



SUSTAINABILITY REPORT 2021



BETTER SILVER

Shaping beauty since 1977

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Letter to our Stakeholders

Dear Stakeholders,

it is with great satisfaction that BETTER SILVER presents its second Sustainability Report to illustrate how it intends to continue sustainable development.

In 2021 we submitted our first Sustainability Report (Sustainability Report 2020) declaring the particularly challenging objectives we aimed to achieve. We wish to make an initial reflection on what has and has not been achieved to ensure continuous improvement:

- 100% use of recycled raw material (silver): objective achieved completely. In line with this objective, the company's effort to define and implement suitable procedures relating to the management of recycled silver should be underlined: the pursuit of RJC CoC certification and the self-declaration regarding Recycled Silver.
- 100% use of energy from renewable energy sources: objective achieved completely though at the cost of more expensive contracts with suppliers.
- 100% more time dedicated to employee training compared to the previous year: Objective achieved only by 46%.
- More production space: the expansion of our production plant was completed in 2022 for a total of approximately 2,300 sq m. By December 2022, most of the production will be concentrated in the new plant. This will lead to a double positive effect of optimized processes and a significant reduction in the transport of materials and therefore in CO2 emissions into the air.

2022 was the year we resumed numerous promotional activities that the COVID emergency made impracticable, such as trade fairs and the possibility of traveling to visit our customers.

Unfortunately, it was also a year marked by new and unthinkable concerns linked to the Russian-Ukrainian conflict and to the economic tensions over the increases in the cost of energy and raw materials that inevitably impacted our business.

We would like to sincerely thank everyone who continues to believe in us day after day, collaborating with passion and respect to promote the sustainable development of Better Silver S.p.A..



ROMANO BETTINARDI CHAIRMAN



PAOLO BETTINARDI CEO



ANDREA BETTINARDI CEO

For Better Silver, Sustainability means taking responsibility to evolve, grow and innovate with care and attention to everything that surrounds and includes the company: the environment, the employees, and the stakeholders who gravitate around the company and have made its growth possible.

The management team at Better Silver S.p.A. is aware of its role and responsibilities and acknowledges the importance of human resources as an added value to the company's assets and performance. It was therefore decided to draw up a sustainability report to communicate in a thorough, truthful and transparent manner how Better Silver is applying its own ethical vision of the business. In accordance with this vision, the company seeks to assist the local community where Better Silver was founded, is based and continues to operate; the people who work every day within the organisation and contribute to the sound management of its profits, so that these become a source of further progress, innovation and continuity.

This commitment was translated into a Social Responsibility Management System in line with the SA8000 and the RJC COP standards.

Better Silver SpA was the first company in the silver jewellery sector to obtain SA8000 certification in 2017.

Since 2019, the company is a member of the RJC (Responsible Jewellery Council), a standards organisation set up to improve responsible environmental, social, ethical and human rights practices across the jewellery supply chain in relation to gold, silver, platinum, diamonds and coloured gemstones. It is therefore committed to trading in accordance with the RJC Code of Practice (COP), which since 2019 also includes silver in its scope.

In January 2020, Better Silver obtained RJC certification, including for its RBS EXIM Srl branch in Romania.

The RJC CoC certification audit was recently passed, and the issuance of the certificate is imminent.

BETTER SILVER S.p.A. AND ITS EVOLUTION

Better Silver S.p.A. was established in **1977** in Bressanvido, a small town in the Vicenza countryside, and has been designing, manufacturing and marketing silver chains, jewellery and other precious objects for over forty years, **exporting around 90%** of its production. It is a joint stock company, 98% controlled by the parent **holding company Bettinardi Group**, which promotes coordination between its subsidiaries by providing managerial services, and the remaining 2% by its chairman and founder Romano Bettinardi. The company operates mainly in the production and marketing of customised jewellery made to order by its customers: Better Silver S.p.A. also owns three trademarks: Roma 1947, U77 and B-Shine. Better Silver's vocation is to respond to the challenges faced by the jewelry and fashion world through its vertically integrated production structure and constant investments in innovation and technology.

Our daily commitment is to satisfy the major players in the industry with the aim of being a benchmark company for the production of finished products and components.

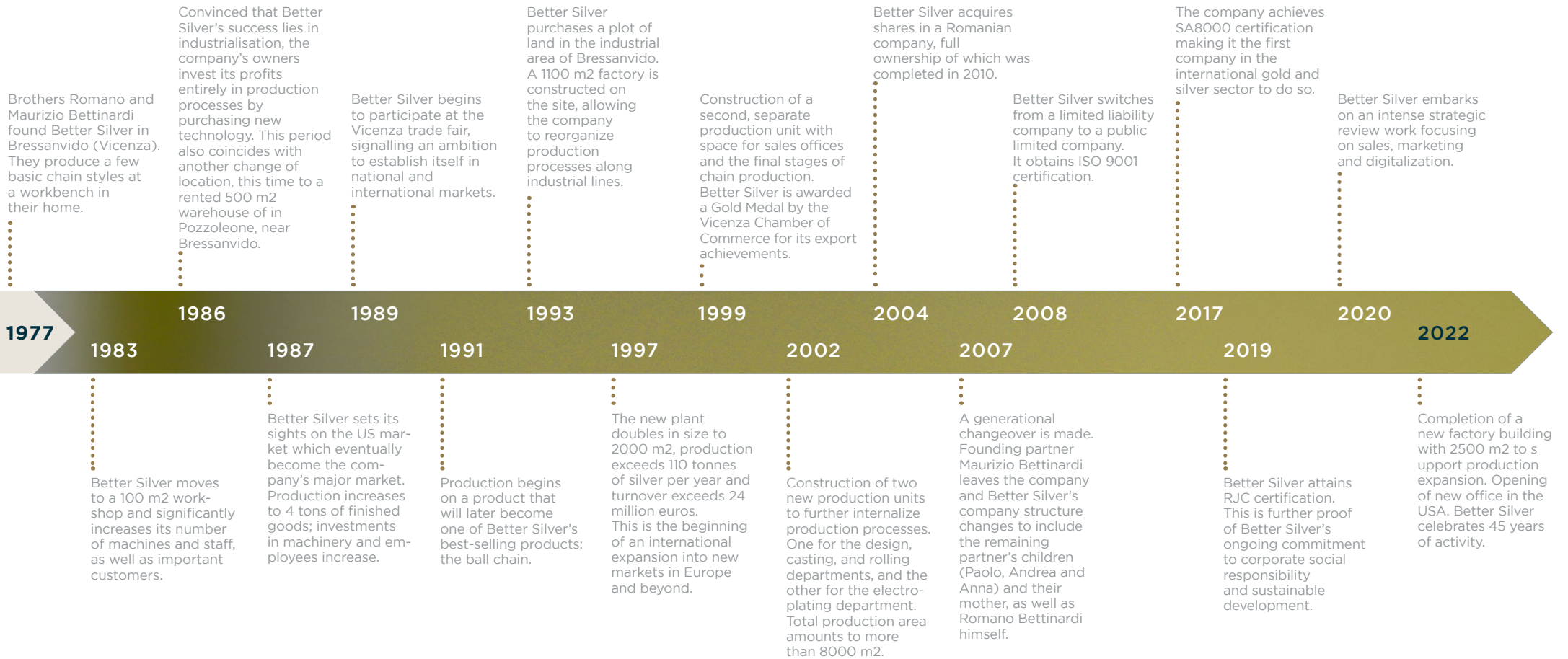
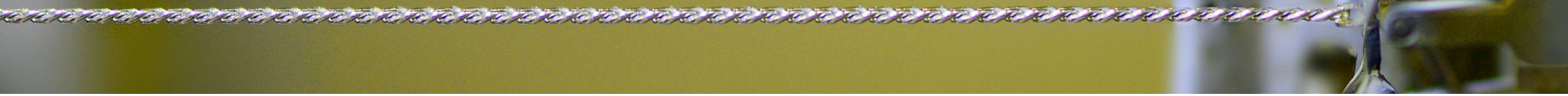
The range of technology used includes chain machines, investment casting, 3D printing, CNC lathes, stamping and laser engraving for products made of precious and non-precious materials.

This is achievable because Better Silver is an industrial company that performs almost exclusively the production processes in-house, from casting to the finished product, thanks to factories based in Italy and in Romania.

This structure allows us to be valuable partners of the major international players in the luxury and accessible jewellery industries, as well of as organised and online retailers.



The Company History in a Nutshell



01/b

A Key Pillar: Corporate Culture



2020 was a year of reflection and innovation, leading the management team and the family to clarify the company's essence and founding values so necessary to continuous evolution while remaining anchored to its roots.

A renewed vision was forged that is strongly anchored to the company's history and its way of regarding the present, the past and what it wants the future to be.

Social redemption - the need to continuously improve one's condition - is a driving force behind the **passion** that characterises the company. This spirit marked the story of the company's founder, who struggled to **emerge** with **pride** from his early life experiences, to find his place in society, and **to leave a legacy** in the world. That dream is lived out every day through continuous effort, enormous passion, the drive to do more and better, and **never feel like we have arrived**.

This has determined for us our way of being, that is to **inspire others** to constantly improve who they are and everything they do, from our employees to our customers, from our collaborators to our suppliers. We support all who have this **desire to emerge and improve**, never to extinguish the fire **that gives us the energy** to be who we are today, and to be better tomorrow.

The values that make Better Silver stand out can be summarised in these 3 key concepts: Family, Ingenuity, Courage.

3 key concepts

family, ingenuity
and courage

Family *"Feeling part of a shared history. Knowing that you can rely on others. Such trust is the bond that lets us grow together harmoniously. Support in times of difficulty, but also getting carried away by the enthusiasm of being part of something that goes beyond work. Building links supported by a collaborative and sharing spirit. This is the only way we know of to draw strength from each other, and where 'I' naturally becomes 'we'. This is how new challenges can be met. Only in this way can great things be achieved, all together."*

Ingenuity *"It has always been our approach to put ideas into practise through choices and actions. Ingenuity is innate in us. This is proven by our continuous research into new technological solutions and by our unconventional thinking, which leads us to take unexplored paths in an overall vision of evolution. This is the deepest sense of a challenge called enterprise. Not being afraid of change, indeed anticipating it, in the knowledge that we can write a new chapter of our history. All fuelled by our passion for our work and the amazement that comes from continuous renewal. As if it were the first day. As if it were always a new beginning."*

Courage *"Courage was the fuel that powered our engines. Every choice, even a well-considered one, requires a good dose of tenacity. Vision and foresight enable us to look beyond obstacles, but it is courage that allows us to take on challenges, to make the choices that may have seemed risky at the time, but which revealed themselves to be fundamental to the success of the company."*



METHODOLOGICAL NOTE ON SUSTAINABILITY REPORTING



The preparation of this Sustainability Report for Better Silver is **entirely voluntary in nature**, as under Legislative Decree 254/2016 it is not required to report non-financial performance.

The structure of this report is based on environmental, social and economic issues, which we will call: **"Planet"** **"People"** and **"Profit"**.

Reporting was freely inspired by the GRI Standards, which are the most authoritative and widely used guidelines in the field of non-financial reporting.

As this is only a free inspiration for the moment (the aim being to provide a good reference model), it should be noted that we cannot yet state that this report was prepared in accordance with GRI Standards in one of the options provided (Core, Comprehensive, GRI-referenced).

In order to highlight the issues that are most relevant to Better Silver, internal work was carried out, using the materiality matrix as a tool to analyse the issues that are relevant and important both for us and our main stakeholders.

Data collected were the result of continuous analysis over time carried out during the certifications mentioned above.

Medium-term objectives have also been defined, in line with measures to be implemented in order to make our small contribution to society and the environment around us.

Better Silver Stakeholders

An important element in the analysis of the topic concerns the interested parties and their requirements.

INTERESTED PARTIES (relevant)

NEEDS AND EXPECTATIONS

SHAREHOLDERS

- The company is always able to generate adequate profits to pay for all the necessary assets and to be able to make the necessary investments to ensure continuous growth and evolution.

WORKERS

- Earn a salary on a regular basis.
- Feel good in the work environment.
- Be treated "humanly" by owners and supervisors.
- Absence of discrimination or unfair privileges.
- Being able to express their talents and increase their knowledge, skills and experiences. Advance their career and increase their income and personal gratification.

CUSTOMERS (direct)

- Quality products, safe, according to law (fineness, hallmarking, absence of dangerous substances, etc.).
- Compliance with delivery times.
- Given the size and production capacity of BS, being able to order and receive products in large quantities, quickly, at competitive prices, being able to choose from a wide range.
- Innovative, fashionable products.
- Quick and effective responses to complaints.
- Ability to customize products.
- Receive technical advice on products.

END USERS of Better Silver jewelry

- Well made jewellery, fashionable or traditional according to taste, made in Italy (or made in Europe), of good quality, safe (no nickel and other dangerous substances).

NEEDS AND EXPECTATIONS

INTERESTED PARTIES (relevant)

- Be paid within the agreed time.
- Be able to supply with a certain regularity, even better if in the face of a periodic program and with non-urgent delivery times.
- Have the ability to increase turnover and margins with Better Silver.
- Find available and prepared interlocutors within Better Silver with whom we can discuss and collaborate with mutual benefit on all aspects, starting from the technical ones.
- Be able to speak in the market about being a supplier of a company such as Better Silver.

SUPPLIERS

- Mutual respect of the agreements made to guarantee benefits to both parties.
- Collaborative relationship based on honesty and loyalty on both sides.

Machine and Equipment SUPPLIERS

- Provide financial support to a solid company that is always able to meet its commitments.

FINANCIAL PARTNERS

- Having production plants in the territory that do not have negative impacts on the environment and the health of the inhabitants.
- Job opportunities (dependent and outsourced workers).
- Taxes and various contributions to the municipality.
- Voluntary contributions and sponsorships that meet local needs.
- A source of pride in having a successful company in its territory.

MUNICIPALITY and local community

- Full compliance with current regulations: tax, safety, environment.
- Transparency, seriousness and a sense of responsibility on the part of a large, healthy, growing company that is a reference point in the industry.

PUBLIC REGULATORY ENTITIES such as Guardia di Finanza, Spisal, Arpa, etc

- Compliance with the requirements of the ISO 9001, SA8000 and RJC COP standards with which Better Silver is certified.
- Collaboration and transparency when conducting surveillance audits.
- Commitment and determination to resolve any non-conformities that emerge during the audits.

CERTIFICATION BODIES

Materiality Analysis

The materiality analysis conducted by Better Silver is presented as the end result of the **company's introspective** process, which entailed the structured involvement of stakeholders in order to **identify the most relevant aspects**.

This detailed study took into account a number of aspects:

- Analysis of internal company documentation;
- Important issues for our stakeholders, as evidenced through their various requests and sustainability reports;
- Issues relevant to Better Silver, which it believes in and are commitment to.

The aim of this matrix is to support Better Silver in a reasoned selection of the most important aspects on which to focus in terms of reporting and strategic orientation.

PROFIT

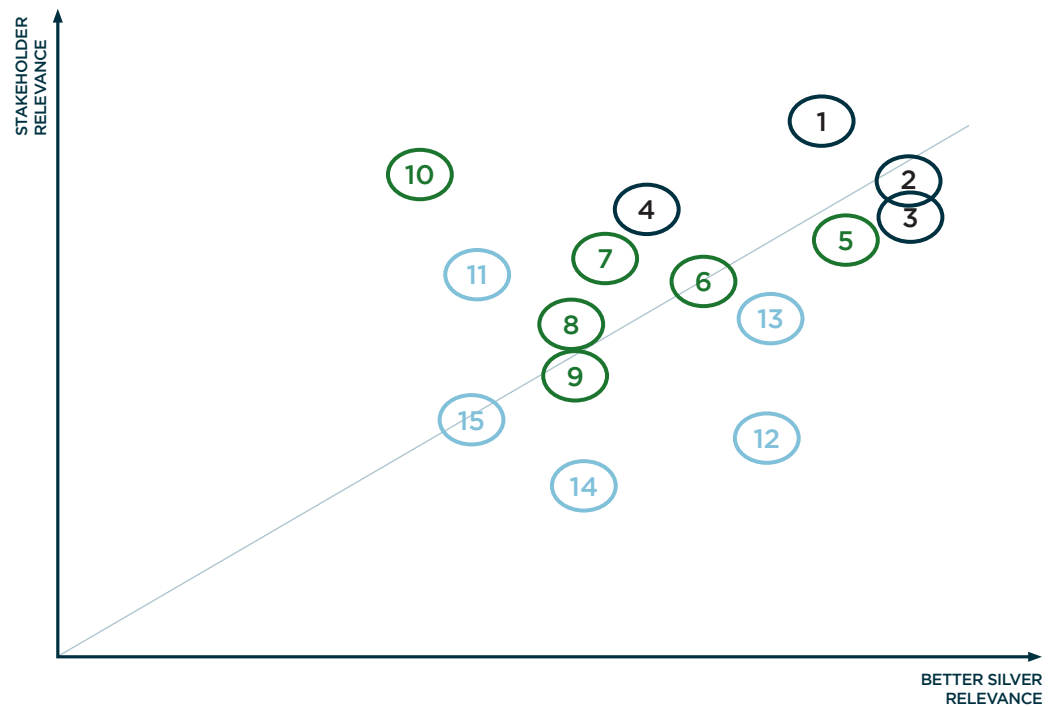
1. QUALITY AND CUSTOMER FOCUS
2. GROWTH AND REINVESTMENT
3. INNOVATION
4. TRANSPARENCY

PLANET

5. RENEWABLE ENERGY
6. CONT. SUPPLY CHAIN
7. RECYCLING
8. RAW MATERIAL TRACKING
9. WATER SAVING
10. REDUCTION IN EMISSION

PEOPLE

11. INCLUSION
12. LOCAL COMMUNITIES
13. HEALTH AND SAFETY
14. EMPLOYEE TURNOVER
15. EMPLOYEE WELFARE



02/c

Profit

ECONOMIC
AND
FINANCIAL
PERFORMANCE

BETTER SILVER S.p.A.	2021	2020	2019
Sales revenue	€ 59.351.485	€ 38.844.342	€ 48.257.004
Operating Profit (EBIT)	€ 5.396.122	€ 2.433.425	€ 3.243.302
Gross Operating Margin	€ 7.864.606	€ 4.961.499	€ 5.736.509
Net profit	€ 4.222.887	€ 1.933.574	€ 2.956.520
Cash absorbed by investments (CAPEX)	€ 3.951.422	€ 1.251.114	€ 1.958.316

Better Silver keeps financial records of all transactions in accordance with Italian and European accounting standards.

The Financial Statements are prepared in compliance with the relevant provisions of the Italian Civil Code and under the provisions of Legislative Decree 139/2015, implementing Directive 2013/34/EU.

It is accompanied by the Management Report in accordance with Article 2428 of the Italian Civil Code.

Since 2018 Better Silver has engaged - on a voluntary basis - one of the leading international consulting firms EY, to carry out economic and financial auditing on its own financial statements and on the consolidated financial statements of the holding company Bettinardi Group.

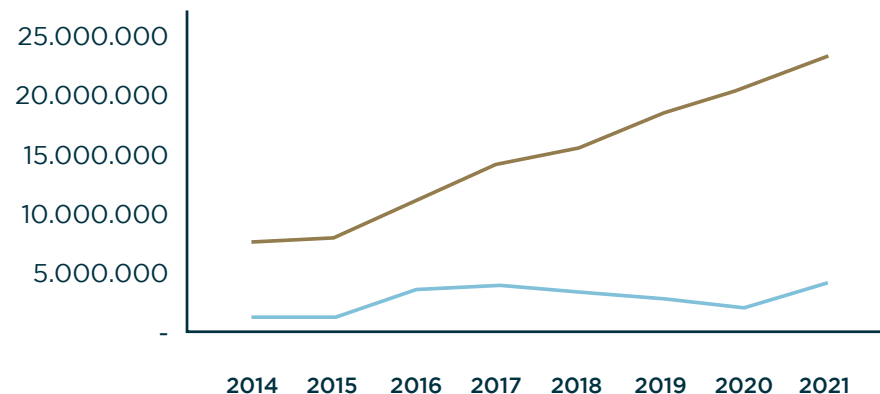
The desire for an audit carried out by a recognised and structured third party confirms management's desire to fully demonstrate its transparency and professionalism in the management of its business activities, a key value which is strongly rooted in its culture.

Similarly, **since 2017**, Better Silver requested the issuance of a **Public Credit Rating** by the **CERVED** rating agency, recognised at the European level by the European Securities and Markets Authority (ESMA). This audit again is voluntary, the aim being to guarantee maximum transparency and financial reliability by publicly declaring strategies, objectives and the results achieved to all stakeholders associated with the company.

The rating obtained in recent years declares a high level of creditworthiness, thus further highlighting the sound management of the company, which has ensured its financial solidity and ability to meet all its commitments within the agreed deadlines. One indicator that certainly attests to the sound management and financial stability of the company is the **reinvestment of profits** in the company.

This aspect, a cornerstone from the company's origins and still of fundamental importance for the continuity of the business, underlines an absolute conviction of the need for a continuous injection of wealth into the company's assets in order to facilitate solidity, continuity and above all sustainable growth.

Reinvestment of profits



Net assets
Profits

02/c

Profit

ANTI-CORRUPTION POLICY

Better Silver Spa requires third parties who provide services on its behalf or in its name to comply with all provisions of local anti-corruption laws in all business dealings, and may also require third parties to comply with this policy.



Crusotto Rating

Ti trovi in: Home > Crusotto Rating

Attribuzione | **Variazione** | Rinnovo

Scarica per firma | Cestino documenti | Invia il 23-07-2021

Punteggio attuale per: **BETTER SILVER SPA**
 fino al: 21/09/2023
 ★★

Istanze presentate dall'impresa

Fascicolo	Richiesta	Stato	Data Decisione	Esito	Data termine validità (*)	Rating	Funzionario
RT14281	Attribuzione	Pratica conclusa	21-09-2021	RATING ATTRIBUITO	21-09-2023	★★★	Francescone Giovanni

Elementi mostrati da 1 a 1 (Numero totale di elementi 1)

(*) Data termine validità. In caso di esito di revoca, sospensione o annullamento si intende la relativa data



Better Silver Spa has a policy of zero tolerance for any form of corruption.

Better Silver has adopted an **anti-corruption policy** to prohibit bribery in all practices and transactions and to protect employees from sanctions or adverse consequences for identifying issues related to suspected bribery, for refusing to participate in bribery or to make a facilitating payment, by providing the necessary training to its employees.

This anti-corruption policy sets out the **rules of conduct** that must be observed to **reduce the risk of corruption**, including compliance with the provisions of Italian and European regulations and all other laws against bribery and corruption in force in the countries in which the company trades.

It complies with the requirements of the **RJC COP** standard on bribery and facilitation payments.

Specifically, people who work for Better Silver Spa:

- must never promise, offer or pay a bribe
- must never request or accept a bribe
- will not be penalised or adversely affected in any way for refusing to pay or receive bribes, even if the refusal results in a loss of business opportunities for the company

Management has approved these principles, which are applied in all countries in which the company operates, regardless of local customs and practices.

This policy applies to anyone working for Better Silver Spa, anywhere in the world. This includes all employees, regardless of the type of employment contract, and any other representative of the company.

The Legality Report was obtained in 2021, a recognition granted to companies by the Competition and Market Authority that respect high standards of legality and the degree of attention placed in the correct management of their business.

02/c

Profit

PRODUCT QUALITY

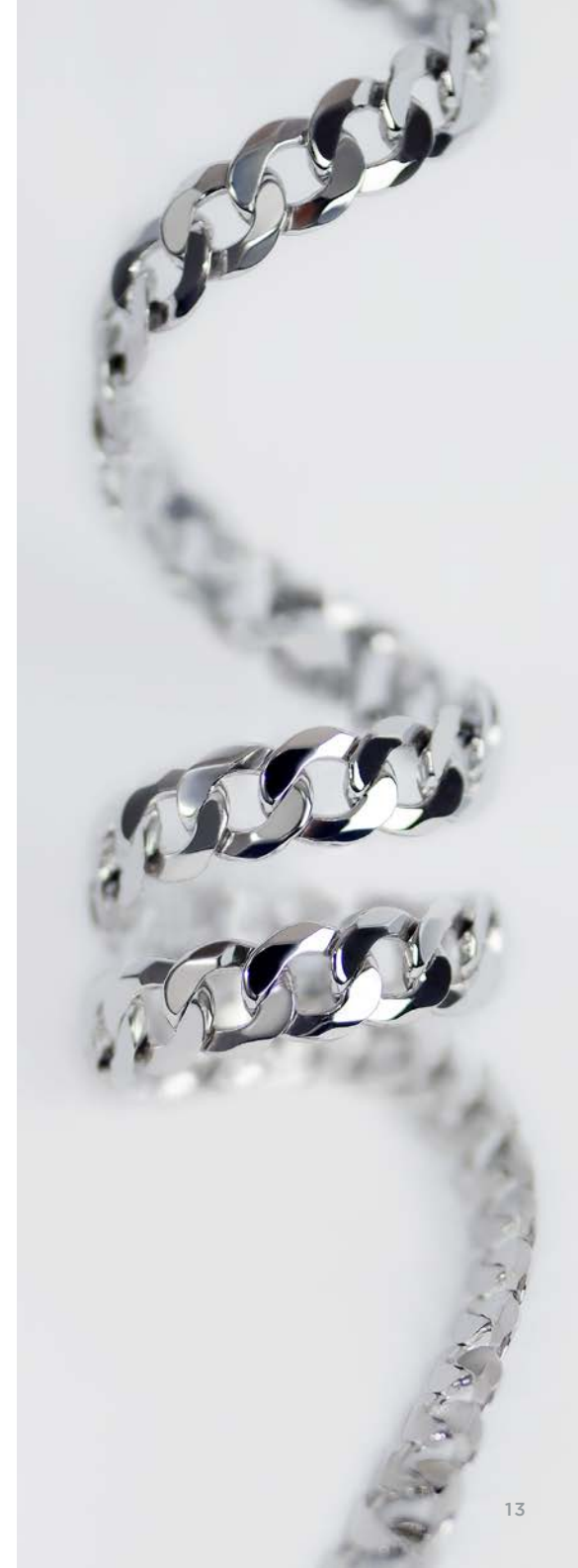
Better Silver only manufactures and sells jewellery that is safe for the health and safety of its users in as much as it meets all legal criteria for classification as such. In particular, products can be classified as compliant with regulations banning hazardous substances such as nickel, lead and cadmium.

Product disclosure, on the other hand, means any communication of information (which must always be correct, complete and accurate) concerning jewellery products, including the types of treatments used to change the appearance of products.

The fineness of silver (title), gold and platinum is accurately disclosed. The description of fineness or title is as clear as the term 'gold', 'silver' or 'platinum' or their abbreviations. The use of gold, silver and platinum as plating material is also clearly stated. The description of the plating and fineness or title of the material used is as clear as the term 'gold', 'silver' or 'platinum' or their abbreviations.

Better Silver does not, under any circumstances, make any untrue, misleading or deceptive statements or material omissions when selling, advertising or marketing silver, gold or platinum jewellery products (including artificial stones set in its products).

Information regarding the physical characteristics of its products complies with relevant national regulations and internationally accepted standards.



02/c

Profit

PRODUCT QUALITY



BETTER SILVER JEWELRY JOURNEY

With regard to product quality, Better Silver has an ISO 9001 certified quality management system. Since 2008 it has held the ISO 9001 certification, an internationally recognised standard for the creation, implementation and management of a Quality Management System (QMS), published by the ISO (International Organization for Standardization).

Lastly, since 2015 Better Silver has held Additional Product Certification no. 38, issued by the Precious Metals Laboratory of the Vicenza Chamber of Commerce, which guarantees the conformity of the titles and trademarks of precious metal products made by the company, in accordance with the procedures defined by current legislation (Regulations on titles and trademarks identifying precious metals Legislative Decree no. 251 of 1999).

02/d

Planet

ENVIRONMENTAL MANAGEMENT



Better Silver is **surrounded by beauty and it creates beauty:**

it is located in Bressanvido (a small town in the province of Vicenza), in a countryside oasis, a land of freshwater springs (a naturalistic heritage to be preserved) not far from the river Brenta and its fairy-tale landscapes, and at the foot of the Asiago plateau and flanked by the unique and magnificent historical cities of Verona and Venice.

The protection of this land and its value is a challenge that the company sets itself every day. The contribution made in 2017 to the municipality of Bressanvido for the construction of a playground near the renovated town hall square, as part of the environmental and social redevelopment of the area, is an example of the strength of our attachment to the territory.

Another important issue is **water protection**, and that of **avoiding waisting water**, given the scarcity of water resources and the importance and abundance of water in our regions, which characterizes and influences the entire ecosystem.

Better Silver is well aware that some specific internal production processes (such as electroplating, welding and melting) can have a potential negative impact on the environment, and is therefore committed to **taking all necessary measures to assess the risks and reduce them**, establishing correct procedures and practices in the management of production processes, related equipment and waste.

Better Silver discharges or disposes of its waste and emissions in full compliance with the Italian legislation in force, which mainly refers to the Consolidated Environmental Act (Legislative Decree no. 152/2006 as amended).

To ensure more effective environmental management, the company works with qualified external experts.

Firstly, we have contracted an experienced and reliable consultancy firm, which undertakes to support any criteria needed to remain compliant in an ever-changing regulatory framework. For example, managing environmental practices such as the AUA

(Single Environmental Authorisation), keeping an updated schedule of all environmental obligations on behalf of Better Silver, checking the MUD declaration before sending it electronically, etc.

Suppliers of equipment (air suction, plating, air conditioning, etc.) are also selected on the basis of their attention to regulatory and environmental aspects as well as their technical skills.

Suppliers of waste transport and disposal services are carefully selected from candidates who are duly authorised and of unquestioned professional standing.

02/d

Planet

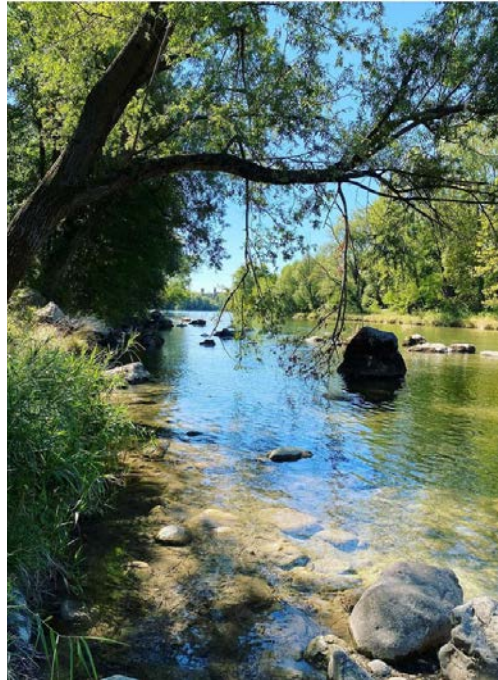
ENVIRONMENTAL MANAGEMENT

Better Silver's administration includes a Safety and Environment Department, which deals with environmental management and all related administrative tasks.

The CEO is ultimately responsible for overseeing the environmental management system.

Information and training on environmental risks and controls is provided to all employees involved, and stated in written procedures and good company practice.

Training often involves working alongside more experienced staff (internal or external) during all production process and waste management operations (handling and storage, records).



WASTE AND EMISSIONS

Better Silver identifies all wastes and emissions released to a significant extent into the atmosphere, water and soil in relation to its operational processes and in relation to relevant laws and regulations.

Here too, the company is supported by external consultants who are experts in the field and who constantly monitor the company to ensure that it always complies with the provisions of an ever-changing regulatory framework.

Whenever there is a change in operational processes or changes to facilities, these advisers are consulted for assessment of its environmental impact.

Evidence of the identification of waste and emissions can be found mainly in the following documents:

- AUA (Autorizzazione Unica Ambientale - Single Environmental Authorisation) procedures, in particular documents for the authorisation of emissions into the atmosphere
- Waste sheets, prepared by external consultants, containing characterisation, hazard classification, EWC code and results of laboratory analysis
- Waste Loading and Unloading Registers (in digital format)
- Waste identification forms
- Single Environmental Declaration Form (MUD)

02/d

Planet

The 4 Rs of waste management:

Image taken from: "Guide to the RJC Code of Procedure".



Reduce

the amount of waste produced wherever possible.

Reuse

waste materials if possible.

Recycle

materials that cannot be reduced or reused.

Recover

materials and energy.

Dispose

safely any residual waste as a last resort.

know as the
“4 Rs” of waste management, to

reduction
 gas emission,
 improving
 energy efficiency

In addition to these documents, hazardous waste is physically identifiable in the storage areas by means of signs indicating the type of waste, the EWC code and the label with a black R on a yellow background.

The quantities of waste produced and regularly disposed of through authorised transporters and disposal experts can be found in the Waste Loading and Unloading Registers and in the MUD.

Atmospheric emissions are monitored and managed according to the requirements of the relevant authorisations contained in the AUA.

Information and data on the quantity and quality of emissions can be found in the respective test reports of analyses carried out by accredited laboratories and in the records of Periodic Checks of Emissions into the Atmosphere. Monitoring data on waste and emission quantities is important in order to understand whether there are any anomalies (plant malfunctions or errors in production processes) and whether there is room to improve environmental performance, and subsequently to measure the results of any corrective actions.

Wherever possible Better Silver applies the principles of reduce, reuse, recycle and recover, known as the **“4 Rs” of waste management**, to minimise the impact on the environment.

Examples are the **reduction** of greenhouse **gas emissions**, **improving energy efficiency** and recycling the raw materials used for processing.

02/d

Planet

USE OF NATURAL RESOURCES

100% energy from renewable sources

The measures implemented in terms of care for our ecosystem require the full attention of all staff working within our company in their individual daily actions, aimed at an ever greater reduction of waste.

The most significant actions are as follows:

- The greatest source of potential greenhouse emissions by Better Silver is our more than **5 Million Kilowatts of energy consumption** per year.

As early as 2011, two photovoltaic systems were installed on the roofs of the plants in Bressanvido, making maximum use of the available surface area.

In total, these plants produce over **350.000 kilowatts of electricity per year**, approximately **10% of the total electricity consumed**.

The photovoltaic panels are cleaned regularly to ensure maximum yield. Thanks to the goal achieved of using 100% renewable energy produced exclusively from wind, water, and sun, our emissions have been reduced to zero.

Every year, we save 1.500 tons of CO2 from entering the atmosphere.

Installation of

in-house systems to produce hydrogen,..

Contracts (Guarantee of Origin, 100% green energy certificate) have been made with specialized suppliers at higher costs to achieve this result.

- Installation of **in-house systems to produce hydrogen**, a gas that is used in large quantities to run furnaces and for other production purposes. This avoids greenhouse gas emissions caused by ground transportation of hydrogen by external companies. It should also be noted that hydrogen production plants run on electricity which is, at least in part, self-generated by the photovoltaic panels.
- Adoption of **systems for recovering water used for production purposes**, both internally and externally, by delivering waste water (e.g. from electroplating) to specialised companies authorised to treat and purify such water. Only toilet water goes into the sewage system.

Adoption of

systems for recovering water...

Better Silver regularly monitors energy and water use in its operations by analysing consumption data on invoices and reports (e.g. Electricity Report) from electricity, natural gas and water suppliers and by checking the relevant meters.

Where possible, it takes measures to improve the efficient use of these resources for both environmental and economic reasons.

Better Silver is mindful of the other important natural resources used in its operations, starting with the mineral components of the raw materials fed into the production cycle, such as precious metals (especially silver) and other metals or alloys such as bronze and brass.

Again, our constant focus on efficient use is motivated by both environmental and clear economic reasons. This is the case with scrap and reworked silver jewellery or semi-finished products that require remelting, refining and reworking processes that consume energy and employ other technical and human resources. It is therefore in the company's interests to seek to minimise waste and reworking.



02/d

Planet

USE OF NATURAL RESOURCES



100% recycled silver

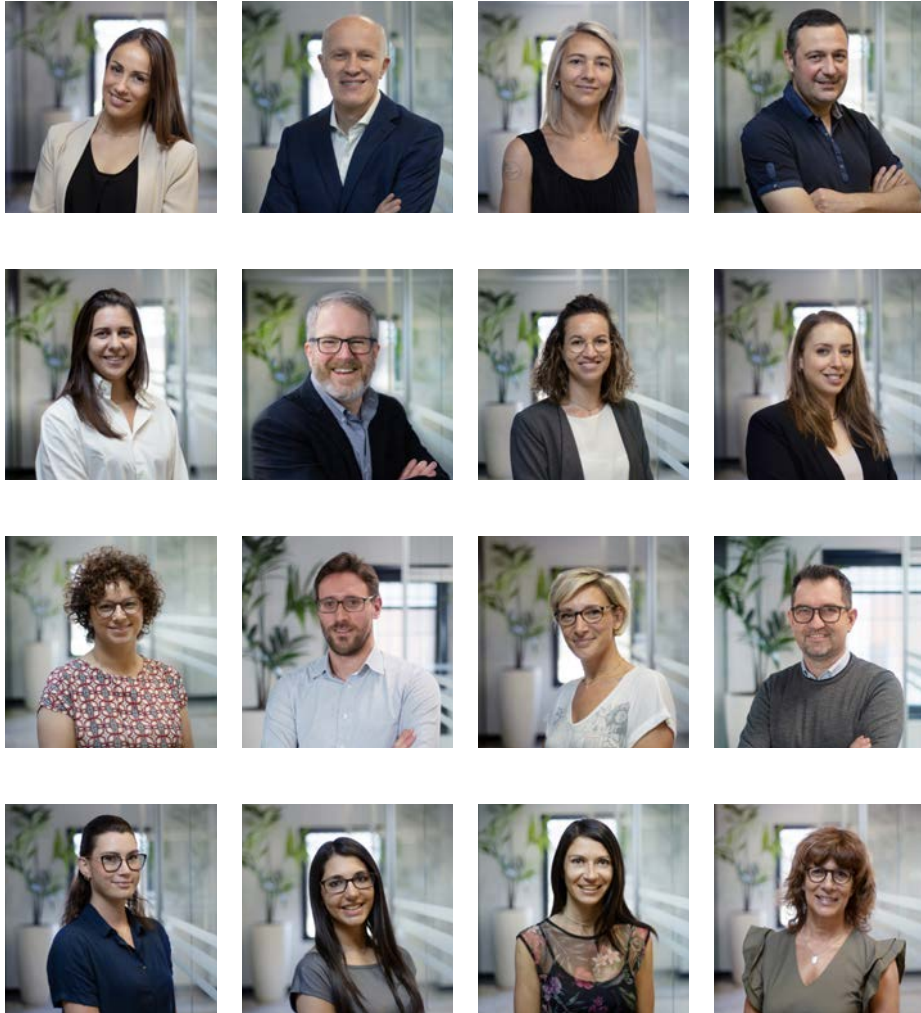
- **Reuse of all metal production waste** (mainly silver) which is melted down and refined to make new raw material. Better Silver is sensitive to this issue.
- **Since 2021, 100% of the silver** raw material used was from recycled sources. Contracts have been stipulated with selected suppliers to achieve this result.
- **Heat recovery from exhaust systems**, by means of special heat exchangers that avoid wasting energy (mainly methane gas) by using it to heat the workplace.
- **Installation of electric hand dryers in bathrooms** (partly powered by self-generated energy from photovoltaic panels) to eliminate the use of paper towels.
- Installation of **timed hand-washing taps** in the production department bathrooms to reduce water waste.

Reuse of all metal production waste

- **Optimisation of travel** for the transport of semi-finished products from the subsidiary in Romania.
- Gradual introduction of **low-emission vehicles** (e.g. hybrids) in the corporate car fleet.
- **Professional HD video conferencing system** by Cisco, to connect Better Silver with its business partners worldwide. The system has drastically reduced the need to travel abroad, with consequent benefits in terms of reduced costs, time and CO₂ emissions.
- **The expansion of our production plant**, completed in 2022, will allow us to concentrate almost all of our production activities under one roof. As a result, a drastic reduction in the transport of goods between one plant and another, with lower CO₂ emissions, will be achieved.

People

"Getting together is a start, staying together is progress, working together is success." (Henry Ford)



Our staff are an essential asset. Better Silver seeks to motivate its employees throughout the challenges facing the company. People are considered an essential resource; trusted, cared for and respected.

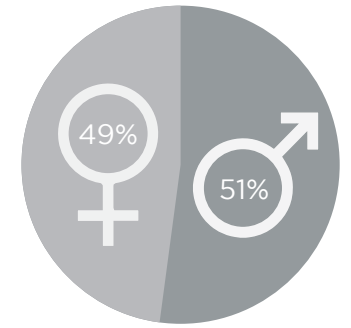
Better Silver is a place where those who want to stand out from the crowd, give their best and improve themselves find fertile ground. Our aim is to stimulate and develop our employees, so that they can find an environment where they are listened to and considered.

As of 31 December 2021, the headcount was: **105 employees**, of which **51 were women** and **54 men**, with an **average age of 45 years**, **seniority of over 15.5 years** and staff turnover due (almost exclusively) to reaching retirement age.

The BETTER SILVER family has grown by ten new, young employees in the last year. A future objective is to establish the BETTER SILVER Academy. Formalized training courses will be held inside and outside the company together with other formation activities to increase satisfaction, competence, and loyalty of new employees.

All BETTER SILVER employment contracts are open-ended.

Employees by Gender



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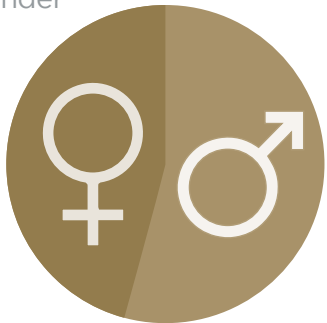
People

INCLUSION

Better Silver does not discriminate in recruitment, remuneration, access to training, promotion, termination or retirement on the basis of race, national, territorial or social origin, birth, religion, disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinion, age, or any other condition that could give rise to discrimination.

The issue of inclusion is also very much on the agenda, especially when it comes to female employment; in fact, the percentage of women in our total workforce is 49%, and among these, **9 out of the 17 people covering supervisory positions in their departments are women.**

Responsible Roles
by Gender



17 people covering
supervisory positions
in their 9 departments
are women

In this respect, we mention RBS, which is a direct subsidiary of the group in Romania. Its manager has worked with us for years, heading a company of about 180 employees, all of whom are women.

A further theme concerns women at work and evident in the attention given to female employees returning from maternity leave. In the first years, the new mother has needs related to the care and management of her children, to which the company is sensitive. As much as possible, concessions are made to meet requests along this line.

As of 31/12/21, out of 51 women, 16 have part-time jobs (31% of the total number of female workers) and **68% of which are mothers returning from maternity leave.**



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People

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Women
For Freedom

Photography © Linda Scuzzato

Since 2018 we have also been supporting the independent humanitarian association “**Women for Freedom**”, set up to counter discrimination and the exploitation of women and girls. The association runs micro-credit and self-generated income projects in Italy, Nepal, India, Cameroon and Romania, aiming to combat trafficking in women and human beings.

Better Silver guarantees staff the right to follow principles or practices, or to meet needs related to race, national or social origin, religion, disability, gender, sexual orientation, family responsibilities, trade union membership, political opinions or any other condition that could give rise to discrimination.

It also undertakes to ensure that no threatening, abusive, exploitative or sexually coercive conduct, including gestures, language or physical contact, takes place in the workplace.

Better Silver does not benefit from or support in any way the use of child labour, nor does it use young workers, except in the case of interns sent by schools, who are paid for the duration of their employment.

Employees are free to leave the workplace at the end of the standard working day and also to terminate the employment relationship subject to reasonable notice.

The company is currently not unionised, probably because over time a direct, trusting, understanding, collaborative and loyal relationship has been established between staff and management.

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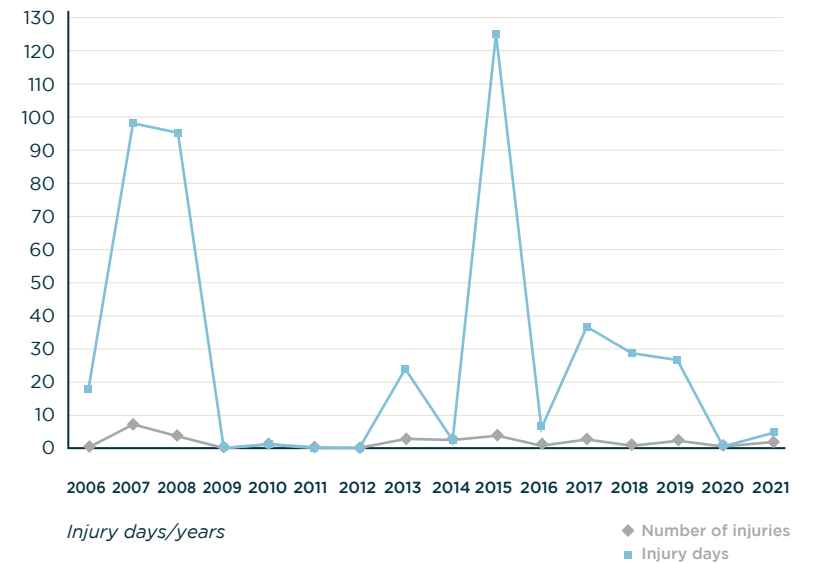


Analyzing the trend of injuries from 2011 up to today, it can be said that injuries are rare and not serious compared to the size of the company.

Following is the data on accidents and a graph on their trend (accidents on the way to work are also included).

YEAR	Number of Accidents	Number of Days Lost
2011	0	0
2012	0	0
2013	3	24
2014	2	3
2015	3	125
2016	1	7
2017	2	37
2018	1	29
2019	2	27
2020	0	0
2021	1	5
Year Average	1,4	23,4

Accidents at Work



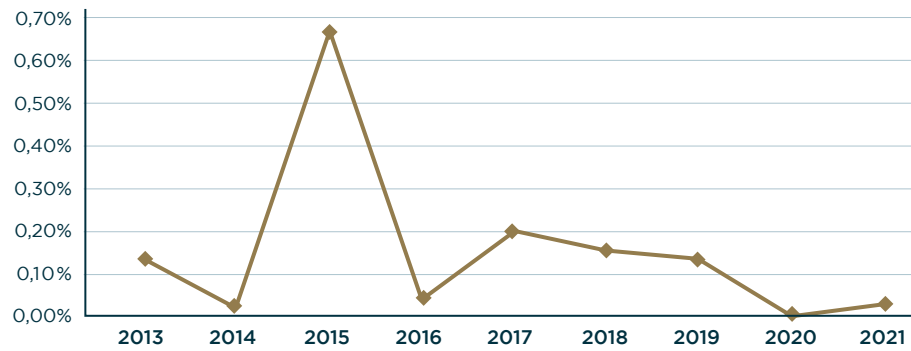
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People

Since 2014, total hours worked per year are available. It is therefore possible to compare the hours lost to injury (injury days x 8 hours) with the hours worked and obtain the relative percentage. From 2014 to 2021 this calculates to 0,17%.

0,17% percentage between accident hours and hours worked

YEAR	Days Lost to Injury	Hours Lost to Injury	Working Days	Injury Days/Working Days
2014	3	24	152.770	0,02%
2015	125	1000	149.609	0,67%
2016	7	56	150.292	0,04%
2017	37	296	151.950	0,19%
2018	29	232	155.249	0,15%
2019	27	216	165.354	0,13%
2020	0	0	123.530	0,00%
2021	5	40	161.004	0,02%
Average				0,17%



Percentage of hours lost to injury / hours worked

TRAINING

We believe that training is an essential ingredient in success; something we have facilitated through a variety of activities and initiatives, and which we seek to constantly improve.

In 2020 the company provided **22 training activities** with a total of 114 hours of training, which when multiplied by the number of participants makes a total of **1657 hours**. Training hours in 2021 amounted to 1743.5 hours.

In this regard, mention is made of the “**Plenary**”, a new corporate training event for all employees, promoted since 2020 and lasting half a day.

In this event the aim is to share, increase transparency and involve all our team in important topics such as the company’s culture and development strategies, some of the previous year’s achievements, company objectives and the launch of new collections.

Given the relevance of this event and the satisfaction of all participants, the event is repeated from year to year.

02/e

People

SUPPLY CHAIN CONTROL



Control and agreements with accredited suppliers

As a 'downstream company' (i.e. any company after the refinery, up to and including the retailer), Better Silver, is naturally **concerned about the identity of the upstream refinery**. We identify and assess risk in the supply chain by identifying suppliers and collecting various types of information and documents to demonstrate **responsible sourcing**.

Neither **SA8000** nor **RJC COP** require all Better Silver suppliers to be fully compliant with the standard, nor do they require facilitation for their certification; instead, they seek to use Better Silver's control and influence over its entire supply chain to **encourage socially responsible supplier practices**.

Better Silver applies due diligence to verify the **SA8000** and **RJC COP** compliance of its suppliers, including subcontractors and private employment agencies, in the manner described below.

This approach also applies when selecting new suppliers, and adheres to the following:

- *Identification of members of the supply chain*
- *Communication on the expectations of SA8000/RJC*
- *Risk assessment*
- *Risk management*
- *Performance monitoring*

The identification of supply chain members is done through the creation of a "**Supply Chain Map**", which specifically considers the main suppliers and others that may have a major impact on compliance with **SA8000** and **RJC COP** requirements (i.e. with a higher risk of non-compliance). For suppliers of silver, gold and platinum, RJC or LBMA certification is also required for assurance of responsible sourcing from conflict and high-risk areas and, in all cases, these materials are purchased from a few highly-qualified suppliers: historically, the company has used the established metal banks, which are of Italian or German origin and have always stood out for their quality and reliability.

Internal warehouse records are kept on transactions to track all incoming and outgoing movements of silver, gold and platinum, and information is collected on the form, type and weight of incoming materials, along with details of suppliers. Risks related to the purchase of raw materials may involve suppliers implementing the following actions: gross violations of human

RJC Code of Practices Standard (COP)

rights, torture, forced or compulsory labour, war crimes, support for non-governmental armed groups or public or private security forces, corruption and misrepresentation of the origin of minerals, money laundering and tax evasion. High-risk areas may include territories with political instability or repression, weak institutions, insecurity, declining civil infrastructure and widespread violence.

These areas are often characterised by widespread violations of human rights and national and international law.

Where Better Silver does not source directly from refineries, it asks suppliers to state the identity of upstream refineries and to provide evidence that they have conducted due diligence procedures in accordance with the recommendations of OECD guidelines.

Once the members of the Supply Chain Map are identified, a risk assessment for each individual supplier is carried out. The results of this assessment should be recorded on the assessment itself and can be summarised by assigning a value from 1 to 5, where 1 stands for negligible risk and 5 stands for extreme risk. Based on the results of the risk assessment, appropriate action, in the form of reasonable efforts, are defined and implemented to ensure that significant risks are adequately addressed.

Such action may include, for example, activities to train suppliers on the requirements of the standard etc. In addition, appropriate measures to monitor the social performance of suppliers are then established and implemented. These activities may consist of communication, audits, surprise audits, contractual agreements, corrective action plans etc. The ultimate goal remains to reduce or remove any significant risks.

02/e

People

SUPPLY CHAIN CONTROL

Once a year, the company updates the Supply Chain Map, checks the progress of ongoing activities related to risk management and monitoring, and assesses the need for further action.

The company seeks to **establish long-term relationships with suppliers** (in preference to short-term relationships or one-off contracts).

If problems arise, the company works with suppliers to try and solve them before considering the suspension or termination of the business relationship.

To this end, it may offer training or other forms of capacity-building to enable suppliers to meet all the required guarantees. However, in the most serious cases the company may proceed with the immediate termination of the relationship with the supplier or the temporary suspension of trade. Better Silver provides all stakeholders with a complaints procedure in case of non-compliance with due diligence for responsible sourcing from conflict and high-risk areas.

In any case, **almost all external processing is carried out by the subsidiary RBS EXIM S.R.L.**, for which BETTER SILVER directly ensures that the SA8000/RJC requirements are applied.

As far as RJC is concerned, RBS is included in the Better Silver certification and is also subject to third party audits.



14 Associations

We are sensitive to various social issues, particularly those relating to the **development and growth of activities in the area** or initiatives to support hospital and health projects, as well as the aforementioned association in defence of women.

Liberal donations made to non-profit organisations and local authorities from 2016 to date (2021) have been numerous and steadily increasing, and have been directed towards the following associations:

- *AVSI Foundation in Milan to support development cooperation projects in poor countries. This contribution (of variable amount) has been paid regularly for at least 10 years*
- *The Parish of Bressanvido for the management of the parish kindergarten. This contribution has been paid regularly every year for at least 10 years*
- *Patronato Noi di Bressanvido for the restoration of their premises*
- *"Women for Freedom Onlus" to support their various activities*
- *Volley Poybrex ASD: local sports association*
- *Associazione Sogni Onlus*
- *Cultural Association, OMI University*
- *Parkinson's Disease Association of Vicenza*
- *Only The Brave Foundation Onlus*
- *Fondazione San Bortolo Onlus for the "Aiutiamo Vicenza" project*
- *Azienda ULSS 7 for emergency Covid-19 for the hospital*
- *Margherita Soc. COOP ONLUS*
- *New alarm system for the parish nursery school*
- *Associazione Veneto Tanzania Onlus of Vicenza to support the association's activities and in particular the cooperation project between Vicenza Hospital and Iringa Hospital in Tanzania. This donation has been made regularly every year for 10 years*
- *Comune di Bressanvido for the loan for use of a vehicle equipped with a hydraulic platform for disabled people's social activities*

SUSTAINABILITY GOALS



In view of the social and environmental issues we have addressed over the years, we have set **challenging targets to be achieved within 2025:**

1. Obtain “Environmental Certification” (ISO 14001) and “Health and Safety Certification” (ISO 45001).
2. Establish the Better Silver Academy: structured and planned activities for the training of young workers.
3. Establish a fund to provide 50% more resources than those spent in 2021 for social activities locally.



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