



20  
23

# BALANCE SUSTAINABILITY

**MULLER&KOSTER**

FRAGRANCES AND FLAVOURS

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# Methodological Note

This document represents the first edition of the Sustainability Report of Muller & Koster S.p.A. and refers to information relating to the period 01/01/2023 - 31/12/2023, showing where possible the data relating to the three-year period 2021-2022-2023.

The document was drawn up with reference to the GRI Standards, issued in 2016 by the international organization Global Reporting Initiatives and lastly updated in October 2021.

Furthermore, although the Company is not subject to reporting obligations, the Sustainability Report was drawn up taking into consideration the requests of the Legislative Decree. 254/2016 regarding the communication of non-financial information.

Within the document, the correlations between the contents covered and the Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda, to which the Company adheres, are indicated, selected with respect to Muller's areas of importance & Koster S.p.A.

The reporting of economic, social and environmental performance is structured in line with the topics found to be material from the materiality analysis carried out with reference to the principles of GRI 3 (v.2021).

The reporting perimeter concerns only Muller & Koster S.p.A.



# Letter from the President

I am personally committed to corporate sustainability, reducing environmental impact and promoting an inclusive working environment. The company approach is based on transparency, dialogue with stakeholders and innovation in sustainable practices.

I am pleased to share with you our company's ongoing commitment to sustainability and business ethics. As president, I firmly believe that integrating sustainability into our business model is not just an opportunity, but a fundamental responsibility towards future generations and the environment in which we operate. We have invested in the research of high quality fragrances, produced in a responsible and environmentally friendly way. We implement rigorous policies to reduce environmental impact, ensure a fair and safe working environment, and partner with suppliers who share our sustainability values. We support local social projects, maintaining an open and transparent dialogue with stakeholders to constantly improve our business practices and our positive impact on the planet and society. We are committed to promoting the circular economy because we believe it is fundamental to ensuring a sustainable future for generations to come. Thank you for your continued support.



Channeling the fragrance of innovation through reducing environmental impact, adopting an inclusive work environment and collaborating with local communities for socially responsible projects

Muller & Koster S.p.A.  
Consigliere Delegato  
*Antonella Marchionni*

# WHO IS MULLER & KOSTER

01

**Since 1945 we have been creating and producing fragrances, essential oils and aromas for cosmetics**

## The Company: facts and figures

2023 turnover: €15,016,324  
Fragrances: 47,500  
Essential Oils: 160  
Flavors for Cosmetics: 240  
Employees: 38  
Customers: 986

## The corporate composition

The share capital of Muller & Koster S.p.A. amounts to 1,500,000.00 euros. The majority shareholding is held by the Pezzi family for a total share of 100%.

## The system of ethical values

Muller & Koster has adopted a Code of Ethics that guides its business activities, reflecting the fundamental ethical values and responsibilities that the company follows

## The certification system

Muller & Koster has undertaken a Quality, Environment and Safety certification process according to the UNI EN ISO 9001:2015, UNI EN ISO 14001:2015 and UNI ISO 45001:2018 standards.

## Attention to the environment and safety

Muller & Koster promotes initiatives to reduce environmental impacts such as the renewal of the company fleet for lower CO2 emissions, adopts policies for the reduction of hazardous waste, guarantees safe workplaces and monitors compliance with procedures.

## The Stakeholders

Muller & Koster's stakeholders are all those directly or indirectly involved in the Company's activities

## The Associations

Muller & Koster is a member of Assolombarda, Federchimica, Cosmetica Italia and IFRA

# GENERAL INFORMATION

02

## Workers

EMPLOYEES	TOTAL NO.	MEN	WOMEN
PERMANENT-TERM EMPLOYEES	37	25	12
FIXED-TERM EMPLOYEES	1	1	0
FULL TIME EMPLOYEES	32	24	8
PART-TIME EMPLOYEES	6	3	3
TOTAL EMPLOYEES	38	25	13
LOMBARDY REGION	38	25	13

# GENERAL INFORMATION

## Governance

Muller e Koster is a company incorporated under Italian law as a joint-stock company. In accordance with civil and statutory regulations, the highest governing body is the Board of Directors.

To date, the Board of Directors in office is composed as follows:

President of the Board of Directors: Loredana Mascheroni - term in office until the approval of the financial statements as of 12/31/2024

Managing Director: Stefania Pezzi - term in office until the approval of the financial statements as of 12/31/2024

Director: Carlo Pezzi - term in office until the approval of the financial statements as of 31/12/2024. The legal representation of the Company is attributed to the President of the Board of Directors.

Managing Director Stefania Pezzi also holds the role of ESG and SGQA Manager.

The appointment of the members of the Board of Directors takes place through the expression of vote of the Shareholders' Meeting. In accordance with the statutory provisions, the Shareholders' Meeting appoints the Board Members for a period not exceeding three financial years and can be re-elected for multiple terms.

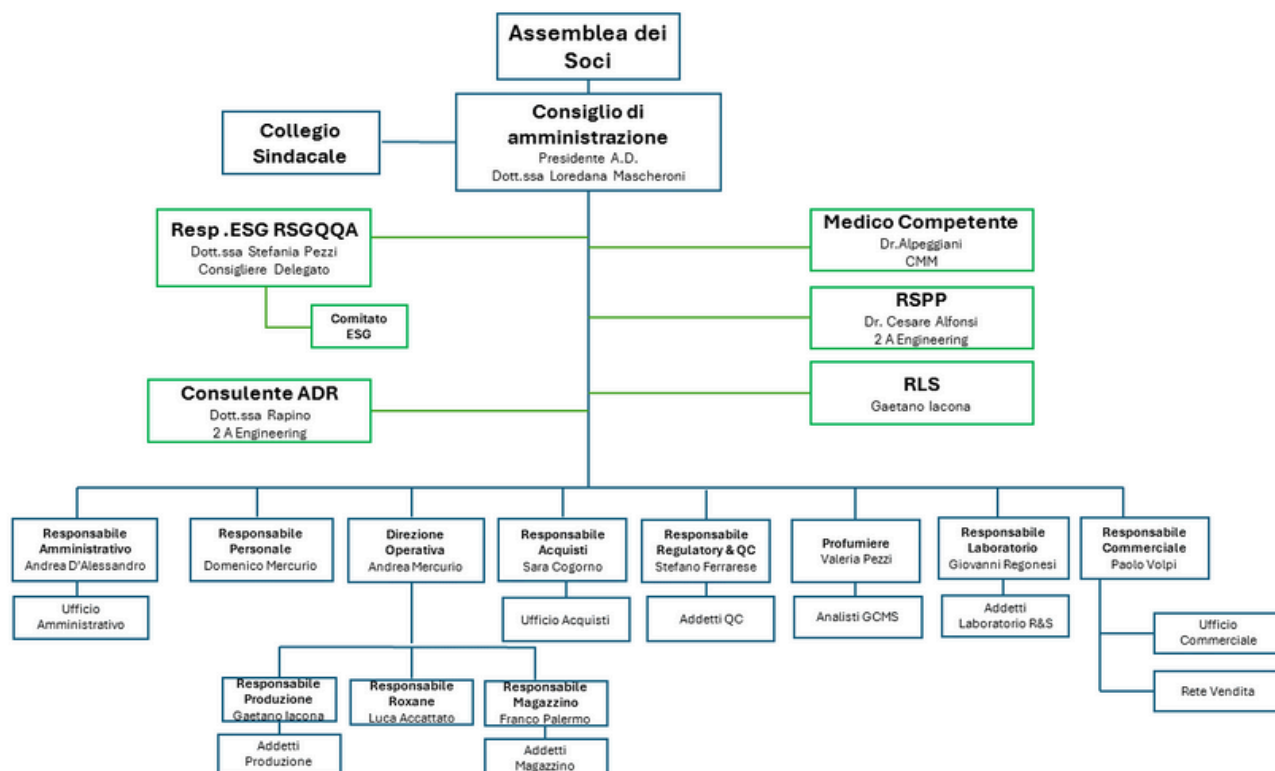
The Board of Directors delegates responsibility for managing ESG impacts.

To date, the delegation is attributed to the Managing Director Stefania Pezzi who, also in the role of RSGQA (Head of the quality and environmental management system):

- is responsible for the development and implementation of ESG objectives and manages their impacts;
- monitors impacts from and on the Organization.

The Board of Directors receives information, expresses opinions on the information received, on the impacts and on the topics relevant to the Organization.

After the evaluation, the Board of Directors proceeds with the vote on the information presented.



# GENERAL INFORMATION

## Strategy, policies and practices

The strategic objectives that Muller and Koster has set itself to achieve in the medium-long term, in accordance with the company Mission: "Create fragrances good for you, your skin and the planet", can be summarized in:

1. Willingness to integrate sustainability into the management system:

Muller e Koster is committed to ensuring that sustainability becomes a fundamental pillar of its management system. This will require a holistic approach, involving all business functions, from research and development to manufacturing, operations, sourcing and sales. Through clear policies and procedures, it will promote the adoption of sustainable practices in every aspect of its business.

2. Development of internal skills:

Muller and Koster recognizes that success in the transition towards sustainability requires adequate skills and knowledge. Therefore, we are committed to developing the internal skills necessary to face the challenges and opportunities related to sustainability, investing in the training and involvement of employees, to allow them to understand the principles of sustainability and apply them effectively in their activities. .

3. Inserting sustainability into governance:

To ensure that sustainability remains a strategic priority, the Organization is committed to incorporating sustainability into corporate governance. Mechanisms will be in place to evaluate and monitor progress towards sustainable goals. Furthermore, adequate representation will be given to sustainability issues within the Board of Directors, in order to guide corporate decisions towards greater sustainability.

4. Integration of ESG factors into MBO systems:

Muller and Koster recognizes the importance of environmental, social and governance (ESG) factors for evaluating company performance and will work to integrate these factors into Management by Objectives (MBO) systems. This will ensure that sustainability objectives are clearly defined, measurable and aligned with stakeholder expectations.

Muller e Koster has been pursuing the constant objective of improving its internal procedures in terms of health and safety and company processes for years.

For just under 30 years the Organization has been equipped with a quality management system according to the UNI N ISO 9011:2015 standard with first issue of the certificate on 09/27/1996 and last renewal on 01/16/2024.





# GENERAL INFORMATION

## Stakeholder involvement

Stakeholder	Needs	Communication channels
Direction	Management and governance of the company Monitoring and control regarding regulatory "compliance" Address and control on issues of environmental protection and worker health and safety, Communication with other interested parties Satisfaction of one's economic expectations in relation to responsibilities Security of one's workplace Commitment to assessing the impact of climate change	Mail All Users Internal Communication Monthly monitoring meetings
Employees	Remuneration for one's services Professional satisfaction Personal safety Constructive work environment. Management listening skills Involvement and awareness, communication, training, information, training. Definition of roles and responsibilities, good corporate climate, correctness and punctuality in payments. Appropriate recognition. Workplace safety and compliance with compliance obligations.	Mail All Users Noticeboard Monthly monitoring meetings
Providers	Partnership Development for the development of innovative product technologies and for the improvement of the productivity and "life cycle" of the same product. Supply of products and services Qualification in the company supplier register. Methods and terms of the contract, delivery and execution times of work, technical documentation, contractual documentation, anti-mafia certification, product safety	Mail Newsletter Telephone Contacts Sending orders and sampling requests Supplier Qualification Annual Supplier Evaluation
Regulatory bodies	Respect and control of the limits imposed in the authorizations issued or in the process of being issued. Availability and competence of the company figures/process managers involved in the activity being verified. Transparency in communication. Compliance with compliance obligations	Web portals Desk Websites Audit
Collectivity	Minimize worker injuries and occupational diseases. Positive and controlled environmental impact of the product and service offered, safety of the activities carried out on the site and possibility of use in the reference reality. Transparency in communication and availability and competence of the responsible company figures. Compliance with compliance obligations. Organization of events and initiatives to bring environmental issues and company activities to the public's attention Commitment to assessing the impact of climate change	Email Website Social channels
Financial institutions	The stakeholder's need consists in the constant evaluation of the PoD (Probability of default) and, therefore, of the solidity and reliability of the company.	Annual Financial Statement Notes to the Financial Statements Direct Contacts Websites Web Portals

## 12 topics Materiali 8 Stakeholders Coinvolti

As a fragrance company committed to sustainability according to the Global Reporting Initiative (GRI) standards, we have identified our material topics and their impact on the economy, environment and people, including human rights, for reporting.



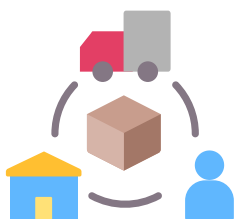
### IDENTIFICATION OF ACTUAL AND POTENTIAL IMPACTS:

To identify our actual and potential impacts, we assessed the sustainability of our operations by considering the supply chain, fragrance product lifecycle, stakeholder engagement, and legal and regulatory compliance.



### PRIORITY IDENTIFICATION OF IMPACTS:

After collecting data on impacts, a materiality assessment was made based on: relevance to the business strategy and stakeholders; extent of impacts in terms of economic, environmental and social consequences; innovation opportunities.



### DOUBLE MATERIALITY ANALYSIS

We therefore conducted the dual materiality analysis in accordance with the EFRAG Corporate Sustainability Reporting Directive, taking into consideration the impact of company activities on the environment and the impact of environmental issues on the company.



### LIST AND MANAGEMENT OF MATERIAL TOPICS

We then identified the material topics through workshops with the company team. Management identifies and groups its stakeholders and then prioritizes their demands in terms of power, legitimacy and urgency. Managers then express the needs of stakeholders within the workshop.

# List of Material Topics

Category	Temi Materials	SDGs	GRAY	ESRS
Environment	Energy	8 12 13	GRAY 302	ESRS E1
Environment	Water and effluents	12	GRAY 303	ESRS E3
Environment	Biodiversity	15	GRAY 304	ESRS E4
Environment	Emissions	12	GRAY 305	ESRS E1 ESRS E2
Environment	Waste	12 15	GRAY 306	ESRS E2
Environment	Water discharges and waste	12 15	GRAY 306	ESRS E2
People	Occupation	5 8 10	GRI 401	ESRS S1
People	Health and safety at work	8 16	GRAY 403	ESRS S1
People	Training and education	4 8 10	GRAY 404	ESRS S1
People	Diversity and equal opportunities	8 10	GRAY 405	ESRS G1
Product	Customer health and safety	16	GRAY 416	ESRS S4
Product	Procurement Practices	8	GRAY 204	ESRS E5
Product	Materials	12	GRI 301	ESRS E5
Product	Marketing and labeling	12	GRAY 417	ESRS S4
Product	Customer privacy	16	GRAY 418	ESRS S4

# Management of material topics

Muller & Koster described the economic, environmental, social impacts including human rights, its involvement in the impacts and related actions, policies, effectiveness monitoring, stakeholder involvement.

Muller & Koster has identified the processes used to track the effectiveness of actions; the objectives and indicators used to evaluate progress; the effectiveness of the actions, including the progress achieved against the objectives and targets.

Material theme	Commitments - Objectives	Actions taken to manage the topic and related impacts
Energy	Consumption Monitoring Installation of solar panels in new warehouse	<ul style="list-style-type: none"><li>• Identification of partners for carbon footprint monitoring, scope 1, scope 2</li></ul>
Water and effluents	Emissions monitoring	<ul style="list-style-type: none"><li>• Measurement of CO2e emissions and reduction trajectory + adaptation plan in progress</li></ul>
Emissions	Consumption Monitoring	<ul style="list-style-type: none"><li>• Compliance with the Atmospheric Emissions Authorization</li></ul>
Waste	Monitoring of kg produced	<ul style="list-style-type: none"><li>• Continuous personal training</li></ul>
Water discharges and waste	Monitoring of Lt products installation of new warehouse oil separator	<ul style="list-style-type: none"><li>• Continuous personal training</li></ul>
Occupation	Maintenance of welfare levels	<ul style="list-style-type: none"><li>• Human Resources Policy, training plan, Code of Conduct, social dialogue and employee survey</li></ul>
Health and safety at work	Objective of zero injuries	<ul style="list-style-type: none"><li>• Continuous personal training</li><li>• Annual Safety Audit</li></ul>
Training and education	90% of staff trained	<ul style="list-style-type: none"><li>• Continuous personal training</li></ul>



Material theme	Commitments - Objectives	Actions taken to manage the topic and related impacts
Diversity and equal opportunities	Maintaining the percentage of women employed	<ul style="list-style-type: none"> <li>Personal selection and evaluation process</li> </ul>
Customer health and safety	Increase in 100% biodegradable products Increase in Upcycled products Increase in 100% natural products	<ul style="list-style-type: none"> <li>Regulatory management process</li> </ul>
Procurement practices	Sending questionnaires. Membership monitoring	<ul style="list-style-type: none"> <li>Strengthen our supply chain</li> <li>Evaluate our suppliers</li> <li>Risk analysis relating to suppliers/ingredients and their safety</li> <li>Supply chain,</li> <li>Supervision of process changes,</li> <li>Regulatory monitoring and compliance,</li> <li>Responsible purchasing policy</li> </ul>
Materials	Increase in mp upcycled Increase in millefiori recycling Increase in use of recycled packaging	<ul style="list-style-type: none"> <li>Adesione EU regulation REACH</li> </ul>
Marketing and labeling	NC monitoring total number of episodes of non-compliance with regulations and/or voluntary codes regarding labeling and product information	<ul style="list-style-type: none"> <li>Regulatory Management Process</li> </ul>
Customer privacy	Total number of substantiated complaints received about customer privacy violations =0	<ul style="list-style-type: none"> <li>Compliance with Privacy Law</li> </ul>

Muller & Koster's goal is to grow sustainably by ensuring resilience, competitiveness and value for stakeholders. The Board of Directors defines strategies, objectives, action plans and investments for sustainable development.

## ECONOMIC PERFORMANCE

Revenues relating to core management during the 2023 financial year amounted to €14,862,230. Other revenues and income not connected to ordinary operations were not included.

## PRESENCE ON THE MARKET

Muller & Koster employees are paid according to the rules of the C.C.N.L. Chemists, the percentage of senior management hired from the local community is 100%

## INDIRECT ECONOMIC IMPACTS

Due to its size and market share, the organization does not have significant indirect economic impacts.

## PROCUREMENT PRACTICES

The Company carries out procedures for the acquisition of goods, services and supplies without making any discrimination on the geographical origin of the companies. The number of active suppliers divided by geographical area of origin: Italy 86.5%, France 4.9%, United Kingdom 1.3%, Germany 1.2% Spain 0.8%

## ANTI-CORRUPTION

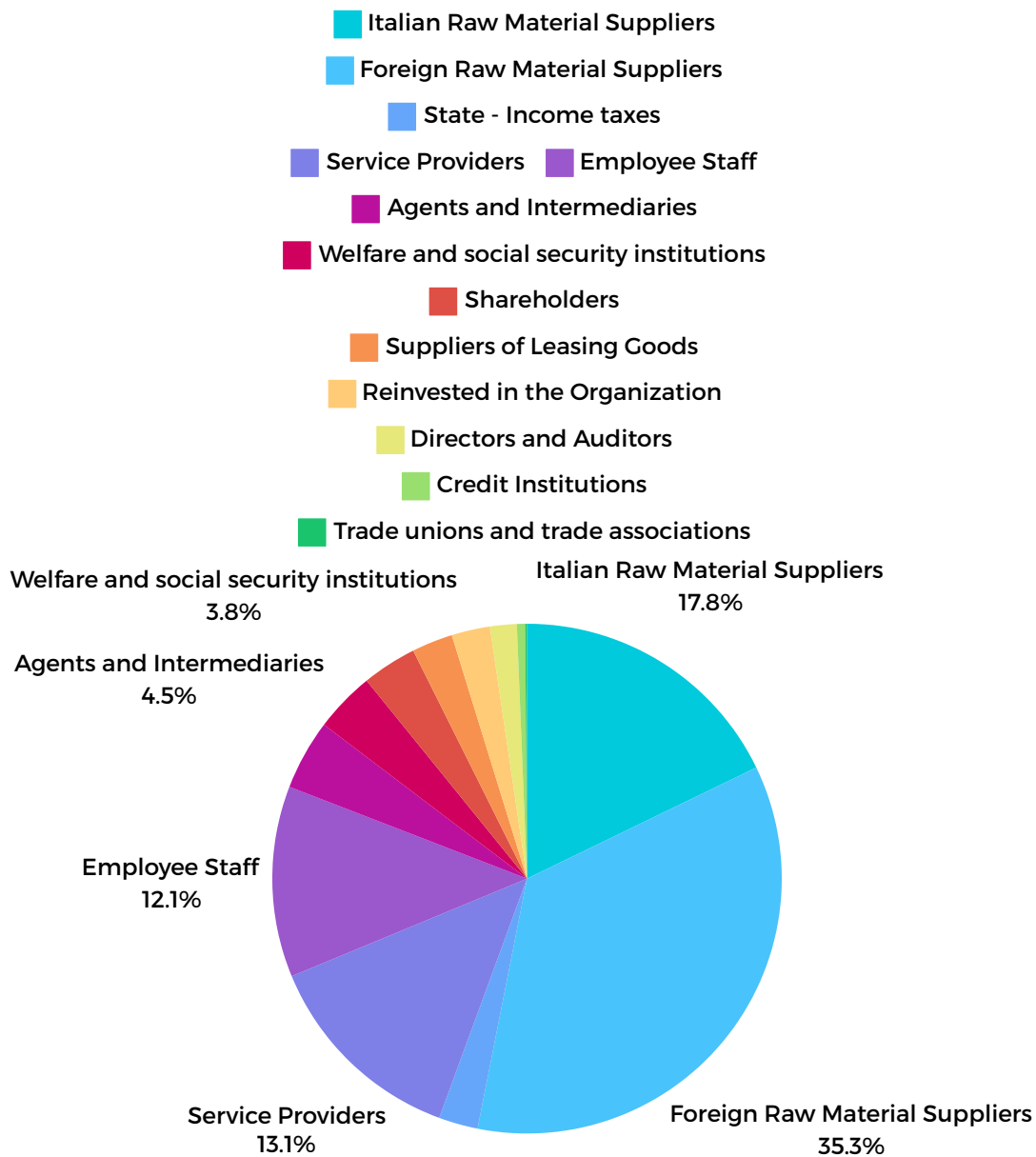
Muller e Koster does not have relations with the Public Administration. No cases of corruption occurred during the year. There are no conflicts of interest on the part of either the directors or the employees.

## TAXES

Muller & Koster operates for tax purposes in Italy and as a single company. The tax jurisdiction under which the business activity falls is Italian; further information is set out in the filed financial statements.

# Distribution of Economic Value

The economic value created and distributed by Muller & Koster to Stakeholders is graphically illustrated below. The values, expressed as a percentage, were taken from the 2023 Financial Statement. The 2023 Financial Statement reflects Muller & Koster's commitment to creating a positive and sustainable impact in the economic and social sphere.



Economic value generated and distributed to stakeholders within the organisation

## 6 material topics 12 measurable objectives

Muller & Koster acts with an integrated approach. To reduce the environmental impacts of its organization it operates on various levers, from infrastructures to instrumental resources and services, but also on the behavior of its staff. It bases the planning of interventions on analysis and diagnosis and with appropriate governance.



### MATERIALS

Muller & Koster uses natural and synthetic chemical raw materials in the form of powder or liquids for its process. Packaging materials in paper, plastic, iron, glass.

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### EMISSIONS

Muller & Koster has included the analysis of GHG emissions in the Sustainability Plan 2024-2026.

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### WASTE

Muller & Koster in its production process produces waste deriving from glass, paper, iron, aluminium, polystyrene, plastic, wood, water

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### WATER DISCHARGES AND WASTE

Muller & Koster has no water discharges other than those considered for urban consumption. all water waste resulting from the production process is disposed of as special waste

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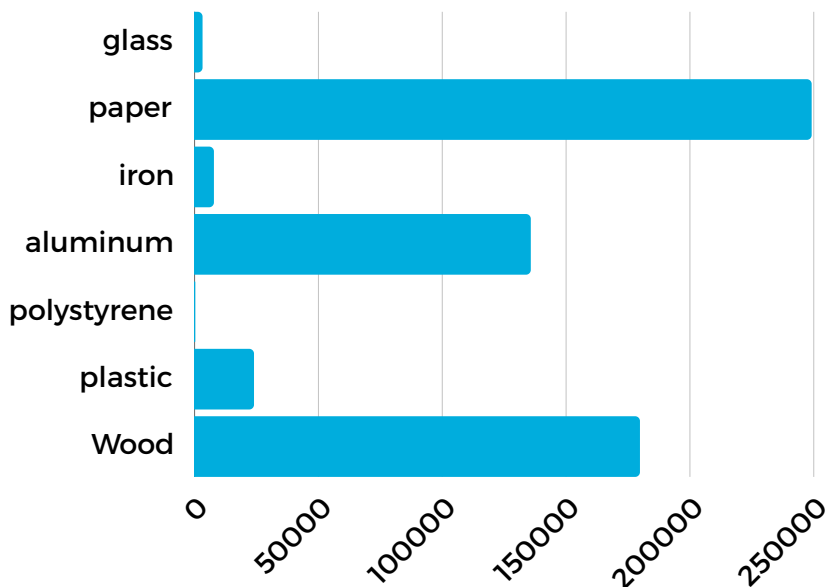


# MATERIALS

Muller & Koster uses natural and synthetic chemical raw materials in the form of powders or liquids for its process. Packaging materials in paper, plastic, iron, glass.

## Materials used based on weight or volume

Total MP used in the year 2023: kg 1,212,883 Packaging materials used in the year



33.432,52

NON-RENEWABLE  
MATERIALS

18.2632,9

RENEWABLE  
MATERIALS

Recycled input materials used:

Wood 179.820Kg Recovered products and related packaging materials:

Wooden Pallet 179.820Kg

28.098,98 kg

Number of kg of recycled input materials used to  
create the organisation's main products and  
services.

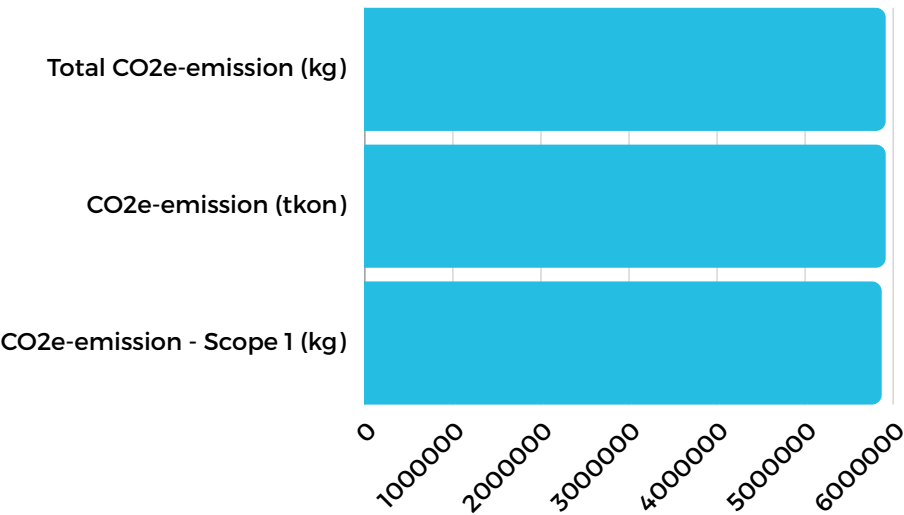
# EMISSIONS

Muller & Koster has included the analysis of GHG emissions in the Sustainability Plan 2024-2026.

The data reported concern atmospheric emissions of greenhouse gases and of other polluting substances produced as a result of the company's operations.

## CO<sub>2</sub>-Emission Scope 1

Direct Combustion and Energy Generation (scope 1)



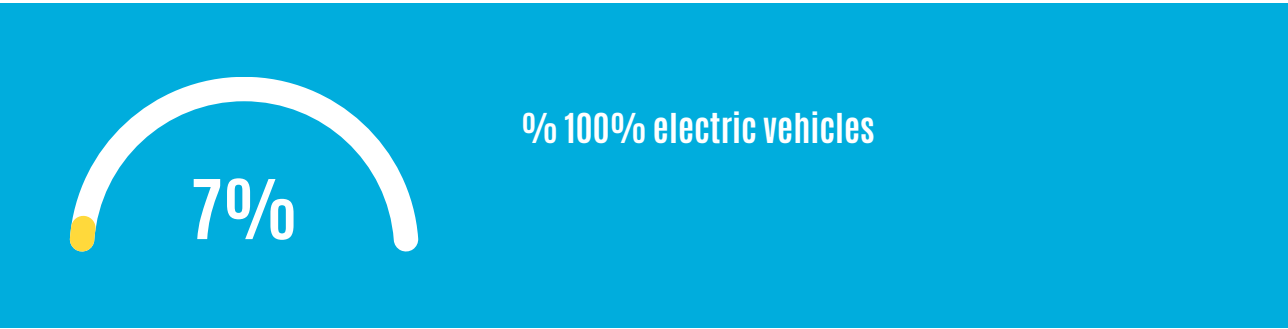
12

Vehicle details:  
Number of  
owned vehicles

3

Vehicle details:  
No. of vehicles  
on leasing

No. of employees who live at a distance between 20 and 90km: 2 No. of employees who live at a distance of less than 20 km: 36 No. of employees with total home-work travel: 38



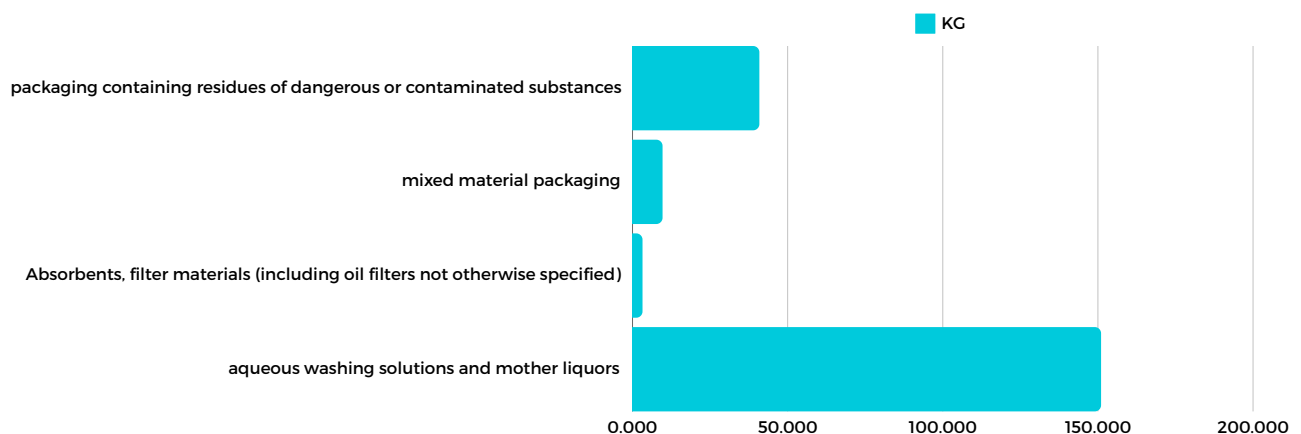
# WASTE

The elements that the company can generate in output can be traced back to the following macro-categories: Raw materials; Manufacturing materials; Process materials; Spills and leaks; Waste; By-products; Products or packages.

## Waste production by type



In its production process, the company produces waste deriving from production of the fragrances and arranges for their disposal or initiation of recovery by third parties.



The waste produced is managed as follows:

For the C.E.R. 15.01.10\* an authorized intermediation company is appointed to take care of the transport with authorized vehicles from the Organization's site to the plant authorized for the disposal\recovery of the waste.

For the C.E.R. 15.01.06 an authorized intermediation company is appointed to deal with transport by authorized means from the Organization's site to the authorized waste disposal\recovery plant.

For the C.E.R. 15.02.02\* an authorized intermediation company is appointed to take care of the transport with authorized vehicles from the Organization's site to the authorized disposal plant.

For the C.E.R. 06.07.01\* an authorized intermediation company is appointed to deal with transport with authorized vehicles from the Organization's site to the authorized plant for the chemical/tax treatment of water. At the end of the process, they are sent to the sewage system of your municipality.

# 40.883

Kg of iron drums sent for reclamation and regenerated

## 7 material topics 14 measurable objectives

Muller & Koster S.p.A. considers people as a crucial resource, investing in knowledge and training on cosmetic and detergent regulations and enhancing awareness. Muller & Koster guarantees staff excellence through recruitment, training, support and welfare measures, focusing on the accessibility of technical content.



### OCCUPATION

Muller & Koster, based in Italy, regulates employment relationships according to laws and contracts, including the National Collective Labor Agreement for the Chemical Industry and safety legislation (law 81/08).



### HEALTH AND SAFETY AT WORK

Muller & Koster manages health and safety at work through the Corporate Management System for health and safety at work according to the UNI EN ISO 45001 standard.



### TRAINING AND EDUCATION

Muller & Koster's training and education policy is aimed at developing the technical and professional skills of employees, encouraging their personal and professional growth and promoting a culture of safety and sustainability



### DIVERSITY AND EQUAL OPPORTUNITIES

Muller & Koster's diversity and equal opportunities policy is aimed at creating an inclusive and respectful work environment, ensuring that all employees have equal development and career opportunities and valuing individual differences



### CUSTOMER HEALTH AND SAFETY

Muller & Koster's customer health and safety policy aims to ensure the safety of products and services, inform about risks and reduce the risk of injury or damage associated with the use of the product.



### MARKETING AND LABELING

Muller & Koster's marketing and labeling policy is aimed at promoting Muller & Koster products in a responsible and transparent way and ensuring that consumers are informed about Muller & Koster products



### CUSTOMER PRIVACY

Muller & Koster has implemented specific company policies and procedures to ensure maximum protection of customer privacy.



# OCCUPATION

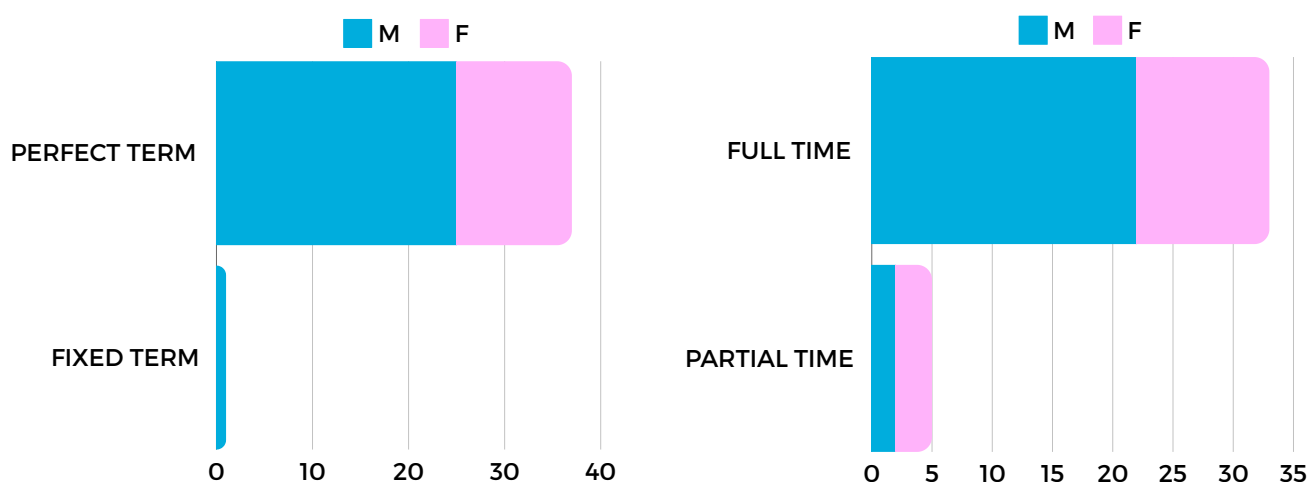
Muller & Koster, having a stable organization in Italy, adopts its own rules and applies contracts to regulate employment relationships, stipulating contracts that are in agreement with:

the Civil Code, the Workers' Statute, the National Collective Labor Agreement for the Chemical Industry. The Organization protects the health and safety of workers by applying national legislation pursuant to law 81/08, or Consolidated Law on safety.

## Occupational characteristics



distribution of contract types



the Organization has made use of fixed-term employment contracts: qualification and remuneration have always been applied according to the current regulations referred to in the paragraph above, without any distinction with respect to existing contracts with permanent workers.



% of employees hired on permanent contracts

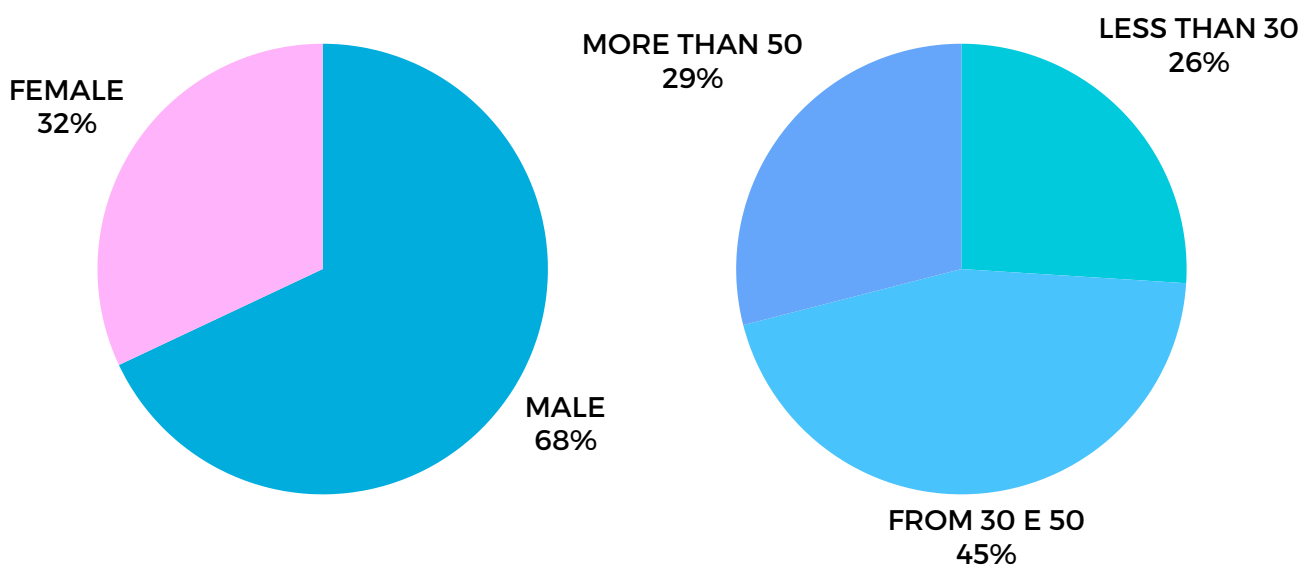
# OCCUPATION

Current regulations regulate compensation, working hours, rest periods, holidays, disciplinary and dismissal procedures, maternity protection and overtime work. In reference to overtime work, it mainly concerns the production department.

In periods in which more hours of necessary work are required, days and methods of overtime work are agreed with the department staff. The additional hours are remunerated with increases that follow what is expressly guaranteed by national labor legislation.



## distribution by gender and age group



In accordance with the applied National Contract, there are no distinctions in relation to the standard benefits established by the Organization between employees hired on a fixed-term or permanent basis. The only difference occurs with regard to the complementary insurance coverage, FASCHIM, whose statute establishes that employees with fixed-term contracts can enroll in FASCHIM so that the duration of the contract is equal to or greater than six months net of the probationary period.



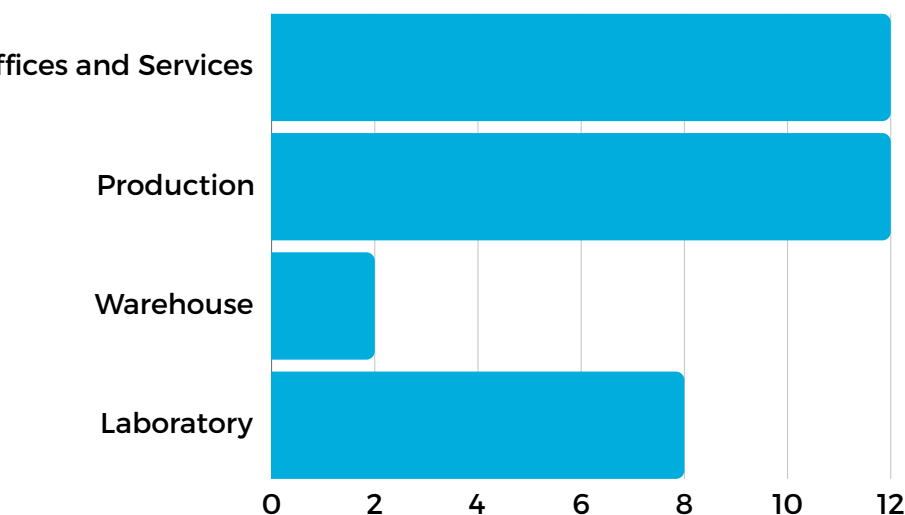
Increase in employment during 2023

# HEALTH AND SAFETY AT WORK

Muller & Koster manages health and safety at work through the Corporate Occupational Health and Safety Management System according to the UNI EN ISO 45001:2023 standard. The system meets the requirements of current legislation for health and safety at work and is assessed annually through a third-party audit.

## Safety and health activities, training

Training of workers on health and safety at work



170

Training hours provided regarding health and safety topics

100%

Staff trained on health and safety issues

Muller & Koster has implemented processes to identify work-related hazards and assess associated risks. The hierarchy of controls is applied to eliminate hazards and minimize risks. The competence of the staff in charge of these processes is guaranteed through continuous training and updates on best practices.

Workers have dedicated processes available to report dangers and dangerous situations at work anonymously and without fear of repercussions. Protective measures are implemented to ensure the confidentiality and security of whistleblowers.

98%

Health surveillance, preventive and periodic medical visits, laboratory analyses, electrocardiograms, audiometric and spirometric tests, visual ability screening, alcohol tests, checks on drug intake

# TRAINING AND EDUCATION

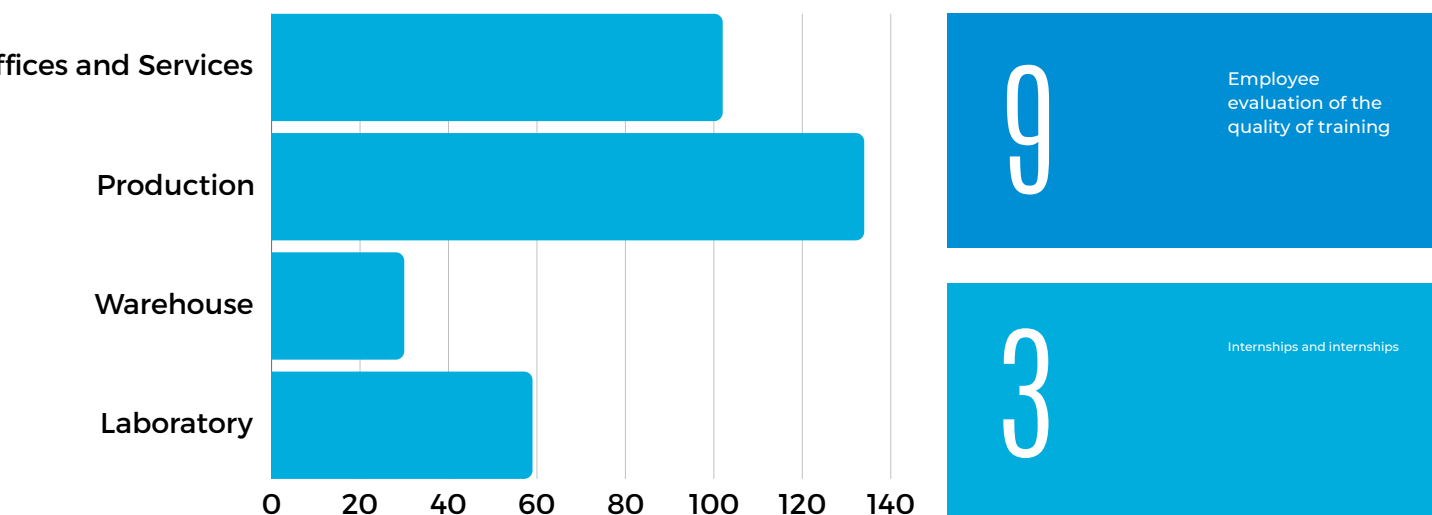
Muller & Koster's training and education policy is aimed at:

- Develop the technical and professional skills of employees
- Promote the personal and professional growth of employees
- Promote a culture of safety and sustainability



## Training hours by area

Muller & Koster provides training programs on topics such as workplace safety, quality, environment, technology and leadership.



Muller & Koster monitors and evaluates the effectiveness of training and education programs. Tracking data is used to improve programs and ensure they meet employee needs.

Muller & Koster monitors a series of performance indicators to measure the effectiveness of its training and education programs. These indicators include:

- Number of employees who received training
- Number of training hours received by employees
- Employee evaluation of the quality of training



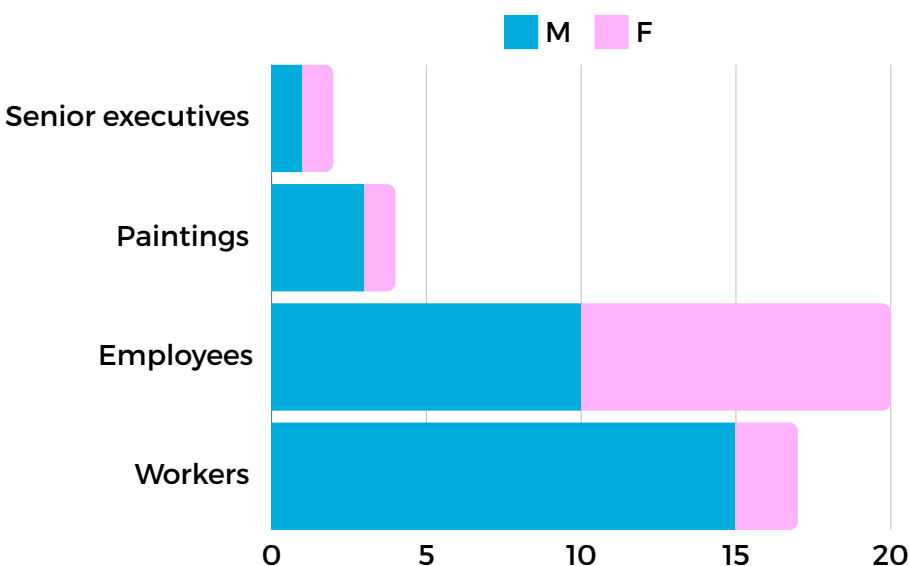


# DIVERSITY AND EQUAL OPPORTUNITIES

Muller & Koster's diversity and equal opportunities policy aims to create an inclusive work environment, guarantee equal development opportunities and enhance individual differences. Specific objectives include increasing the representation of women and minorities, reducing discrimination and promoting a culture of diversity and inclusion.

## Staff by Gender

The presence of women and men is balanced at every level



1

Disability and  
Protected Categories

15

Average length of  
service

Muller & Koster protects the diversity of its employees and does not discriminate in terms of gender, ethnicity, religion, sexual orientation, age and disability. The data collected shows that Muller & Koster has a diverse workforce. In 2023, women represented 52% of the workforce excluding the manufacturing department.

The minimum wage by category and classification is defined in the national collective bargaining of the sector, depending on the professionalism required to cover the individual positions.



98%

Incentives and rewards of a variable nature paid

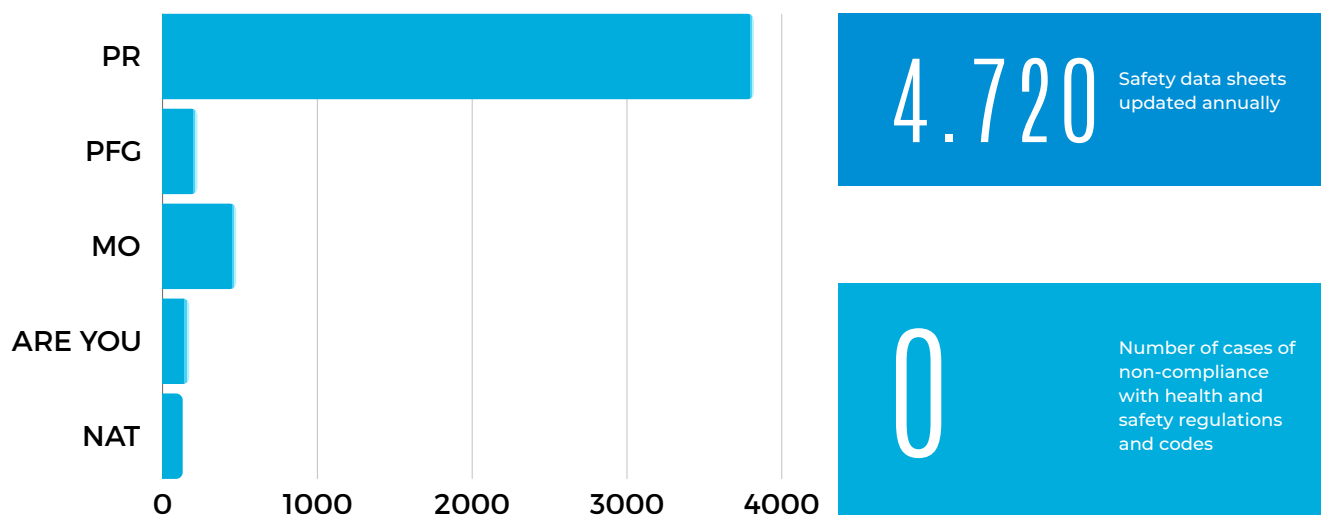
# CUSTOMER HEALTH AND SAFETY

Muller & Koster's customer health and safety policy aims to ensure product safety and inform customers of risks. Goals include reducing injuries and harm to customers and increasing awareness of the risks associated with products and services.



## Risk assessment

Muller & Koster evaluates the risks of its products and services by considering the nature, use and target customers.



Muller & Koster provides its customers with information on the risks associated with its products and services. The information is provided in a variety of formats, including:

- Safety data sheets
- Instructions for Use
- Marketing materials

Muller & Koster also offers training to its customers on the risks associated with its products and services. Training is offered in a variety of formats, including:

- Online training courses
- Classroom training courses



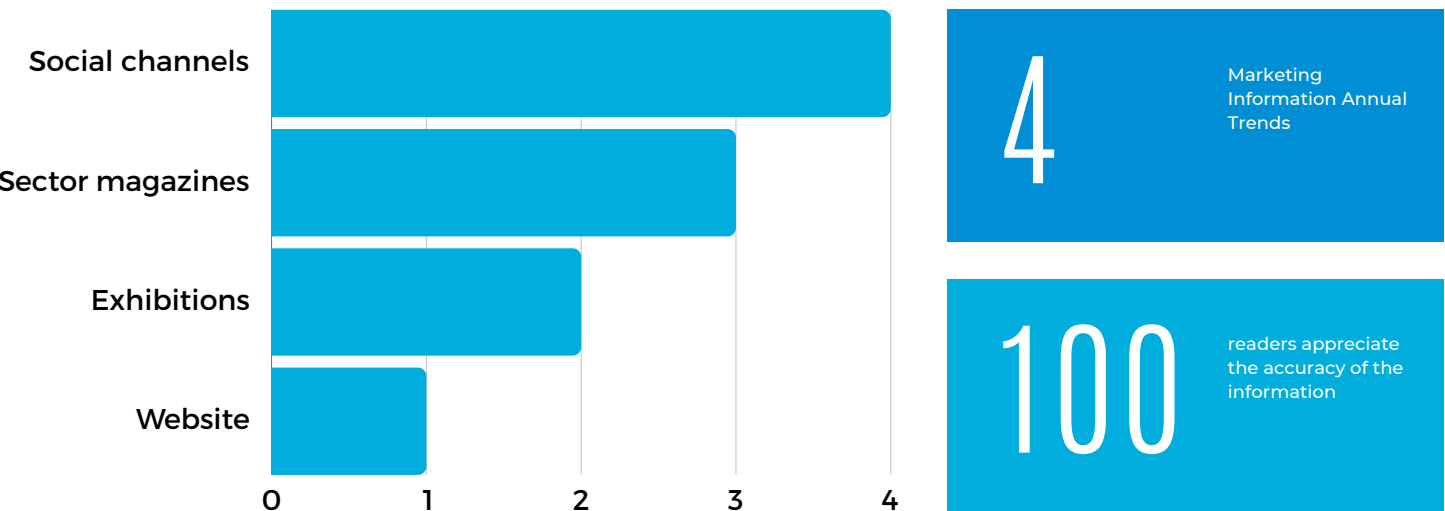
# MARKETING AND LABELING

Muller & Koster's marketing and labeling policy aims to promote products in a transparent way, ensuring consumer information. Goals include reducing fraud, increasing awareness and avoiding false advertising.



## Marketing materials

Muller & Koster uses marketing materials such as advertisements, promotional materials and websites.



Muller & Koster labels its products in accordance with legal requirements and international standards. Muller & Koster product labels include important product information, including:

The name of the product  
The composition of the product  
The instructions for use  
The warnings  
The labels of Muller & Koster products are written clearly and legibly. The information on the labels is accurate and up to date.



# CUSTOMER PRIVACY

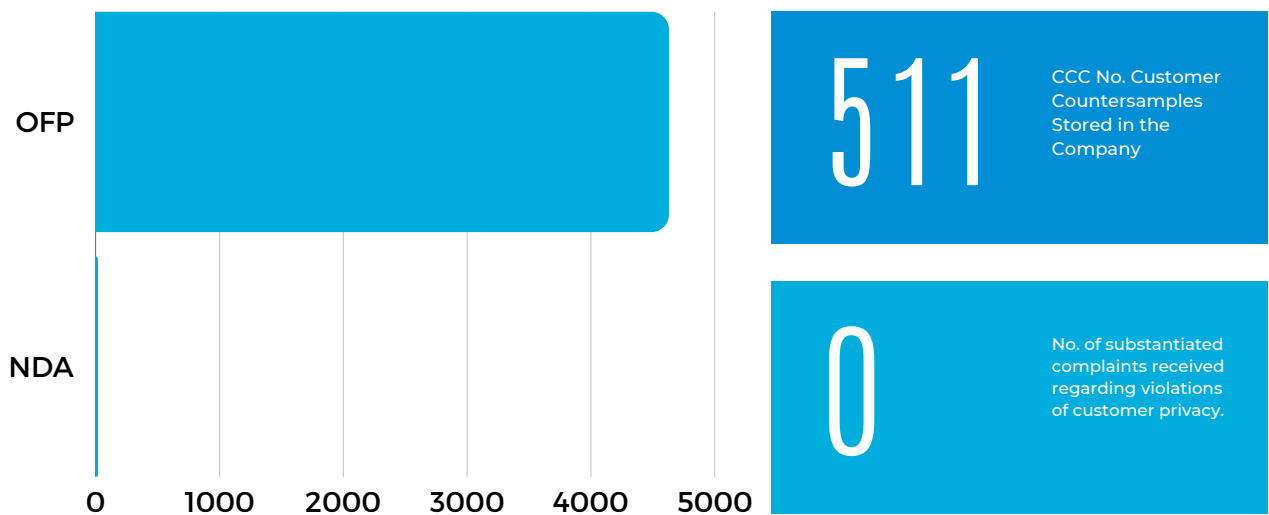
Muller & Koster has implemented specific company policies and procedures to ensure maximum protection of customer privacy.

Throughout 2023, we have maintained and consolidated clear policies regarding customer privacy, with a focus on compliance with current regulations, including the GDPR.

## Data Security Management

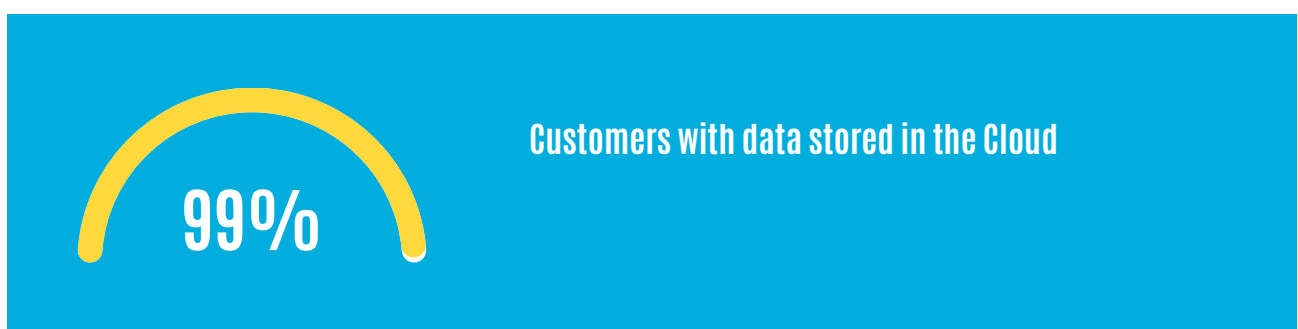


Muller & Koster is committed to ensuring the security and integrity of customer data through the adoption of advanced IT protection measures.



During 2023, we received and managed requests for access, rectification and deletion of personal data from customers, ensuring compliance with their rights and current regulations.

During 2023, no substantiated complaints received regarding violations of customer privacy were opened.



# GRI - Index of Indicators

07

GRAY	Description	SDGs	ESRS
GRAY 302	Energy	8 12 13	ESRS E1
GRAY 303	Water and effluents	12	ESRS E3
GRAY 304	Biodiversity	15	ESRS E4
GRAY 305	Emissions	12	ESRS E1 ESRS E2
GRAY 306	Waste	12 15	ESRS E2
GRAY 306	Water discharges and waste	12 15	ESRS E2
GRI 401	Occupation	5 8 10	ESRS S1
GRAY 403	Health and safety at work	8 16	ESRS S1
GRAY 404	Training and education	4 8 10	ESRS S1
GRAY 405	Diversity and equal opportunities	8 10	ESRS G1
GRAY 416	Customer health and safety	16	ESRS S4
GRAY 204	Procurement Practices	8	ESRS E5
GRI 301	Materials	12	ESRS E5
GRAY 417	Marketing and labeling	12	ESRS S4
GRAY 418	Customer privacy	16	ESRS S4

# Conclusion

Muller & Koster's first Sustainability Report represents an important step towards transparency and corporate responsibility. The company is committed to monitoring and communicating its environmental, social and economic impacts, in order to improve its practices and contribute to a more sustainable future.

## People

Muller & Koster enhances human resources, guaranteeing respectful and professional working conditions based on fairness, transparency and trust.

## Products & Innovation

The company is committed to providing a high quality product and efficient service, respecting the principles of sustainability and international regulations for the production of cosmetic ingredients.

## Environment

The Company is committed to reducing the environmental impact of its activities in the short and long term, constantly monitoring environmental risks and promoting these practices with collaborators, officials and suppliers.

## Governance

Muller & Koster has a solid structure to coordinate ESG strategies, define environmental and social guidelines, develop action plans and monitor their implementation, as well as supporting training and communication on these topics.

**Our Vision: Fragrances good for you, your skin and the planet commits us to using natural and sustainable ingredients, ensuring that our fragrances are safe and healthy for the consumer and the planet. Our mission is to offer fragrances that make you feel good, in body and spirit, without compromising your health or the environment around you.**

# Thanks

It is right to thank the people who worked tirelessly on the project and in the preparation of this report:

Dr. Loredana Mascheroni - President  
Dr. Stefania Pezzi - ESG Manager  
Dr. Andrea D'Alessandro - Administrative Manager  
The A2A Group Environment and Safety team  
Erika Parolin - Administration Office

**We are grateful for the constant support you have shown us in our commitment to contributing to a cleaner and better-smelling planet**

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## Contacts

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