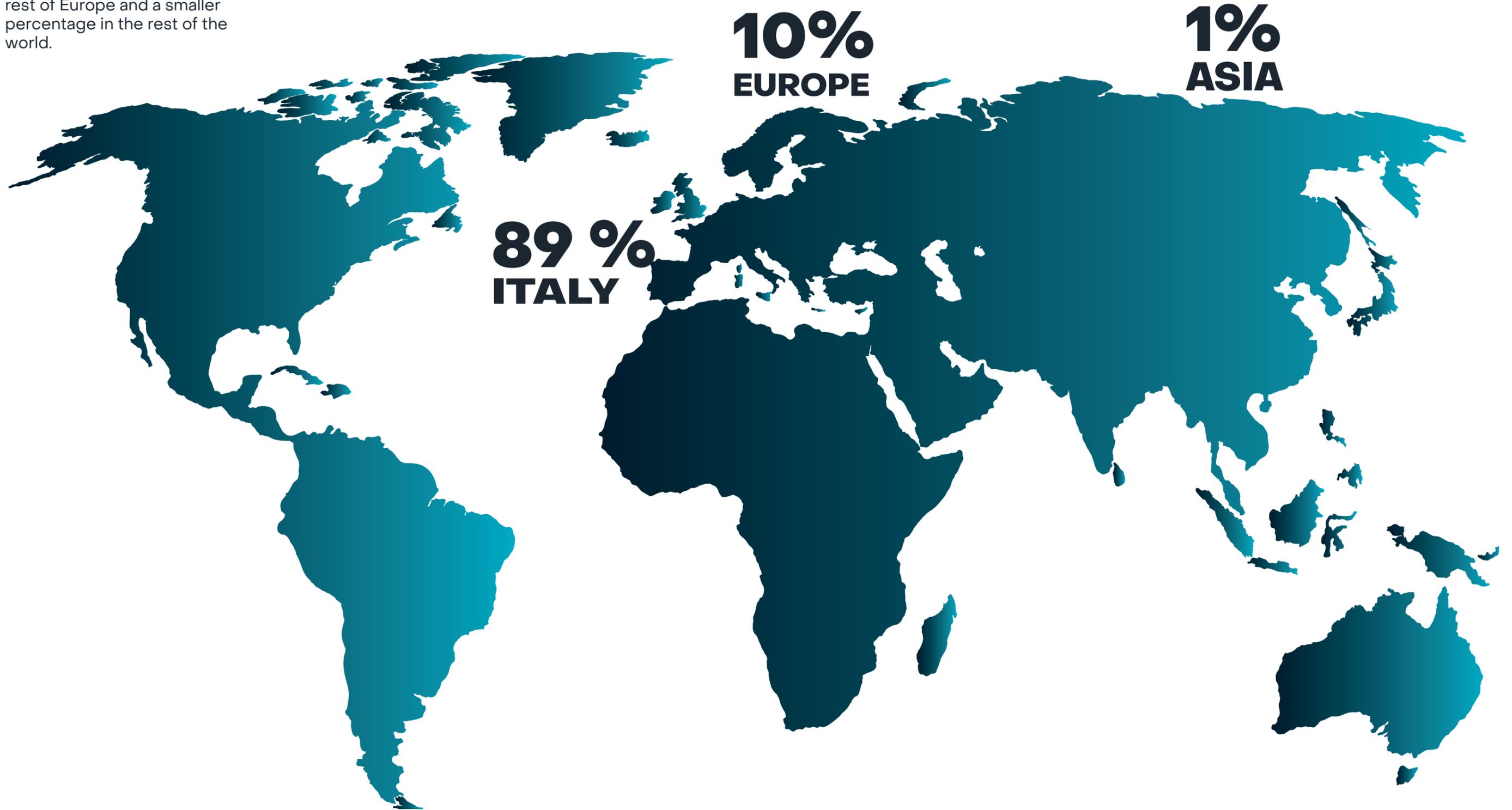
Total number of suppliers: over 150 suppliers

Supply chain characteristics: our suppliers range from small and medium-sized firms to large international companies, all with proven experience in the HVACR sector. We favour local and European suppliers, thus ensuring a more sustainable supply chain, higher product quality and better communication and collaboration. This strategic choice not only supports the local economy, but also reduces transport-related CO₂ emissions, contributing significantly to HiRef's environmental goals. In addition, such an approach allows us to **support the local economy and reduce environmental impact while** ensuring the provision of high quality materials and services to our customers.



Geographical location:

Most of our suppliers are located in Italy, with a significant presence also in the rest of Europe and a smaller percentage in the rest of the world.



The percentages shown refer to the geographical breakdown of purchases (2024).

7.3 OUTCOME OF ESG SURVEY

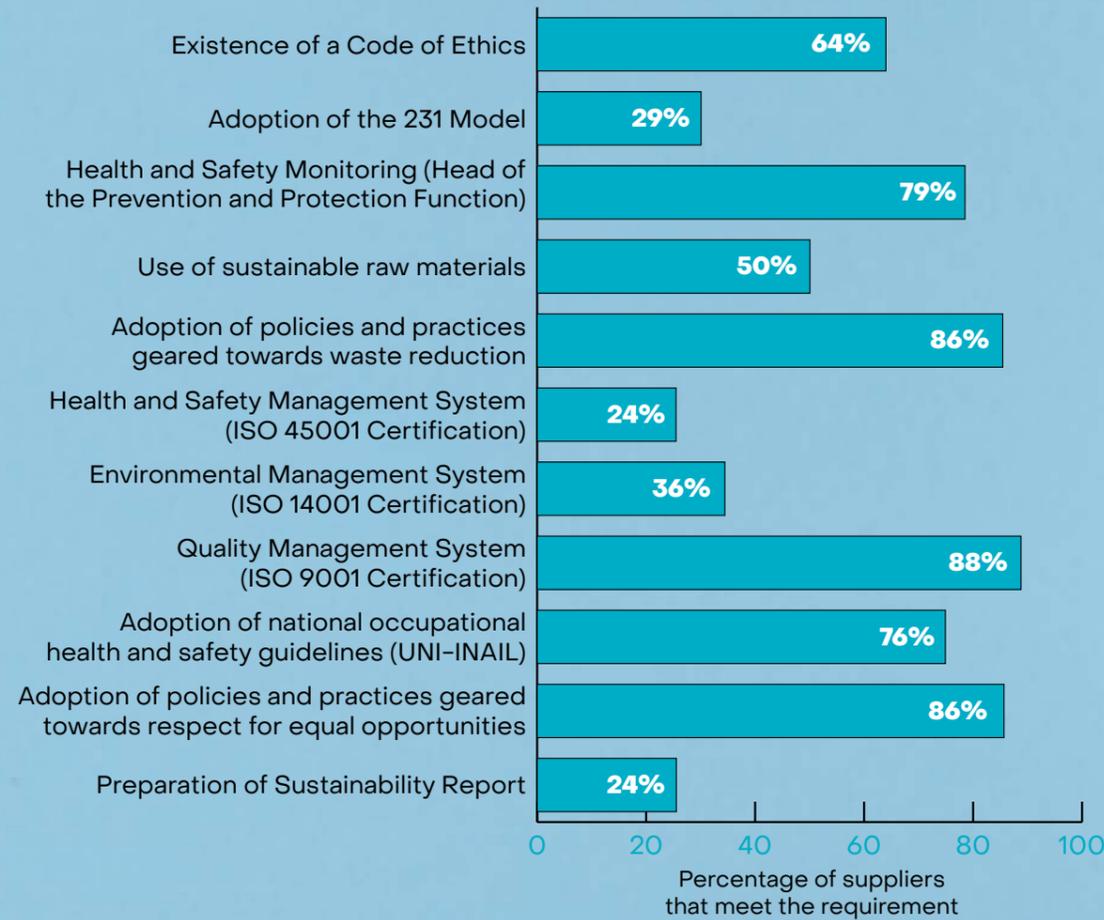
In 2024, HiRef conducted a survey of its key suppliers to verify their compliance with ESG (Environmental, Social, and Governance) principles.

The questionnaire was designed to assess sustainability and corporate ethics practices throughout the supply chain, providing insight into areas such as environmental impact, social responsibility, and governance.

Specifically, the survey considered the requirements shown in the chart below, analysing how suppliers address these areas.

The questionnaire was administered to 77 of HiRef's key suppliers and achieved a 55% response rate, providing detailed insight into their approach to sustainability.

MAIN FINDINGS OF THE SURVEY



8. CUSTOMERS



8.1 GLOBAL MARKET OVERVIEW AND HIREF'S APPROACH

Increasing urbanisation is having a direct impact on the demand for HVAC systems as more and more people move into urban areas, increasing the need for residential, commercial and industrial buildings requiring heating, ventilation and air conditioning systems. This trend is particularly evident in emerging economies, where **the rapid expansion of cities is fuelling the construction of new buildings fitted with the latest HVAC technologies.**

At the same time, **the HVAC industry is witnessing a significant technological transformation with the development and adoption of energy-efficient solutions.** These advanced systems not only reduce energy consumption and operating costs, but also contribute to the reduction of greenhouse gas emissions, thus addressing growing environmental concerns. Increasingly stringent government regulations on energy efficiency are pushing manufacturers to innovate and develop more sustainable and efficient products.

In addition, **the integration of smart technologies into HVAC systems, such as programmable thermostats and occupancy detection sensors, is further improving efficiency and comfort for end users.** These smart devices ensure a more accurate management of the indoor climate, automatically adapting to occupants' needs and environmental conditions, thereby optimising overall energy performance.

The market for HVAC systems is also influenced by increased investment in infrastructure, particularly in sustainable construction projects. The adoption of green building certifications, such as LEED - Leadership in Energy and Environmental Design, is becoming common practice, requiring the installation of HVAC systems that meet high standards of energy efficiency and environmental sustainability.

In summary, the combination of increased urbanisation, technological innovation and

growing environmental concerns is the driving force behind the robust growth of the global HVAC market. **With a projected CAGR of 11.9% until 2030*, the sector is set to evolve rapidly, offering significant opportunities for manufacturers, investors and end consumers.** Against such a dynamic backdrop, at HiRef we place great emphasis on customer relations, offering innovative and customised solutions. **We are aware that the key to making the most of these growth opportunities lies in our ability to understand and respond to the specific needs of our customers. Therefore, we work closely with them to co-design solutions that exactly meet their needs.** This approach allows us to provide products that not only improve indoor comfort and optimise energy efficiency, but also perfectly fit each customer's specific operating context.

Our customised consulting, coupled with the continuous updating of our technologies, allows us to keep a technological leadership position in our industry. **At HiRef, the customer is at the centre of everything we do,** and we work tirelessly to exceed their expectations, thus contributing to the sustainable growth of the global market. Our personalised consultancy allows us to fully understand our customers' needs, thus delivering products that improve indoor comfort and optimise energy efficiency. We maintain a technological leadership position by continuously upgrading our solutions, ensuring advanced and sustainable HVAC systems.

* Source: Business Market Insights

8.2 HIGHLIGHTS OF OUR CUSTOMER BASE

HiRef groups its customers into three specific categories:

- The end user is the main player on which the company focuses its attention. Investments, operations, resources, R&D, products and services are all focused on satisfying the needs of the end user.
- The general contractor plays a key role in managing and supervising the construction process from start to finish. His tasks include managing the budget, selecting and hiring subcontractors, selecting and purchasing materials, preparing the timeline for the various teams, and supervising them during work. He is responsible for adhering to delivery times and resolving any problems. He is also responsible for discharging formalities and site safety.
- The installer is crucial for the "closing" of the value chain and the sales process. The "installer-customer" needs a different business strategy from the previous one.

Another key role is played by the designer, as he is a key partner who contributes to the creation of our value proposition by "influencing" the choices of the end user.

HiRef segments its market into three main cooling categories: IT Cooling, Industrial Cooling and Commercial Cooling. Each segment is further broken down to identify customer types and their specific needs accurately.

IT Cooling is dedicated to cooling solutions for IT infrastructures, in particular for data centers and telecommunications. This segment is crucial insofar as effective cooling is essential to ensure uninterrupted operations and safety of IT equipment.

End User: includes the main end users of IT cooling solutions.

- **Data Center Provider:** These providers offer large-scale data center infrastructures and are classified according to their size and capacity:
- **Hyperscale:** Hyper-scale data centers are huge facilities housing tens of thousands of servers and supporting large operators.
- **Enterprise:** These are enterprise-sized data centers, usually operated by large companies for their internal use.
- **Modular:** Modular data centers that can be rapidly expanded with prefabricated units.
- **Edge:** Small data centers positioned close to end users to reduce latency and improve performance.

Data Center User In-House: This category includes companies that manage their own in-house data centers.

- **Data Processing Centre (DPC):** Small and medium-sized data centers managed in-house by companies.
- **Banking, Finance, Institution:** Sectors requiring high reliability and security for the management of sensitive data.
- **Telecom:** It includes telecommunication service providers that need cooling for their network infrastructure, such as base stations and switching centres.

Industrial Cooling is dedicated to cooling solutions for various industries. This segment is crucial for temperature control and thermal management in production processes and industrial facilities.

End User: It includes a wide range of industries with specific cooling needs:

- **Manufacturer:** Production plants requiring cooling for machinery and industrial processes.
- **Pharmaceutical:** Pharmaceutical industries that require controlled climatic conditions for the production and storage of drugs.
- **Chemical:** Chemical industries that require strict temperature control to ensure the safety and efficiency of chemical processes.
- **Oil & Gas:** Cooling for oil and gas extraction and refining plants.
- **Food & Beverage:** Cooling for the production, processing and storage of food and beverages.
- **Healthcare:** Healthcare facilities that need reliable cooling systems for medical equipment and sterile environments.

Commercial Cooling is dedicated to cooling solutions for commercial and public buildings. This segment is essential to ensure comfort and functionality in various commercial environments.

End User: It includes different types of buildings and commercial space:

- **Building:** Cooling for various buildings, including:
- **Retail:** Shops and shopping malls that need a comfortable environment for customers and staff.
- **Company Offices:** Company offices that require effective climate control to ensure a productive working environment.
- **Public Offices and Spaces:** Public offices and spaces open to the public, such as museums, which require stable environmental conditions for the well-being of visitors and the preservation of artifacts.

HiRef's customer segmentation in the HVACR sector is key to offering highly specialised cooling solutions optimised for the specific needs of each market. **By understanding the different needs of its customers, HiRef can provide cooling systems that improve operational efficiency, ensure safety and increase customer satisfaction in various industrial and commercial sectors.**

8.3 SALES NETWORK IN ITALY AND ABROAD

HiRef's sales network is strategically organised both nationally and internationally to **ensure effective and extensive market coverage**. In Italy, HiRef operates through a well-structured territorial distribution by relying on specialised agencies. These agencies are an arm of our sales department, acting as direct intermediaries with customers and ensuring a constant presence and dedicated support across the territory. This model allows us to maintain **close and personalised contact with our customers, responding promptly to their needs and providing tailor-made solutions.**

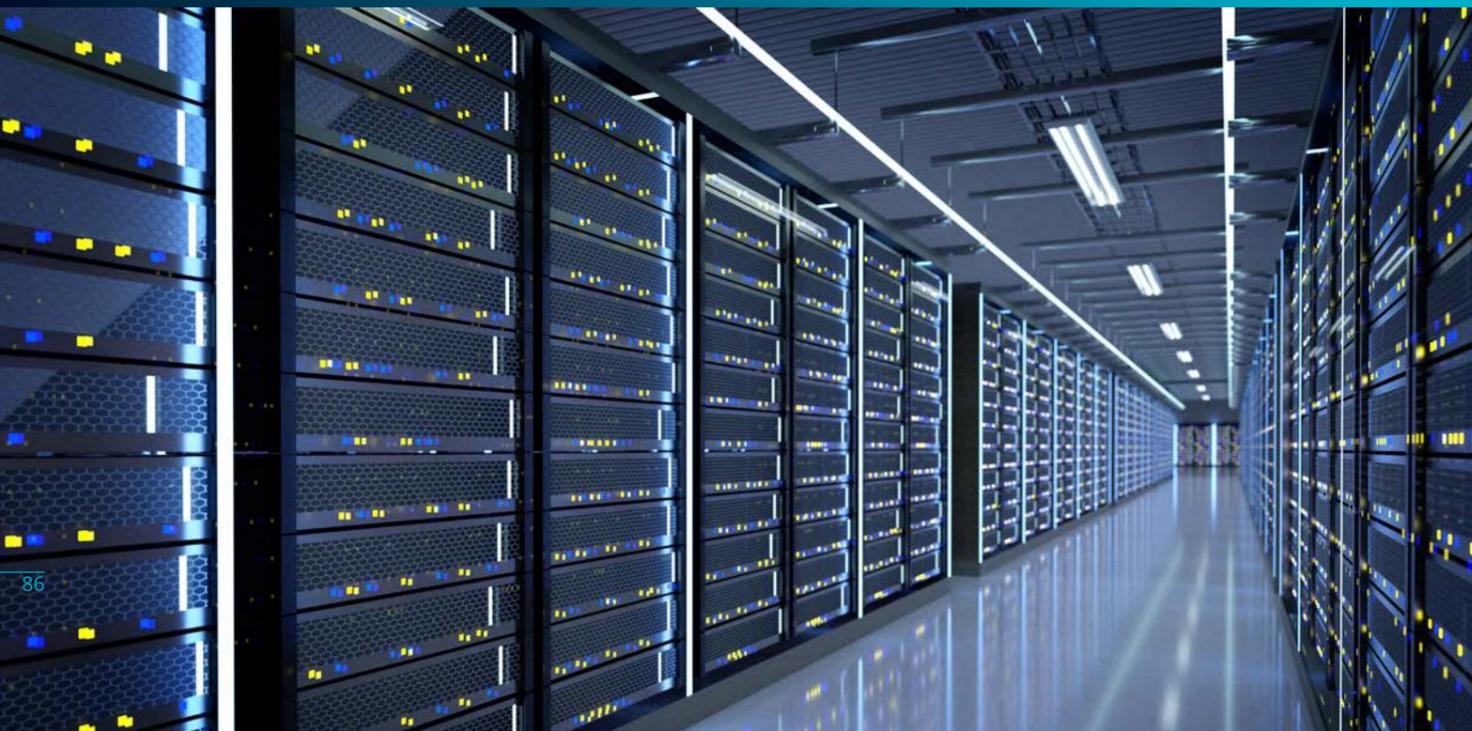
In dealings with large accounts, HiRef takes a different, more centralised approach, managing relationships at management level. This approach allows us to develop stronger and more lasting relationships with key market players, making it easier to understand their specific needs and provide advanced and customised technological solutions. Sales management with large accounts is a key driver for establishing a solid and strategic partnership, contributing to mutual growth and long-term success.

With regard to the foreign market, HiRef has adopted a diversified distribution system to respond to the different patterns and peculiarities of the various international markets. Sales outside Italy are handled through a network of **carefully selected local distributors**. They are chosen for their expertise and knowledge of the local market, thus ensuring effective market penetration and support of customers in each geographical area. Working with external distributors allows HiRef to benefit from their experience and established

network of contacts, facilitating access to new market segments while improving our brand visibility globally.

In addition, **HiRef has established several branch offices abroad that operate directly under our supervision**. In addition to acting as operational sales centres, they play a crucial role in providing technical assistance and after-sales support to local customers. Having a direct presence through branch offices allows HiRef to maintain a high level of control over service quality and to increase customer loyalty, ensuring that their needs are met quickly and efficiently.

In conclusion, our sales network, both in Italy and abroad, **is designed to be flexible and adaptable, capable of responding promptly to different market demands and guaranteeing continuous support to our customers**, while promoting the expansion and consolidation of our global footprint.





9.

**RELATIONSWITH
THE COMMUNITY**

9.1 PARTNERSHIPS WITH ACADEMIC AND HIGHER EDUCATION INSTITUTIONS

HiRef continues to view training and research as key drivers of development and innovation. For this reason, the Company reinforced its partnerships with universities, higher education institutions, and local schools in 2024, strengthening its role as a bridge between the academic and manufacturing landscapes. As was the case in previous years, HiRef continued its commitment to supporting young talent through internships, work-related learning schemes, and the supervision of engineering and technical theses, thereby fostering a steady exchange of knowledge and the launch of innovative projects.



In 2024, HiRef chose to renew its support as a Meritorious Supporting Member of the *Associazione Amici dell'Università di Padova*, an organisation that promotes dialogue and ongoing collaboration between

universities and the economic and manufacturing system. In addition to strengthening ties with the university, this partnership has allowed HiRef employees to benefit from discounted access to various cultural facilities and initiatives promoted by or affiliated with the University of Padua.



Support for the CUOA Foundation, with which HiRef has collaborated since 2014, was also confirmed. This partnership is a cornerstone of the Company's efforts to develop managerial skills and engage with other leading organisations, driving new ideas and innovative approaches to management and corporate strategy.

By engaging in these initiatives, HiRef bears out its commitment to investing in training, research, and innovation endeavours, making a concrete contribution to the growth of the academic and local communities with which it collaborates.

9.2 MAURO MANTOVAN DEGREE AWARDS

In 2024, HiRef renewed its commitment to supporting young talent and research through the Mauro Mantovan Memorial Degree Awards. These awards were established to support innovative projects designed **to integrate buildings more effectively within urban and suburban settlements**, thereby reducing the human footprint while fostering a more sustainable quality of life for future generations.

The initiative is promoted by the *Associazione Amici dell'Università di Padova* and *Alumni Università degli Studi di Padova*, under the patronage of the School of Engineering of the University of Padua and in collaboration with the CUOA Business School and the *CUOA Associazione Alumni*. The award is intended for graduates of Master's and Integrated Master's programmes at the University of Padua's School of

Engineering.

In 2024, the second edition of the awards took place, resulting in the presentation of the Mauro Mantovan Award to two graduates and the granting of three additional training vouchers for programmes offered by the CUOA Business School.

The award ceremony, attended by numerous representatives from the academic and industrial sectors, bore out the value of this initiative as a forum for business, academia, and innovation.



9.3 The HiAcademy

HiAcademy, the HiRef Group's Training Centre, continued to play its role throughout 2024 as a platform dedicated to the dissemination of technical knowledge and expertise, serving both internal staff and external stakeholders. This initiative remains a strategic tool for professional growth and for strengthening the ties between the Company and the relevant technical community.

Training delivered by HiAcademy continued to evolve along three main pillars:

Bite-sized videos on YouTube, published on a regular basis, providing quick and accessible insights into current technical topics. In 2024, videos were published on the following topics (some of which were set to "unlisted" status):

1. Liquid cooling
2. CCAC configuration
3. TLC configuration
4. Chiller configuration
5. Plant engineering recommendations
6. Our maintenance services
7. Transition 5.0 Plan

Technical webinars, providing participants with timely updates and valuable training content,

focusing on the specific requirements of sales agents and service personnel. Topics addressed during the webinar in 2024 included:

1. NCS Software
2. pCO Web
3. pCO Manager
4. HiView

In-person training sessions for our technical service network, providing opportunities for direct engagement and experiential learning. A training event dedicated to authorised Technical Service Centres (CAT - *Centri di Assistenza Tecnica*) took place in 2024 and covered the most frequent intervention cases in the field of NCS and UNI software relating to chillers, heat pumps and multi-purpose heat pumps, alternating theoretical and practical sessions. The event was attended by around 15 participants. The HiAcademy project represents a cornerstone for the continuous growth and improvement of skills within the HiRef Group, underlining our commitment to excellence and innovation in the area of training.



> VIDEOPILLS <



A PROJECT OF
HiRef

9.4 SUPPORT TO ASSOCIATIONS

9.4.1 RELATIONS WITH THE COMMUNITY

In 2024, HiRef renewed its commitment to the local community, supporting projects that promote innovation, education, social inclusion, and collective well-being.

SUPPORT FOR EDUCATION AND RESEARCH

One of the initiatives of the year was a collaboration with QuartodiLitro, the University of Padua's first motorcycle team, comprising students from the Department of Industrial Engineering and other university faculties. Through a technical sponsorship agreement with the university, HiRef contributed to the creation of a chiller designed to cool the electric motorcycle developed by the team.

The collaboration aimed to support applied research and practical training for students, enabling them to apply their university-acquired skills to the design and construction of a high-performance motorcycle prototype. This initiative reinforces HiRef's commitment to promoting technical and scientific culture, fostering dialogue between business and academia, and making a concrete contribution to the growth of young talent and the development of sustainable technologies for future mobility.

CULTURE

In 2024, HiRef renewed its commitment to enhancing the local area's culture by supporting



Palazzo Zabarella's activities. This prestigious



cultural centre is located in the heart of Padua and is recognised nationally for the quality of its exhibitions and cultural initiatives.

Through this collaboration, HiRef is helping to preserve a venue that symbolises the city's history and identity, which is now home to internationally renowned exhibitions that are organised with scientific rigour and great attention to public engagement. Supporting Palazzo Zabarella reflects HiRef's commitment to **promoting culture as a shared resource**, in line with its values of responsible innovation and consideration of the social context in which it operates.

For HiRef, participating in Palazzo Zabarella's initiatives **strengthens dialogue with the local community** and promotes beauty, knowledge, and sharing as central elements of sustainable progress that can unite business, art, and the surrounding area.

SPORT AND INCLUSION

During 2024, HiRef also supported initiatives that promote inclusion, participation, and diversity.

In May, the company sponsored the Commit Open 2024, an international wheelchair tennis tournament held at the Circolo Canottieri in Padua.

As part of the ITF Wheelchair Tennis Tour, the event provided an ideal opportunity to promote Paralympic sport and foster a culture of equal opportunities and overcoming barriers. HiRef's sponsorship demonstrates its commitment to supporting projects that combine sporting excellence, social inclusion, and a commitment to the local community, in line with the company's values of responsibility and care for people.



SOLIDARITY AND SUPPORT FOR THE LOCAL COMMUNITY

HiRef continued to strengthen its commitment to the community and the local area in 2024, confirming the company's desire to generate shared value beyond the corporate sphere.



During the Christmas holidays, the company supported the *Città della Speranza* Foundation, a national leader in paediatric scientific research, by purchasing solidarity hampers for all employees. The initiative's combination of a gesture of recognition towards HiRef's staff with a concrete contribution to research resulted in the promotion of a culture

of widespread and shared solidarity.

At the same time, HiRef renewed its support for *'I Bambini delle Fate'*, an organisation that promotes and finances social inclusion projects for children and young people with disabilities, as well as their families. HiRef's contribution helps maintain and develop local educational and rehabilitation programmes, promoting autonomy, participation, and social inclusion.



Fondazione
Città della Speranza
Ente Filantropico

Through these initiatives, HiRef reaffirms its active role in corporate social responsibility, supporting organisations engaged in areas of significant social impact and promoting solidarity, participation, and attention to collective well-being.



INDUSTRY ASSOCIATIONS

ANIMA

In 2024, HiRef became a member of ASSOCLIMA, the Italian Association of Heating, Cooling and Air Conditioning System Manufacturers (part of ANIMA Federation – Confindustria).



This membership is a further step forward in the journey HiRef has embarked on with a view to growth and a stronger foothold within the HVAC sector, fostering ongoing dialogue with industry leaders and active participation in technical and institutional working groups focused on energy efficiency and environmental sustainability.

By collaborating with ASSOCLIMA, HiRef aims to help define increasingly advanced technical standards and promote innovative solutions that reduce the environmental impact of air conditioning systems, in line with European ecological transition and decarbonisation goals.

EUROVENT

HiRef is a Corresponding Member of Eurovent, Europe's leading HVACR industry association. Following approval at the Eurovent Board of Directors meeting on 10 September 2024, we are now able to engage in the development of innovative and sustainable solutions for the industry.



Joining Eurovent reinforces HiRef's commitment to environmental sustainability and energy efficiency, both of which are core pillars of our corporate strategy. Collaborating with key market players will enable us to accelerate technological progress and continuously raise HVACR industry standards.

This membership enables HiRef to strengthen its international standing, confirming its role as a champion of advanced, sustainable technologies within the global HVACR market.

HEAT PUMP FEDERATION

We are members of the Heat Pump Federation (HPF) together with our partners at HiRef UK.



IDA (ITALIAN DATACENTER ASSOCIATION)

We are partner members of IDA, the Italian Data Center Association.



9.5 SUSTAINABLE INNOVATION

Throughout 2024, HiRef strengthened its commitment **to sustainable innovation by participating in several European research and development projects** focused on **energy transition, industrial process efficiency, and environmental impact reduction**. These collaborations, underpinned by European Union programmes, provide a strategic opportunity to enhance the competitiveness and sustainability of the Company's technological solutions.

Specifically, HiRef took part in the following projects:

• USES4HEAT

The project aims to develop innovative solutions for **waste heat recovery** in industrial processes, contributing to lower energy consumption and reduced CO₂ emissions. HiRef is involved in the design and testing of advanced heat recovery systems and high-efficiency heat pumps.

• FLEXINDUSTRIES

In this project, HiRef collaborates with European partners to develop **flexible, digitalised Industry 4.0 technologies** aimed at optimising energy management and integration with renewable sources. The objective is to improve the resilience and sustainability of European manufacturing sites.

• ECHO

The ECHO project focuses on developing **innovative HVAC systems** based on predictive models and smart control with a view to improving energy efficiency in commercial and industrial buildings. HiRef extends its expertise in the precision cooling sector to the project.

• RE.CO. (Resource Efficiency and Circularity)

The project promotes the adoption of **circular economy models** within supply

chains, encouraging material recovery and waste reduction. HiRef is involved in defining sustainable design solutions for its products, with a special focus on end-of-life management and component recycling.

• THUNDER

The THUNDER project focuses on integrating **new technologies for the smart management of energy and thermal flows**, with the objective of enhancing the overall efficiency of cooling systems. HiRef provides technical expertise and support in testing low-impact solutions.

By participating in these projects, HiRef strengthens its role as an innovative player in the European sustainability landscape, making a concrete contribution to the achievement of the European **Green Deal** objectives and the United Nations **Sustainable Development Goals (SDGs)**.



HiRef has secured funding under the Green New Deal measures—a European initiative promoting sustainable innovation and emission reduction—thanks to the high technological and environmental standards of its proposal. The project was selected for its integration of a double thermal loop manufacturing plant, high-efficiency heat pumps using low-GWP refrigerants, and a comprehensive overhaul of the manufacturing process focused on safety, energy savings, and the reduction of CO₂ emissions.

A P P E N D I X

10.1 NOTE AND METHODOLOGICAL REFERENCES

This document is the second sustainability report issued by HiRef S.p.A. (hereinafter also referred to as “HiRef” or the “Company”).

By preparing this document, HiRef continues its voluntary sustainability reporting journey, maintaining a key platform for sharing with its stakeholders its strategic approach, the commitments undertaken, the actions implemented, and the results achieved.

This year, the document was drafted using the GRI Sustainability Standards 2021 (hereafter referred to as 'GRI Standards'), issued by the GSSB (Global Sustainability Standards Board), as the main methodological reference, according to the 'with reference to' option.

The decision to maintain this standard was prompted, in particular, by the fact that the regulatory landscape regarding the evolution of sustainability reporting requirements—under the Corporate Sustainability Reporting Directive (CSRD)—had not yet been finalised at the time of drafting. Specifically, February 2025 saw the issuance of the “Omnibus Regulation”, a package of proposals aimed at simplifying and recalibrating sustainability reporting objectives at the EU level; this includes a potential revision of the size thresholds for mandatory disclosure (which also affects HiRef). Following this Regulation, EU Directive 2025/794, known as the “Stop the Clock” Directive, was approved in April 2025; this was subsequently transposed into Italian law by Law No. 118 dated 8 August 2025. In practice, this Directive has established, among other aspects, a two-year postponement of the reporting requirements for large undertakings not yet subject to such disclosure (HiRef falling under this category); as previously mentioned, these requirements are currently subject to a potential

revision.

In the light of the above, it was therefore decided to maintain the methodological framework of the standard adopted for the first sustainability report, while making significant improvements from a content perspective. The implementation of the materiality analysis is one of the main improvements made. As detailed in the “Materiality Analysis” section, HiRef conducted its first materiality analysis based on the impact materiality perspective required by the GRI Standards. A further improvement over the previous edition lies in the presentation of HiRef’s strategic approach to sustainability, with the definition of specific targets for the main areas of action.

Unless otherwise specified, the data contained in the Sustainability Report refer to HiRef S.p.A. and cover the period spanning from 1 January 2024 to 31 December 2024. To the extent as possible, year-over-year comparisons was provided; any revisions to the 2023 data—resulting from refined measurement and reporting methodologies—were duly noted. The scope of the information and data shown in the sustainability report is the same as the one applicable to the Annual Report of HiRef S.p.A. for the year ended 31 December 2024. Differences in scope, if any, are expressly shown in the document.

This document was produced by an internal working group consisting of representatives from different company areas, together with the support of an independent firm. As part of the information-gathering process, those involved provided the content for which they were responsible by retrieving information from the Company’s information systems.

As required under the GRI Standards, the “GRI Content Index” is included in the Appendix, detailing the content reported.

This document was approved by the Board of Directors of HiRef S.p.A. on 31 December 2025, and is available on the corporate website.

CONVERSION AND EMISSION FACTOR REFERENCES

Data on energy, gas, petrol, water, waste are entered in the Consumption Register.

GJ conversion factors:

- Electrical energy x conversion factor (constant)
- Natural gas, diesel oil, petrol x conversion factor (ISPRA – National Standard Parameters Table 2023 and 2024)

CO emission factors:

1. Efficiency and decarbonisation indicators in Italy and in the biggest European Countries Edition 2024
2. European Residual Mixes AIB 2023 Version 1.0, 2024-06-04
3. ISPRA – Table of National Standard Parameters 2023-2024
4. Italian Greenhouse Gas Inventory 1990-2022 National Inventory Report 2024

10.2 GRI INDEX

CONTENT

The Company has provided disclosure on topics mentioned in the following GRI content index for the period spanning from 1 January 2024 to 31 December 2024 with reference to the GRI Standards.

GRI STANDARDS	DISCLOSURE	CHAPTER / PARAGRAPH NOTES
GRI 2: General Disclosures (2021)	2-1 Organisational details	1.1
	2-2 Entities included in the organisation's sustainability reporting	10.1
	2-3 Reporting Period, Frequency and Contact Point	10.1 Contact point: info@hiref.it
	2-6 Activities, value chain and other business relations	1.4, 7.1, 7.2, 7.3, 8.2, 8.3
	2-7 Employees	6.2
	2-9 Governance structure and composition	4.1
	2-11 Chair of the highest governing body	4.1
	2-12 Role of the highest governing body in overseeing the management of impacts	4.1, 10.1
	2-13 Delegation of responsibility for managing impacts	4.1, 10.1
	2-14 Role of the highest governance body in sustainability reporting	4.1, 10.1
	2-22 Statement on sustainable development strategy	Letter to stakeholders, 3.1, 3.2, 3.3
	2-23 Policy commitments	4.2
	2-25 Processes to remedy negative impacts	5.1
	2-26 Mechanisms for seeking advice and raising concerns	4.2 In 2023 HiRef S.p.A. established appropriate internal procedures and channels for reporting violations or irregularities, ensuring confidentiality in respect of the information received and the protection of whistleblowers against any form of retaliation. These measures were adopted in line with the provisions of Legislative Decree 24/2023, implementing Directive (EU) 2019/1937 on the protection of persons who report breaches of Union law.
	2-27 Compliance with laws and regulations	There were no incidents of non-compliance with laws and regulations.
	2-28 Membership associations	9.4
	2-29 Approach to stakeholder engagement	4.3, 9.1, 9.2, 9.3, 9.6

GRI STANDARDS	DISCLOSURE	CHAPTER / PARAGRAPH NOTES
GRI 2: General Disclosures (2021)	2-30 Collective bargaining agreements	All employees of HiRef S.p.A. are covered by the National Collective Labour Agreement (aka CCNL) applicable to the mechanical engineering and plant installation industry. This agreement governs the rights and obligations of workers and employers in the mechanical engineering sector. The aforesaid CCNL is renewed on a regular basis through negotiations between workers' and employers' associations.
GRI 3: Material topics (2021)	3-1 Process to determine material topics	2
	3-2 List of material topics	2
	3-3 Management of material topics	HiRef's approach to managing material topics is detailed within each sustainability chapter. Furthermore, for details on the commitments undertaken regarding the various topics, reference should be made to the Sustainability Plan.
GRI 201: Economic performance (2016)	201-1 Direct economic value generated and distributed	4.4
GRI 204: Procurement practices	204-1 Proportion of spending on local suppliers	7.1, 7.2
GRI 205: Anti-corruption (2016)	205-3 Confirmed incidents of corruption and actions taken	During the reporting period, no corruption incidents occurred at HiRef.
GRI 206: Anti-competitive behaviour (2016)	206-1 Legal actions relating to anti-competitive behaviour, anti-trust and monopolistic practices	During the reporting period, no legal actions relating to anti-competitive behaviour, anti-trust and monopolistic practices occurred at HiRef.
GRI 301: Materials (2016)	301-1 Materials used by weight or volume	5.2
GRI 302: Energy (2016)	302-1 Energy consumption within the organisation	5.1.1
	302-3 Energy intensity	5.1.1
	302-4 Reducing energy consumption	5.1.1 Description provided in terms of quantity only.
GRI 303: Water (2016)	303-3 Water withdrawal	5.2.2
	303-4 Water discharge	5.2.2
	303-5 Water consumption	5.2.2

GRI STANDARDS	DISCLOSURE	CHAPTER / PARAGRAPH NOTES
GRI 305: Emissions (2016)	305-1 Direct (Scope 1) GHG emissions	5.1.2
	305-2 Energy indirect (Scope 2) GHG emissions	5.1.2
	305-3 Indirect GHG emissions (Scope 3)	5.1.3
	305-4 GHG emission intensity	5.1.2
	305-5 Reduction of GHG emissions	5.1.2 Description provided in terms of quantity only.
GRI 306: Waste (2020)	306-3 Waste generated	5.2.3
	306-4 Waste diverted from disposal	5.2.3
	306-4 Waste directed to disposal	5.2.3
GRI 308: Supplier environmental assessment (2016)	308-1 New suppliers that were screened using environmental criteria	7.1, 7.2, 7.3 HiRef is developing a system for selecting suppliers on the basis of ESG criteria.
GRI 401: Employment (2016)	401-1 New employee hires and employee turnover	6.2
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	HiRef does not differentiate between benefits provided to part-time and full-time employees.
GRI 403: Occupational health and safety (2018)	403-1 Occupational health and safety management system	6.5
	403-3 Occupational health services	6.3, 6.5
	403-5 Worker training on occupational health and safety	6.3, 6.5
	403-6 Promotion of worker health	6.3, 6.5
	403-8 Workers covered by a health and safety management system	Pursuant to current agreements and HiRef's internal policies, all employees are automatically enrolled for and receive the benefits extended by the Metasalute Fund (<i>Fondo Metasalute</i> , unless otherwise specified by the employees themselves). This subscription allows the employees to access to the services and health cover provided by the Fund, in accordance with the terms and conditions of the policy established by the Metasalute Fund itself. Cover is extended under current regulations and may be subject to periodic review based on changes in applicable laws or Fund policies.
	403-9 Work-related injuries	6.5
	403-10 Work-related ill health	6.5

GRI STANDARDS	DISCLOSURE	CHAPTER / PARAGRAPH NOTES
GRI 404: Training and education (2016)	404-1 Average hours of training per year per employee	6.3
	404-2 Programmes for upgrading employee skills and transition assistance programmes	6.3
GRI 405: Diversity and equal opportunity (2016)	405-1 Diversity of governance bodies and employees	4.1, 4.2
GRI 406: Non-discrimination (2016)	406-1 Incidents of discrimination and corrective actions taken	During the reporting period, no discrimination incidents occurred at HiRef.
GRI 414: Supplier social assessment (2016)	414-1 New suppliers that were screened using social criteria	7.2, 7.3 HiRef is developing a system for selecting suppliers on the basis of ESG criteria.
GRI 416: Clients' health and safety (2016)	416-1 Assessment of the health and safety impacts of product and service categories	1.5.1 Certificate of conformity - PED (2014/68/EU) We ensure compliance with the basic safety and design requirements for the assembly, testing and commissioning of refrigeration and air conditioning systems that operate with gas under pressure (PS> 0.5 bar).
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	During the reporting period, no incidents of non-compliance relating to customer health and safety topics occurred at HiRef.
GRI 417: Marketing and labelling (2016)	417-2 Incidents of non-compliance concerning product and service information and labelling	During the period under review, no incidents of non-compliance relating to product and service information and labelling occurred at HiRef.
	417-3 Incidents of non-compliance concerning marketing communications	During the reporting period, no incidents of non-compliance relating to marketing communication topics occurred at HiRef.
GRI 418: Customer privacy (2016)	418-1 Substantiated complaints concerning breaches of customer privacy and loss of customer data	During the reporting period, no complaints regarding breaches of customer privacy or loss of customer data occurred at HiRef.



HiRef

Viale Spagna, 31/33 - 35020 Tribano (PD) - Italia
Tel. +39 049 9588511 - Fax +39 049 9588522
P.Iva C.F. IT02191431200
info@hiref.it - www.hiref.it

   /HiRef S.p.A.