



**Consolidated
Non-Financial
Statement**

Drawn up pursuant
to Legislative Decree
254/2016

Sustainability Report 2022

 **amplifon**



INTERACTIVE PDF



WHAT IS IN MY INTERACTIVE PDF?

At the bottom of each page in this PDF you will see a series of icons (as shown above). These icons allow you to navigate the PDF and access certain Acrobat Reader functionality.

WHAT DO THE ICONS MEAN?

Clicking on the buttons you will be able to:

Index icon links to the index page within this PDF. You can click on any of the headings to jump to the area you want to go to.

Search icon opens the search functionality in Acrobat in a separate panel allowing you to search the PDF.

Print icon opens the print dialogue box.

Email icon Allows you to email this PDF to a friend (please note this option opens your default email software set up on your computer).

i Info icon Links you back to this information page.

Previous page arrow icon Click on this to take you to the previous page in the PDF.

Next page arrow icon Click on this to take you to the next page in the PDF.

WE SUPPORT



To strengthen the contribution to the **United Nations 2030 Agenda for Sustainable Development**, Amplifon takes part to **United Nations Global Compact** through adherence, respect, and promotion of its Ten Principles.

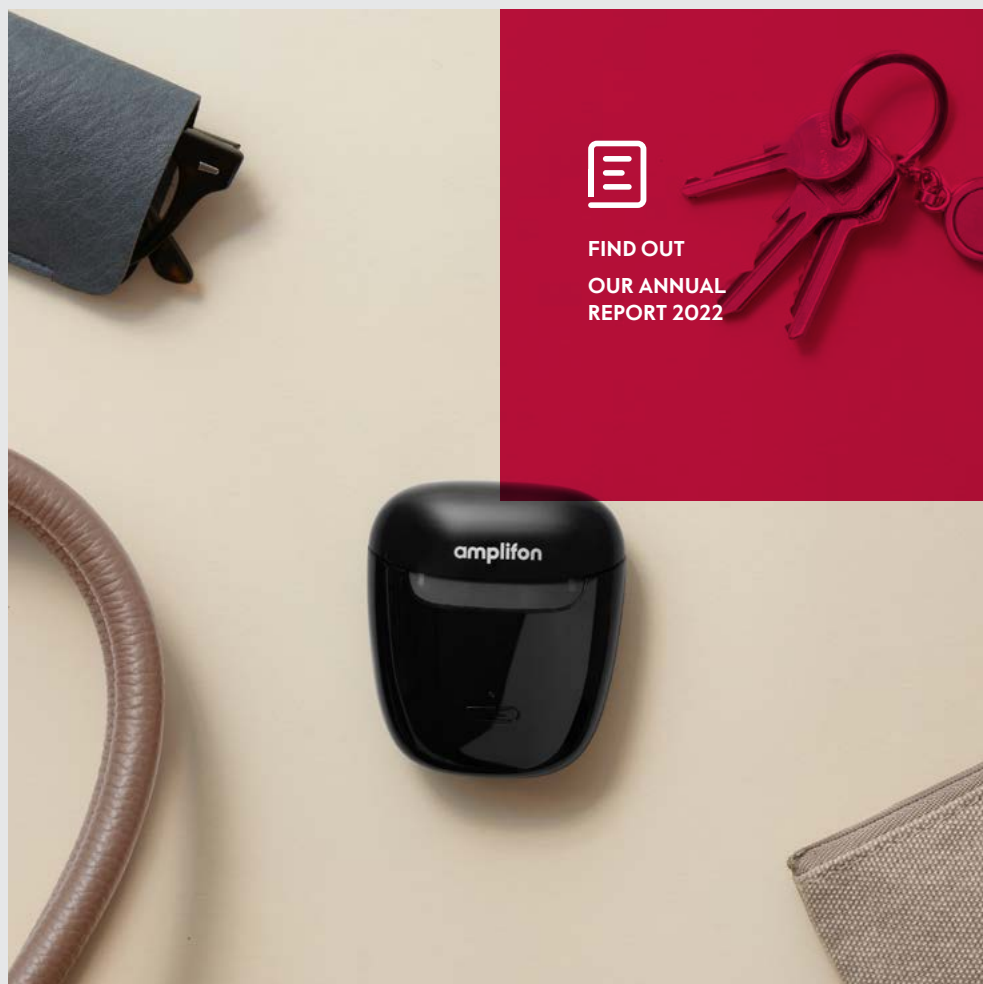
Sustainability Report 2022

 **amplifon**

CONTENTS

SUSTAINABILITY REPORT 2022

■	LETTER TO STAKEHOLDERS	p. 4
■	READING GUIDE	p. 6
■	OUR STAKEHOLDERS AND OUR PRIORITIES	p. 8
■	2022 HIGHLIGHTS	p. 14
■	I AMPLIFON: LISTENING AHEAD	p. 16
1.1	THE SECTOR WE OPERATE IN	18
1.2	OUR IDENTITY AND CORPORATE CULTURE	20
1.3	STRATEGY AND BUSINESS MODEL	24
1.4	SOLID CORPORATE GOVERNANCE	28
1.5	RESILIENCE AND ECONOMIC VALUE GENERATED	34
1.6	OUR COMMITMENT TO A SUSTAINABLE BUSINESS	36



FIND OUT
OUR ANNUAL
REPORT 2022



FIND OUT
OUR REMUNERATION
REPORT 2023



FIND OUT
OUR CORPORATE
GOVERNANCE REPORT
2022

■ 2 PRODUCT & SERVICE STEWARDSHIP	p. 46
2.1 INNOVATION AND TECHNOLOGY FOR AN EXTRAORDINARY EXPERIENCE	48
2.2 PRODUCT AND SERVICE ACCESSIBILITY	56
2.3 QUALITY AND SAFETY FOR CUSTOMERS	58
2.4 DATA PRIVACY AND CYBERSECURITY	60
■ 3 PEOPLE EMPOWERMENT	p. 64
3.1 PEOPLE ARE AT THE BASIS OF OUR SUCCESS	66
3.2 ATTRACTION AND DEVELOPMENT OF TALENT	78
3.3 CAREER DEVELOPMENT AND RECOGNITION	86
3.4 EMPLOYEES' HEALTH AND SAFETY	90
■ 4 COMMUNITY IMPACT	p. 92
4.1 OUR CONTRIBUTION TO THE COMMUNITY	94
4.2 PREVENTION AND EDUCATION - HEARING WELL-BEING	96
4.3 THE ROLE OF OUR FOUNDATIONS FOR SOCIAL INCLUSION	98
4.4 AMPLIFON CENTER FOR RESEARCH AND STUDIES	108
■ 5 ETHICAL BEHAVIOR	p. 110
5.1 CARING FOR THE ENVIRONMENT	112
5.2 PROCUREMENT AND SUPPLY CHAIN MANAGEMENT	122
5.3 BUSINESS ETHICS AND THE FIGHT AGAINST CORRUPTION	126
5.4 MONITORING THE REGULATORY CONTEXT	134
■ ANNEX	p. 138
AMPLIFON POLICIES	140
AMPLIFON'S SUSTAINABILITY TOPICS UNIVERSE	142
MAIN STAKEHOLDER ENGAGEMENT ACTIVITIES	144
MAIN RISKS RELATED TO SUSTAINABILITY TOPICS	146
PERFORMANCE INDICATORS	152
NOTE ON METHODOLOGY	174
GRI CONTENT INDEX	182
CONTENT INDEX OF THE TCFD RECOMMENDATIONS	188
CONTENT INDEX OF THE TEN PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT	190
EXTERNAL AUDITOR'S REPORT	191

LETTER TO STAKEHOLDERS

Dear Stakeholders,

We are all aware of what an extremely challenging year 2022 was. After the radical changes the worldwide health emergency brought in all our lives only a couple of years ago, we have witnessed an increase in geo-political instability and inflation on a global scale.

Nonetheless, our Company has proven to be resilient and capable of continuing its sustainable growth path, while dealing with the biggest global challenges.

We continued to pursue our business and sustainability strategy by achieving excellent results, both in relation to the goals of our "Listening Ahead" Sustainability Plan and to the new initiatives that we implemented to continue our journey for being a business increasingly aligned with the needs of our stakeholders. A journey whose importance has been recognized by the positive results which also this year have been achieved in relation to the main ESG ratings and which are quintessential for best directing our future efforts. Specifically, following our participation in S&P's 2022 Corporate Sustainability Assessment (CSA), we have been included once again as members of the 2023 Sustainability Yearbook published by S&P Global, and we were selected as the only Industry Mover, demonstrating the most significant improvement of our sector compared with last year.

The complications due to the energy crisis and climate change related disasters, encouraged us to become more and more aware of our carbon footprint and to continue discovering increasingly innovative and sustainable solutions.

We completed the first analysis of the Group's indirect CO₂ emissions along the value chain, raising awareness in the Group in view of the future definition of our climate strategy. To ensure transparency, for the first time we took part in the CDP Climate Change questionnaire, measuring ourselves against the industry best practices addressing the main environmental challenges. We also continued the roll-out of our new Amplifon brand products eco-sustainable packaging made out of 100% recyclable paper while, thanks to rechargeable hearing devices, we contributed to saving approximately 194 million batteries per year. Finally, more than half of the electricity we purchased comes from renewable sources.

Being aware of the importance our people hold within our business, we adopted our DEIB (Diversity, Equity, Inclusion, Belonging) Policy, Document defining our priorities and commitment to diversity, equity, inclusion and belonging at every organizational level.

The implementation of this Policy confirms Amplifon considers diversities as strengths and opportunities for continuous enrichment. Moreover, its application will be supported by a new DEIB Global Governance structure which will allow to address the agenda at a global level, identifying common objectives, while leading the different working groups engaged in these issues. We also received the Top Employer 2023 certification, confirming the strength of our HR strategy, both in Europe for the second year in a row - specifically in Italy, France, Spain, Portugal, Germany, and The Netherlands - as well as in the United States and New Zealand for the first time.



In a world where the main ESG challenges are no longer optional but must be an integral part of every business strategy, it is vital to play an active part in generating positive impacts and working in partnership with all the major stakeholders.

Through “We Care”, our community impact program, our people continue contributing proactively and creatively to social inclusion projects, also by collaborating with our Foundations. Our “Listen Responsibly” program, present in Italy and Spain and launched in France in 2022, reached about 32,000 students, raising awareness on the importance of listening responsibly. Additionally, this year we decided to define a new Stakeholder Engagement Plan which will allow us to launch a structured, multi-year dialog process with our audience. Through the

Plan, we aim to strengthen the collaboration and engagement with our stakeholders for our main ESG priorities. All our activities further confirm our membership to the United Nations Global Compact and commitment to the Ten Principles in terms of human rights, workers’ rights, environmental protection, and the fight against corruption, as well as the 2030 Agenda of the United Nations for Sustainable Development.

We are pleased to introduce our 2022 Sustainability Report, containing the accomplishments achieved and the new initiatives implemented in relation to our areas of commitment, aware that it is only thanks to the active involvement of our stakeholders and the passion of our people that we are able to contribute to an increasingly inclusive and sustainable future.

Susan Carol Holland

Chairperson

Enrico Vita

Chief Executive Officer

READING GUIDE

Since our foundation in 1950, we have been committed to improving people's lives, helping them rediscover all the emotions of sound, offering them unique experiences and highly tailored hearing care products and services. We value the talent of our people, support the communities where we operate and we raise awareness on the value of hearing well-being among new generations, always in compliance with the highest ethical and moral standards towards all stakeholders and the environment.

All these commitments are fundamental drivers for us at Amplifon: they have always been guiding our way of doing business and find space within this Sustainability Report. Now in its seventh edition, this Report is a direct expression of the organic path toward sustainability we have undertaken since 2016 and that for the last six years also constitutes our Consolidated Non-Financial Statement pursuant to Legislative Decree no. 254/2016. From 2021, it also includes the progress made within the application of the Ten Principles promoted by the **United Nations Global Compact**, which we are signatories of.

With this Report, every year we seize the chance to communicate to all our stakeholders the progress achieved with respect to the four areas of commitment formalized within our **Sustainability Policy (Product & Service Stewardship, People Empowerment, Community Impact, Ethical Behavior)**, as well as to measure our performance against

OUR SUSTAINABILITY JOURNEY

2016

First voluntary Sustainability Report

2018

Adoption of the Sustainability Policy and related four areas of commitment



2017

First Non-Financial Statement in compliance with Legislative Decree 254/2016

Establishment of the Risk, Control and Sustainability Committee

2019

Launch of "We Care" and "Listen Responsibly" Programs





GO TO PAGE

CONTENT INDEX
OF THE PRINCIPLES
OF THE UN GLOBAL
COMPACT



GO TO PAGE

OUR COMMITMENT
TO A SUSTAINABLE
BUSINESS



GO TO PAGE

ASSOCIATIONS, ESG
RATINGS AND INDEXES

the targets defined within our **Sustainability Plan “Listening Ahead”**, which include goals consistent with our business strategy and with the 2030 Agenda of the United Nations for Sustainable Development. Moreover, thanks to this Report we intend to provide an overview of the main initiatives promoted last year, including the adoption of our **Diversity, Inclusion, Equity & Belonging (DEIB) Policy** and the first full inventory of our indirect CO₂ emissions (**Scope 3**): an activity that allowed us to further strengthen our participation in the main ESG ratings, including the **CDP Climate Change** questionnaire, which we took part into for the first time in 2022.

To facilitate the understanding of the progress made, this Report’s structure reflects the four areas of Amplifon's sustainability commitment, which are in turn divided into specific sustainability topics identified as material, both for our Organization and for our stakeholders.

2020

Launch of “Listening Ahead”
Sustainability Plan

Establishment of the Amplifon
Foundation

**LISTENING
AHEAD**



2022

Adoption of the Supplier Code
of Conduct and the DEIB Policy

Participation in the CDP
Climate Change questionnaire

First mapping of the indirect
Emissions (Scope 3)



2021

Joining the UN Global Compact

Subscription of the first
sustainability-linked credit facilities

Continuous improvements in ESG
ratings and indices

WE SUPPORT



S&P Global

OUR STAKEHOLDERS AND OUR PRIORITIES

We operate in a dynamic international context, where the involvement of stakeholders - based on the values of honesty, transparency, and open dialog - is fundamental for pursuing our goal of generating shared economic and social value. For this reason, we adopted a perspective of mutual learning and sharing, we constantly promote activities of listening, interaction, and dialog, in order to develop the most sustainable growth strategies.

In 2022, we decided to **update our stakeholders map**, identifying - with the support of our Top Management - the main categories of interlocutors and stakeholders and assessing their relevance based on the type of relationship they entertain with Amplifon, their roles and in accordance with the dependence and influence criteria between them and our Organization. Among the main stakeholders, also the following categories are included: the community of people suffering from hearing loss and their friends and families (caregivers), our employees, shareholders, providers of capital and the entire financial community, the distribution network made up of franchisees and agents, and industry and consumers associations.

The final objective of this activity was to define a **stakeholder engagement Plan**, which will allow us to involve on a rotational basis the majority of our stakeholders over the next three years, according to several interactive methods and based on a structured path. These activities will result into a new process for updating the materiality analysis.

In order to implement our sustainability strategy in the best way possible, identifying the needs and priorities of all interested parties, also in 2022 we updated our materiality analysis through the direct involvement of a sample of the main stakeholders.



GO TO PAGE
MAIN STAKEHOLDER
ENGAGEMENT
ACTIVITIES

AMPLIFON'S
SUSTAINABILITY
TOPICS UNIVERSE

AMPLIFON MAIN STAKEHOLDERS



Already back in 2021, we introduced the concept of “**double materiality**”, valuing at the same time both Amplifon’s contribution to individual economic, environmental, and social topics significant to the market, environment, and people (ESG materiality)¹, as well as to what extent these global topics and macro-trends can impact the Company’s financial performance and its ability to create value (financial materiality).

This specific dual perspective was utilized also in 2022, employing a **dynamic approach**, looking at current sector trends and drivers and at the ESG world. We are conscious that today’s non-material topics could gain relevance in the near future.

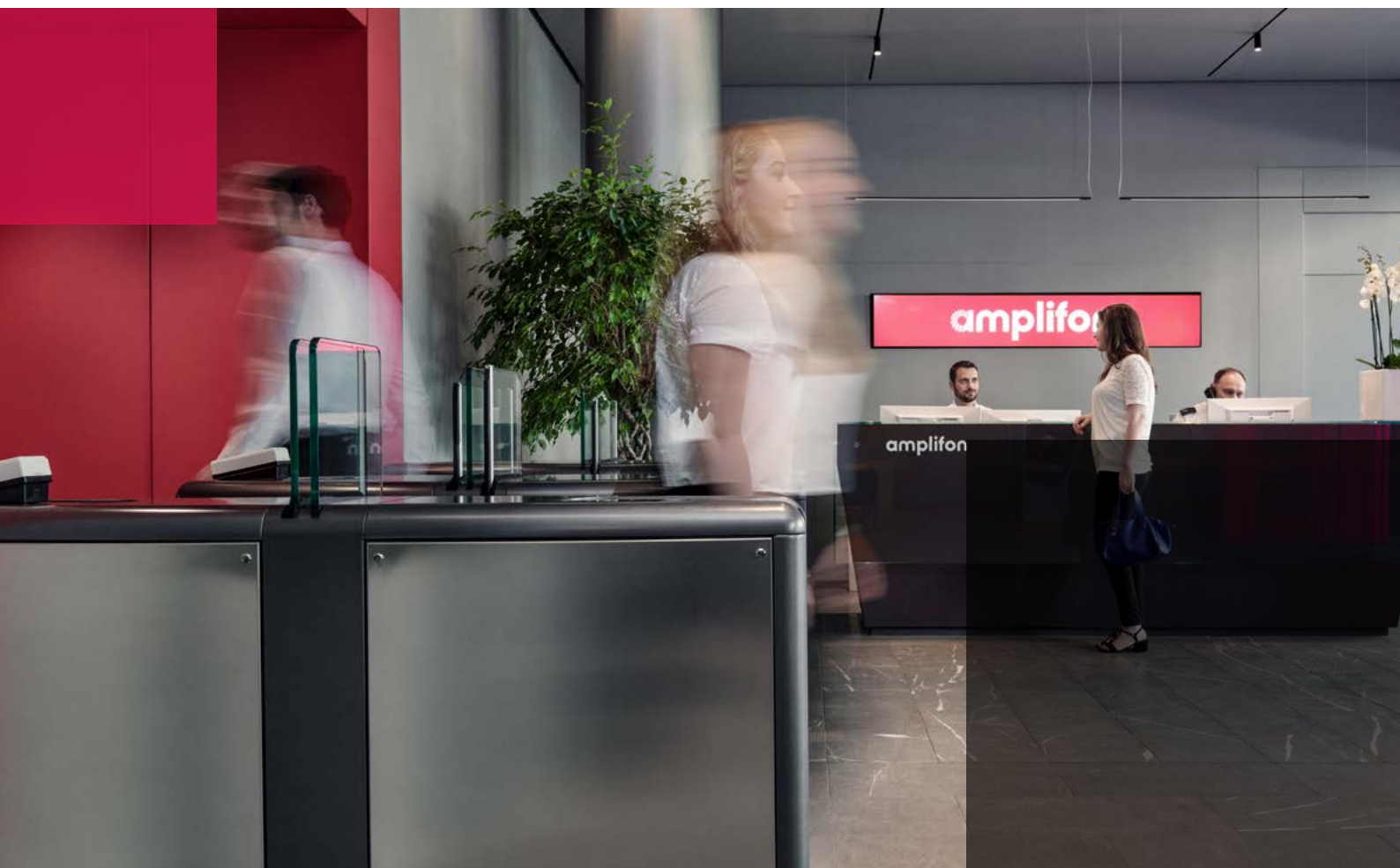
1 - In line with the GRI reporting standards, ESG materiality means the analysis of actual and potential, positive and negative impacts on the economy, the environment and the people within the Amplifon activities context and its business relationship.

The 20 sustainability topics included within our universe² were then discussed and evaluated both by internal and external stakeholders, with the aim to receive feedbacks, suggestions, and expectations, as well as by Amplifon's Top Management:

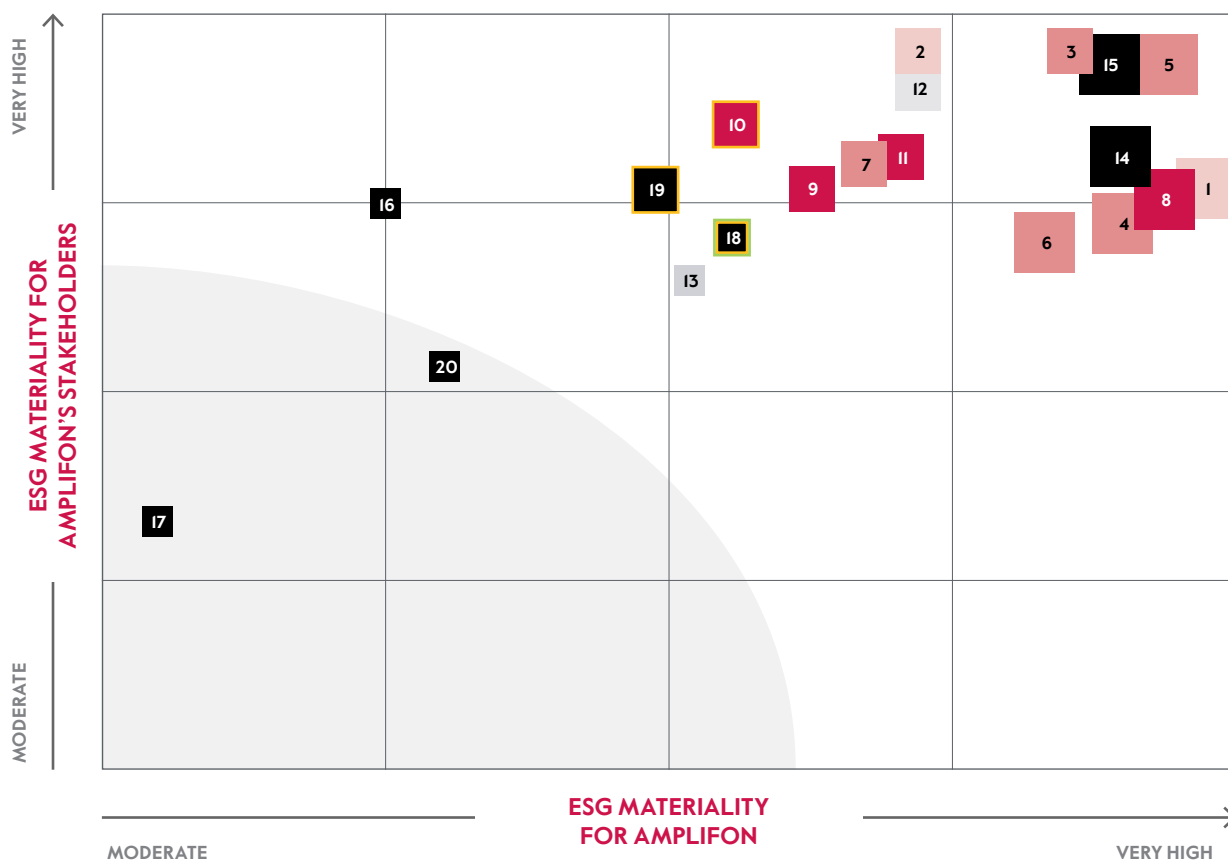
- A representative sample of institutional investors and employees from different countries were involved in two specific focus groups, during which stakeholders had the opportunity to share their considerations on the growing importance - current and future - of some sustainability topics.
- Our Top Management participated in a workshop during which the main emerging topics were discussed, such as the fight against climate change, as well as Amplifon's opportunities for sustainability throughout the entire value chain.

Through these analyses, we updated our **materiality matrix**, later validated by the Risk, Control and Sustainability Committee and by the Board of Directors in December 2022³.

- 2 - Amplifon's sustainability topics universe was updated in 2021 through specific induction sessions with Top Management and the main corporate functions, during which we promoted an internal discussion on Amplifon's sustainability strategy and the main opportunities and areas into which to invest more in the future, including, for example, fighting climate change and the related risks, impacts, and opportunities.
- 3 - The two topics "Water management" and "Logistics and distribution process optimization" were not deemed material respectively due to the nature of Amplifon's business and its priorities.



2022 MATERIALITY MATRIX



AMPLIFON BUSINESS

* Non material topics

1 Long-term resilience and profitability

2 Sustainability strategic approach and governance

PRODUCT & SERVICE STEWARDSHIP

- 3 Availability and accessibility to hearing care
- 4 Innovation, digitalization and personalization of the customer experience
- 5 Quality, reliability and safety of products and services
- 6 Cybersecurity and data privacy
- 7 Responsible marketing and sales practices

PEOPLE EMPOWERMENT

- 8 Attraction and development of key resources
- 9 Employees' health and safety
- 10 Diversity, equity and inclusion
- 11 People's welfare and engagement

COMMUNITY IMPACT

- 12 Awareness-raising and education on hearing well-being
- 13 Supporting the local communities

ETHICAL BEHAVIOR

- 14 Regulatory framework
- 15 Ethical and responsible business conduct
- 16 Waste management and circular economy
- 17 Water management*
- 18 Energy efficiency and climate action
- 19 Responsible management of the supply chain
- 20 Logistics and distribution process optimization*

LEGEND

18 Topic whose ESG materiality was deemed more relevant for the Organization than in the past, and consequently increased by the Top Management

10 18 19 Topics deemed to be of growing importance from a future perspective by Stakeholders



STAKEHOLDER ENGAGEMENT PLAN AND UPDATING OF THE MATERIALITY ANALYSIS

Launching a structured and multi-year process of dialog with our interlocutors, taking advantage of our stakeholder categories update, in 2022 we defined a stakeholder engagement Plan which intends to involve the majority of our stakeholders on a rotational basis over the coming three year period through a variety of methods.

This plan was created alongside a new three-year process of materiality analysis update that we believe to be the key process at the basis of the Sustainability Report drafting. We have always considered this activity a useful tool for letting our interlocutors voice themselves out, sharing and exploring the future priorities we could further commit to.

This Plan was born from the desire and the aim to carry out the materiality analysis in a more structured and effective way: within the first two years we intend to promote an active and in-depth discussion on specific emerging issues with some specific stakeholders, analyzing the main ESG macro-trends and making qualitative considerations regarding current and future priorities. During the third year we plan to involve the majority of stakeholders for the quantitative evaluation of all topics, in order to update the entire materiality matrix taking into consideration both the current context of reference, and the dialogues covered within the two previous years.



2022 HIGHLIGHTS



~289 M€

saved by customers thanks
to free hearing tests

~48%

employees in STEM
positions

**PRODUCT &
SERVICE
STEWARDSHIP**

~95%

APE penetration

**PEOPLE
EMPOWERMENT**



**ETHICAL
BEHAVIOR**

~52%

of renewable
electricity

2,119.1 M€

2022 revenues

+9,300

points of sale

~19,400

employees
and collaborators

amplifon

+44%

women in
managerial
positions



~12,500

noise measurements
through the Listen
Responsibly App

COMMUNITY IMPACT

~32,000

students made aware
of hearing prevention

Scope 3

first indirect emissions
inventory

~194 mln

batteries saved
per year



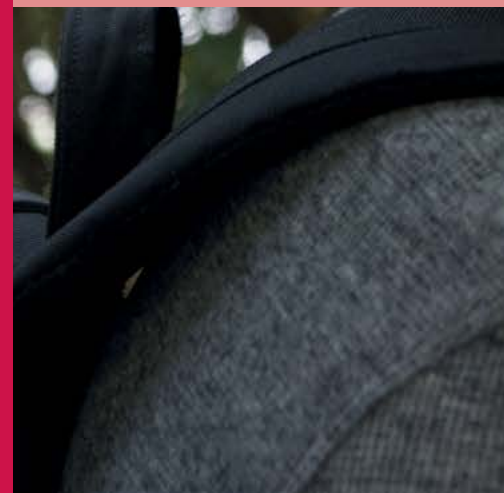
17 PARTNERSHIPS
FOR THE GOALS



01

Amplifon: Listening Ahead

Our values and our purpose have always guided our way of doing business and our commitment to contributing to sustainable development





I.1 THE MARKET WE OPERATE IN

We live in a world where hearing care is essential for everyone to be connected with the world and to enjoy a full and satisfying life. For this reason, we are a hearing care provider in a fast-growing market, rather than just a retailer of hearing devices.

MARKET SCENARIO⁴



The global hearing care retail market was estimated to be around **€17 billion** in 2022, with very positive medium and long-term growth prospects thanks to solid fundamentals and age-old trends. The United Nations estimates that the world population will reach 9.7 billion people by 2050, translating into a considerable increase in the number of seniors who could develop hearing difficulties, both by virtue of the increase in life expectancy (if currently over-60s constitute around 12.3% of the world population, by 2050 they will account for almost 22%⁵) and due to the increase of the exposure to acoustic pollution (currently over **1 billion young people** are at risk of avoidable hearing losses).

Not taking care of hearing loss may have negative impacts on people's health, such as cognitive decline, depression, and falls. They currently represent an annual global cost of approximately **\$1 trillion**, relatable to health sector expenses, loss of production and related social costs. Despite such implications, the current **adoption rate**, namely the ratio between those who use a hearing device and those who have some level of hearing loss, is still very low and it is estimated to be around 37% in high-income countries and between 5% and 10% in emerging economies⁶.

4 - Source: «World Report on Hearing», World Health Organization, 2021.

5 - Source: United Nations website and United Nations Population Fund website.

6 - Source: World Health Organization, EuroTrak, MarkeTrak, 2022 Amplifon data in the markets where Amplifon operates.

MAIN DRIVERS



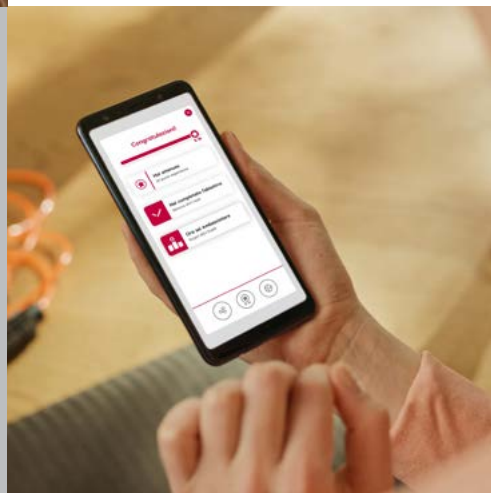
LIFE EXPECTANCY

The increase in life expectancy is a clear trend. In 2022, for the first time, the number of over 60s exceeded that of children under the age of 5. By 2050, an estimated 2.1 billion people will be over 60.



ACTIVE LIFESTYLE

People have a much longer life expectancy than in previous generations, as well as better conditions. The so-called “active agers” represent a new generation who want to live their life actively.



TECHNOLOGY

Miniaturization, connectivity and rechargeability contribute to the diffusion and accessibility of hearing devices. Thus, more and more people decide to take care of their hearing.



DIGITALIZATION

The spread of smartphones and tablets is increasing rapidly among seniors as well, giving us the opportunity to offer value-added, customized, and interconnected services through new touchpoints.



RESILIENCE

The need to treat hearing loss for people's health leads the reference market to be resilient even in periods of deep economic crisis. Moreover, the consumers in many Countries, mainly characterized by retirees with fixed incomes, low risk of unemployment and high economic resources, can still count on both public reimbursement and consumer credit to finalize purchases.

1.2 OUR IDENTITY AND CORPORATE CULTURE

We are world leaders in hearing solutions and services for skill, ability of customization, and attention to the customer. We rely on a network of over 9,300 points of sale and on the professionalism and passion of approximately 19,400 employees and collaborators in 25 Countries in 5 continents.

OUR PURPOSE

**We empower people to rediscover
all the emotions of sound**

It is the reason we exist and do our job. It is what motivates and guides us every day, making us constantly look for innovations, challenges, and opportunities to improve our Company and people's lives.

OUR VALUES

Our values are the principles that guide the way we act. Every day in our work, they unite us and make us unique.



CUSTOMER DEVOTION

We serve our customers' best interests with passion and seek to surprise them by always going the extra mile.



EVERYDAY EXCELLENCE

We take accountability for setting and delivering the highest standards of quality, and never give up.



OUR MISSION

We transform the way hearing healthcare is perceived and delivered worldwide, making it a natural choice for people to seek the superior care and expertise of our hearing care professionals.

We strive to understand the unique needs of every customer, delivering the very best solutions and an outstanding experience.

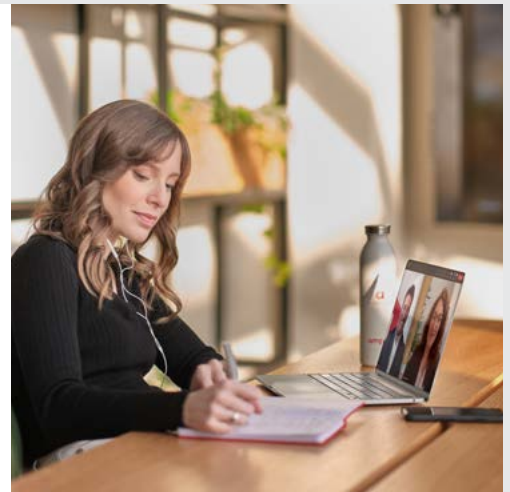
We attract, develop, and empower the most talented people, who share our ambition to change the lives of millions of people across the world.

Our mission summarizes what we aim to achieve, together, in the years to come. It represents our ambition to change the hearing care sector through innovation and attention to customer needs, thanks to the commitment of our people.



PERSONAL IMPACT

We empower our people to think freely, perform and succeed, working together to make a lasting difference.



FORWARD THINKING

We listen to the world around us and embrace every challenge with the ambition to learn, grow and innovate with speed and agility.



ACTING RESPONSIBLY

We do well by doing good, working with integrity, and showing respect to everyone, every time.

STRENGTHS

Our global positioning, combined with 70+ years of experience, allows us to aim to be the best interpreters of the needs people who do not give up a life lived to its full potential have.

■ PROFESSIONAL COMPETENCIES

Our approximately 9,700 hearing care professionals carry out hundreds of thousands of hearing tests and are updated with around 280,000 training hours per year. They combine innovation, scientific knowledge, and a highly customized approach within the exclusive Amplifon 360 protocol to ensure an excellent customer experience.

■ BRANDS

Our portfolio of strong and well-known brands allows us to drive a cultural change in the industry by redefining the way customers relate to their hearing well-being. Gathered under the Amplifon brand, all our brands invite you to enjoy unique experiences.

■ INNOVATION

Through Amplifon X - our agile business unit, fully dedicated to the development of highly innovative digital solutions – we are continually looking to the future and tenaciously pushing ourselves further and harder than ever before. Thanks to data mining, Amplifon's proprietary ecosystem of omni-channel and omni-person customer-oriented solutions, allow us to develop high value-added services to differentiate the customer journey ever-further as well as the overall customer experience we offer.

■ SCIENTIFIC LEADERSHIP

The Amplifon Center of Research and Studies (CRS) is a specialized partner for the medical-scientific community and a leader in the fields of audiology and ENT (otorhinolaryngology) since 1971. Its prestige derives from the involvement of recognized national and international experts whose innovative contribution is fundamental for the continuous theoretical-practical development of the medical profession.

■ EMPLOYER OF CHOICE

We are employers-of-choice thanks to our corporate culture, the constant investment in our talents, and the promotion of professional development, including through assignments within global projects.

■ GLOBAL DIMENSION

Our global distribution network, interconnected thanks to our systems and databases, allows us to always be close to the customer, share excellence among our hearing care professionals in 25 countries, and diversify exposure to different markets.

OUR GLOBAL NETWORK

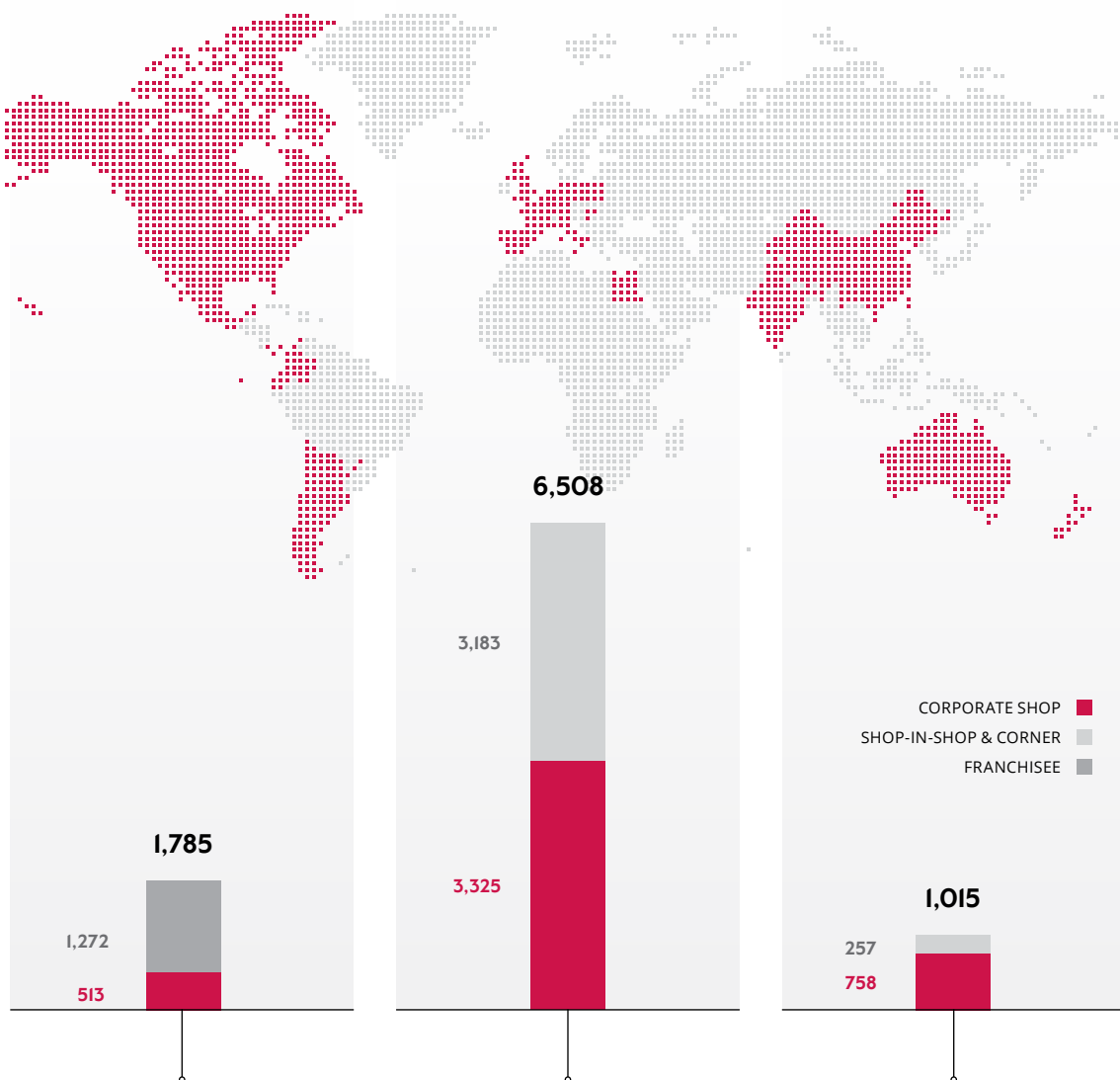
We are the world leader in terms of service quality, skills, widespread distribution network and geographical presence. We operate in three geographic areas (EMEA, Americas, APAC) over five continents, generally ranking as the first or second player in the main markets where we operate.

25
Countries
AND 5 CONTINENTS

AMERICAS

EMEA

APAC



amplifon

Miracle-Ear

amplifon

GAES
an amplifon

amplifon

amplifon
安耳声

amplifon
Hearing
health care

GAES
an amplifon

Beter Horen minisom an amplifon

BAYAUDIOLOGY

DILWORTH
HEARING

MEDTECHNICA
ORTHOPHONE
Advanced Hearing Technology
amplifon

BAYAUDIO
HEARING EXPERTS

attune
hearing each moment

1.3 STRATEGY AND BUSINESS MODEL

Every day we invest in tomorrow's trends to improve the life quality of millions of people. Our strategy remains simple and focused, aimed at supporting our next phase of growth thanks to three important pillars.

■ CONSOLIDATE OUR LEADERSHIP AT GLOBAL LEVEL

We intend to strengthen our leadership in all core markets, consolidating our position where we are already a leader, and reaching the leadership in the few markets where we are not leader yet. In the United States, the largest market worldwide, we aim to capture an even larger portion of the value chain. In Australia and EMEA, we plan to consolidate our position through organic growth and investments in innovation, while in the rapidly growing Chinese market, we will continue to pursue acquisitions in areas of the country not yet explored.

■ UNIQUE AND UNMATCHABLE CUSTOMER PROPOSITION

Our customer proposition will be further enriched leveraging three distinctive assets: the undisputed leading brands in the industry; a superior customer knowledge deriving from the quantity and quality of the data we own to build the finest customer insights; and an innovative customer experience, in which digital technologies play a key role in enriching the consumer experience and enhancing protocols both inside and outside our stores, from the first contact to the after-sales service.

■ EFFECTIVE AND TALENTED ORGANIZATION

We aim to increase the investments dedicated to our people, both in our stores and in the back-office, with the goal of further improving their skills, fostering the sharing of best practices within the Group, and attracting the best talents every day to better support the implementation of our strategy and be even more competitive every day.



FIND OUT MORE
OUR STRATEGY



**FORWARD
THINKING VALUE**



IAT - ONE AMPLIFON TRANSFORMATION

Since 2018, we have been committed to a major global program - One Amplifon Transformation - to standardize the operating model of all the countries in which we operate with respect to finance, procurement, and human capital management processes. Such program is based on three pillars: Simplify, Innovate and Harmonize. 1AT aims to simplify the way people work, harmonize operational processes, and optimize decision-making processes through a single integrated global cloud platform: from many operating models to a single global transversal model, able to make work more efficient and allow everyone to focus on higher added value activities, by automating the more routine ones.

■ 2019

Activated the first module for the human resources management, harmonizing the Performance and Talent Management process and offering innovative, digital support to HR and reporting processes.

■ 2020

Activated the Finance and Procurement modules, carrying out the roll-out of 1AT in Italy, the United Kingdom and Australia, and releasing the new centralized supply chain management for direct purchases in the Netherlands, United Kingdom and Australia, currently managed through our new cloud-based ERP system.

■ 2021

Rolled-out 1AT in Spain, split-up Amplifon S.p.A. from the legal entity Amplifon Italia and activated the centralized management model of direct purchases in Spain, New Zealand and the United States (Miracle Ear).

■ 2022

Finalized the roll-out of the Finance and Procurement modules in Germany, Switzerland, Belgium as well as continued with the centralization of direct purchasing to include Italy, France, Germany, Switzerland, and Belgium.

By the first half of 2023, we will finalize the roll-outs of the Finance and Procurement modules in the United States, France and the Netherlands, obtaining a uniform operating model on approximately 90% of our revenues and, with regard to the centralized management of direct procurement, we will continue to activate new suppliers country by country.

BUSINESS MODEL

In all markets we offer innovative technologies, strong technical skills and, above all, empathy: those who choose us live an exclusive and highly personalized experience.

■ BUSINESS-TO-CONSUMER

In EMEA, APAC, Canada, Latin America, and partly also in the United States (through over 290 Miracle-Ear branded points of sale), we use a B2C business model, addressing our customers through direct points of sale consisting of either corporate shops or shop-in-shops and corners. While corporate shops are direct points of sale managed by Amplifon personnel or by non-employee personnel working on behalf of Amplifon, shop-in-shops and corners are spaces managed directly by Amplifon, but located at third-party premises (i.e., pharmacies, opticians, and outpatients' practices) with the regular presence of an Amplifon hearing care professional, very common in rural areas with low population density.



■ FRANCHISING

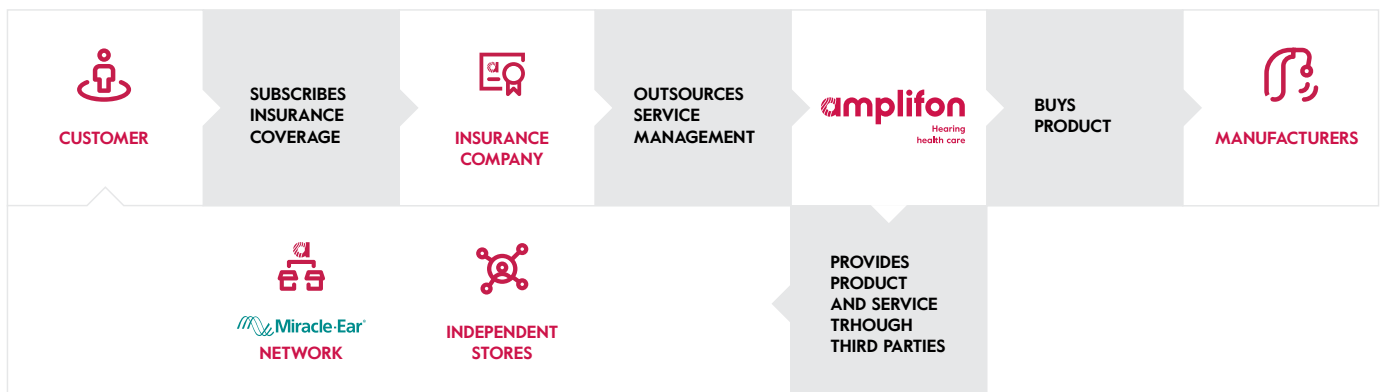
In the United States, Miracle-Ear operates mainly through a franchised distribution network with approximately 1,300 points of sale that carry out their activities according to our strategic lines. As a franchisor, Miracle-Ear offers them its exclusive products, the Miracle-Ear brand, as well as marketing tools, training, and other value-added services.





■ MANAGED CARE

Amplifon Hearing Health Care (AHHC) offers high-quality hearing services and solutions to those supported by insurance companies in the United States, leveraging a network of points of sale composed of Miracle-Ear franchised stores and independent third-party stores.



I.4 SOLID CORPORATE GOVERNANCE

Our way of managing business activities goes beyond mere compliance: we are conscious that a good governance structure is an essential element for achieving our long-term strategic goals, in line with internal control activities and good corporate conduct principles.

Our Corporate Governance structure is aligned with national and international best practices and complies with the principles indicated in the Italian Stock Exchange Corporate Governance Code promoted by the Corporate Governance Committee we have adhered to since the first 2001 version, timely falling into line with subsequent updates⁷.

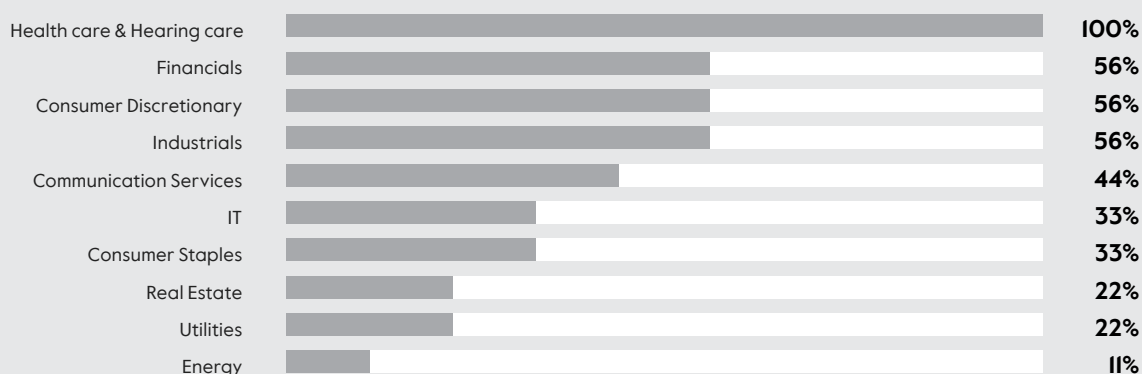
■ SHAREHOLDERS' MEETING

Constitutes the deliberative body that expresses shareholders wills and is convened (within ordinary circumstances) at least once per year.

■ BOARD OF DIRECTORS

Holds the Company's power of administration and management. It is currently made up of nine members, of which seven are independent and has one executive director (the Chief Executive Officer). The establishment of the new Board of Directors (BoD) includes **more than half women** and an average of 60 years of age, a maximum of 74 years of age and a minimum of 39 years of age. In 2022, a mapping of the expertise and industry experience of the said individual directors was undertaken, confirming an adequate mix of professional profiles, including business profiles, managers from different sectors and with international experience, financial profiles and professionals with expertise in the hearing care sector and in ESG topics. Furthermore, the Board of Directors (BoD) has established three internal committees: the Risk, Control, and Sustainability Committee (RCSC), the Remuneration and Appointments Committee, and the Related-Party Transactions Committee.

BoD MEMEBERS BY INDUSTRY EXPERIENCE⁸





GO TO PAGE
COMPOSITION
OF GOVERNING
BODIES



FIND OUT MORE
CURRICULUM VITAE
OF THE MEMBERS
OF THE BOARD OF
DIRECTORS

56%

OF THE BOARD
OF DIRECTORS
ARE FEMALE



GO TO PAGE
ORGANIZATION
AND MANAGEMENT
MODEL

■ BOARD OF STATUTORY AUDITORS

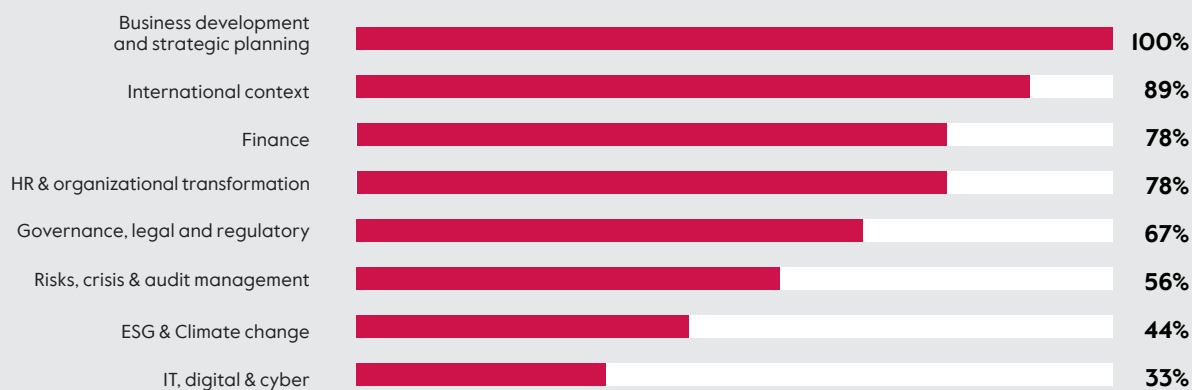
Supervisory and control body which the Board of Directors directly reports to or through the delegated bodies about its work and on any operations carried out by the Company and its subsidiaries that have a significant impact on margins, assets, and liabilities or on the financial situation. It is currently made up of five auditors (three standing and two alternate), and three members (of which two standing) are female.

■ SUPERVISORY BODY

Set up pursuant to Legislative Decree no. 231/2001, this Body monitors and supervises the adequacy and application of the Organization, Management and Control Model of Amplifon S.p.A.⁹, and takes care of its update. In particular, the Supervisory Body oversees the effectiveness and adequacy of the Model, in relation to the corporate structure and its effective ability to prevent the commission of crimes, promoting its distribution to all recipients.

- 7 - The composition of Amplifon's governance bodies is in the Appendix in the "Performance Indicators" section. More information on Corporate Governance, as well as on the composition and activities of the Committees in 2022 and on the Remuneration Policy are available in the [Report on Corporate Governance and Ownership Structure as of December 31st, 2022](#) and in the [Remuneration Report 2023](#).
- 8 - Sectors of expertise have been identified based on the [MSCI Global Industry Classification Standard](#).
- 9 - Note that also the subsidiary Amplifon Italia S.p.A. has its own Organization, Management and Control Model pursuant to Legislative Decree 231/01 as well as its own Supervisory Body.

BoD MEMBERS BY EXPERTISE





GO TO PAGE
THE 2022
MATERIALITY
ANALYSIS



FIND OUT MORE
INTERNAL
CONTROL AND RISK
MANAGEMENT
SYSTEM



FIND OUT MORE
RISK MANAGEMENT



GO TO PAGE
MAIN RISKS
RELATED TO
SUSTAINABILITY
TOPICS

SUSTAINABILITY GOVERNANCE

The BoD approves the Sustainability Report, verifying that the Document has been prepared and published in compliance with the provisions of Legislative Decree 254/16, the Sustainability Policy (which formalizes the four areas of commitment for the Group), as well as the ESG strategic guidelines (among which the Sustainability Plan and the guidelines related to fighting climate change), **thereby constantly supervising the Group's sustainability in all areas**. Supporting the BoD, the Risk, Control and Sustainability Committee supervises internal control and risk management topics, including those dealing with ESG areas linked to business activities and interactions with stakeholders. At the same time, the Committee monitors the adequacy and appropriateness of the internal control system, reporting any critical issues.

In order to reinforce the awareness on ESG-related topics and risks, the Investor Relations & Sustainability function periodically updates the BoD and the RCSC on the various sustainability initiatives promoted, as well as on the main ESG trends, including those referring to the mitigation and adap-

tation to fighting climate change. Each time, the function explains to the aforementioned governance bodies what has been carried out for the sustainability report (i.e., the materiality analysis), new projects, the main achievements obtained with respect to the Sustainability Plan's goals, as well as communication and engagement activities, such as those realized with the financial community, ESG ratings agencies, and all stakeholders.

As part of the materiality analysis conducted in 2022, validated by the RCSC and later on by the BoD, the IR & Sustainability function involved the Top Management in a workshop. The topics were the main ESG drivers, including those related to energy efficiency and climate action: the Top Management was asked to assess their relevance for the Organization. Within the Enterprise Risk Management (ERM) process, all material ESG topics, comprising environmental aspects and climate change, were evaluated by the Top Management in terms of potential risks, impacts and opportunities, as well as management systems. The results were presented to both the RCSC and the BoD.

INTERNAL CONTROL AND RISK MANAGEMENT SYSTEM

Our Internal Control and Risk Management System (the “System”) is the set of rules, procedures and organizational structures aimed at ensuring sound management of the Company through an adequate management and identification of the main risks, fully exploiting any potential opportunities.

Through the adoption of an **Enterprise Risk Management (ERM)** model we promote a structured, systematic risk assessment, monitoring and reporting process, identifying potential risks from the Group's perspective. The goal is to effectively manage them and guarantee that the company is running in

line with the mission and the strategic, operational and compliance goals. This activity is carried out on a half-yearly basis per year by the Group Internal Audit & Risk Management function which, with the involvement of Group Top Management, the heads of the three geographical areas, the country General Managers, and the respective local management teams, collects information for a full understanding of the underlying dynamics and potential impacts, promoting response and mitigation actions. The risk map that emerges from this process is periodically presented to the RCSC and the BoD¹⁰.

ASSESSMENT OF THE MAIN ESG RISKS

In order to ensure adequate monitoring of the main ESG risks, the ERM process has formally included the identification and assessment of risks specifically related to sustainability topics: starting with the annual update of the Risk Universe (the full catalog of potential Group risks established to guarantee that previously identified risks, including any new risk factors, for example those relating to ESG topics, emerging risks, new trends, etc.), ESG risks are considered within the process. Also within the Risk Universe, the main applicable or potentially relevant ESG risks for the Group in short and medium term are assessed through specific meetings with the main Risk Owners. The final rating, derived from the estimates of the probability of occurrence and impact, provides an indication of the residual risk share

for the Organization against the mitigation and control activities undertaken by the various Risk Owners and aiming to reduce any possible negative impacts.

Taking into consideration the sustainability topics recognized as material in the materiality analysis, with the involvement of the Risk Owners, we identified the potential risks related to Amplifon's business operations and throughout the value chain, as well as the main measures implemented in response to these risks. This process allowed us to provide a complete overview to stakeholders on our **potential ESG risks and management systems**, among which those attributable to our main material topics as well as the aspects expressly referred to in the Legislative Decree 254/2016.

10 - Further information on the Internal Control and Risk Management System, as well as on the main risks identified, are available in the [Report on Corporate Governance and Ownership Structure as of December 31st, 2022](#). (“Internal Control and Risk Management System” Section) and in the Report on Operations as of December 31st, 2022 within the [2022 Annual Report](#) (“Risk Management” section).



GO TO PAGE
CONTENT INDEX
OF THE TCFD
RECOMMENDATIONS

CLIMATE CHANGE-RELATED RISKS IN ACCORDANCE WITH THE TCFD RECOMMENDATIONS

As a global organization, we intend to support the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to guarantee full and transparent disclosure of the main climate-related risks and opportunities. For this reason, in addition to the existing processes for identifying and assessing risks, and to guarantee maximum transparency with regard to our strategy for the adaptation to and mitigation of climate change, in 2022, we delved into the analysis of our business model started back in 2021. This activity helped us **identifying the main areas potentially affected by climate change, both in terms of risk (physical and transition) and in terms of opportunities.**

Based on the value chain model developed by Michael Porter, we have identified the potential climate-related risks within our primary and secondary activities, as well as possible opportunities, to include in the Group's Risk Universe and then submit to our Top Management and Risk Owners for their assessment. Under the scope of the 2022 ERM process, these evaluations were facilitated by the Group Internal Audit & Risk Management function, with the support of the Investor Relations & Sustainability function. The integration exercise focused on risks and opportunities related to climate change with potential relevance for the Group in the short term (time frame currently used in the ERM process). Moreover, it also considered potential risks that may generate significant impact in the medium / long term, and therefore require careful and continuous monitoring. This activity is integrated with the progressive development of our climate strategy and the identification of actions aimed at minimizing the Group's CO₂ emissions. These activities will also be completed in light of the Scope 3 indirect emissions inventory and the carbon footprint calculated for the year 2022.

SUSTAINABLE FUNDING: WE SIGNED TWO SUSTAINABILITY-LINKED LOANS

With a view to the **gradual integration between our financial strategy and our sustainability strategy**, in 2021 we signed the first two lines of credit related to certain sustainability goals:

- A sustainability-linked revolving line of credit with Intesa Sanpaolo (IMI Corporate & Investment Banking Division), for a total of €100 million and a period of five years. This credit line is linked to some of Amplifon's Sustainability Plan indicators and it is included in the refinancing and expansion plan of the existing revolving credit facilities, allowing both the further diversification of funding sources and an extension of Amplifon's debt maturity.
- The refinancing of the facility agreement signed following the acquisition of GAES for a total of €210 million for a period of 5 years, with a syndicate of banks composed of Unicredit, Mediobanca and BNPP-BNL. This funding includes some indicators of our Sustainability Plan, the achievement of which will activate an adjustment mechanism for the margin applied to the line of credit, with a view to increasingly greater synergy between financial performance and ESG goals.

1.5 RESILIENCE AND ECONOMIC VALUE GENERATED

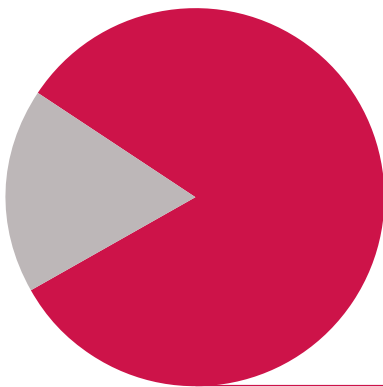
Through our work we generate shared economic value, contributing to improve the socio-economic context where we operate. This is possible thanks to close relationships with our stakeholders and careful management of financial, productive, intellectual, human, social, and relational assets.

Through its business activities, **Amplifon creates value for the main stakeholders** directly interested to its economic results (shareholders, employees, Public Administration, communities) and for anyone who has commercial relations with Amplifon (suppliers, providers of capital).

The economic value generated by the Company, net of the value distributed to stakeholders, represents the retained economic value, consisting mainly of the share of the Group net profit not distributed to shareholders for the purpose of financing future investments.

In 2022, from the economic value generated by Amplifon (approximately **€2,135 million**), around 17.9% (approximately €381 million) was retained, while around 82.1% (approximately €1,754 million) was distributed as follows:

DISTRIBUTION OF THE ECONOMIC VALUE GENERATED IN 2022



- **42.0% reclassified operating costs for suppliers** equal to about €898 million, which includes the costs of raw materials, consumables and goods, commissions on sales, rent for the shops and other service costs;
- **32.8% remuneration and benefits to employees** equal to about €700 million;
- **3.6% remuneration to providers of capital** equal to about €76 million, of which around €58.2 million corresponds to the dividends distributed to shareholders;
- **3.5% payments to the Public Administration**, consisting mainly of income taxes, of around €75 million;
- **0.2% community investments** of around €5 million, consisting mainly of membership of associations, charitable donations, sponsorships, and other business-related activities in favor of local communities.

OUR RESILIENCE IN THE LIGHT OF THE GLOBAL CONTEXT

In the light of a complicated macro-economic and geopolitical context and localized restrictive measures in certain geographical areas, in 2022 our business demonstrated itself to be resilient and capable of meeting the biggest challenges.

■ MACRO-ECONOMIC AND GEOPOLITICAL CONTEXT

2022 featured slowdowns in global economic activities due, among other things, to the renown issues dealing with the geopolitical situation and inflationary trends. With regard to the geo-political context, Amplifon has no activities in Ukraine, Russia, and Belarus, and limited activities in the neighboring countries, nonetheless the Group constantly monitors the situation and oversees the potential risks.

With reference to the global macro-economic context characterized by volatility, uncertainty and rising inflation during the course of the year, the importance of hearing care for people, the fact that hearing devices are considered non-discretionary products and the presence of refund systems, have allowed the market to be resilient even in times of economic crisis.

■ COVID 19 HEALTH EMERGENCY

Although the implementation of the vaccine campaign allowed the gradual return to normality in most of the countries where Amplifon operates, 2022 saw a peak of infections and restrictive measures in some specific geographical areas (e.g., Australia, China, New Zealand). For these specific instances, the rigorous operating protocol aimed at guaranteeing that customers and store staff were as safe as possible continued to be implemented, in line with all national and international recommendations for preventing the Covid-19 transmission.

Excluding specific local and temporary restrictions, our priority continued to be guaranteeing ongoing support and service to all our customers, keeping all our stores broadly open and operational. Therefore, in 2022 the Group felt the effects of the health emergency to a lesser extent, as demonstrated by the excellent economic and financial results achieved by the Group¹¹.



GO TO PAGE

**THE PROTOCOL TO GUARANTEE
HEALTH AND SAFETY**

¹¹ - Further information regarding Amplifon's resilience and the Group's main risks in relation to the macro-economic situation, geo-political instability and health emergency relating to Covid-19 can be found in the [Annual Report 2022](#) ("Risk Management" Section).

1.6 OUR COMMITMENT TO A SUSTAINABLE BUSINESS

Listening and responding to the expectations of our customers, our people, the communities, and the context where we operate, while safeguarding the ability of future generations to satisfy their needs in the long term: for us at Amplifon, this means being committed to developing an increasingly sustainable business every day.

Since 2018, our **Sustainability Policy** formally states our commitment to sustainability and to our stakeholders, enhancing existing activities and guiding the definition of new initiatives. After its approval by the Board of Directors, the Policy was published and communicated to all Group employees, so that anyone can follow its guiding principles to carry out their daily activities responsibly. Perfectly in line with our values, the Policy defines our **four sustainability commitment areas** through which Amplifon contributes to improving the quality of life of millions of people.

■ PRODUCT & SERVICE STEWARDSHIP

Aware of the central role we play in the hearing care sector, we offer the highest quality services and solutions to customers, ensuring effectiveness, personalization, and safety, proposing an outstanding customer experience that meets everyone's needs.

■ COMMUNITY IMPACT

In light of the high social impact of our products and services, we are committed to promoting social inclusion and raising awareness related to hearing well-being, with the aim of reducing the serious consequences of hearing loss and maximizing the benefits of early intervention.

■ PEOPLE EMPOWERMENT

We believe our people are the most important asset to offer hearing solutions and services with high added value, and for this we are determined to attract, develop, and retain the best talents, as well as to ensure a safe, inclusive, and innovative work environment.

■ ETHICAL BEHAVIOR

In order to operate responsibly along the value chain towards everyone and the environment, we are strongly committed to conducting our activities in compliance with regulations and the highest ethical and moral standards, actively preventing any type of unethical practice.



FIND OUT MORE
SUSTAINABILITY
POLICY

OUR SUSTAINABILITY PLAN

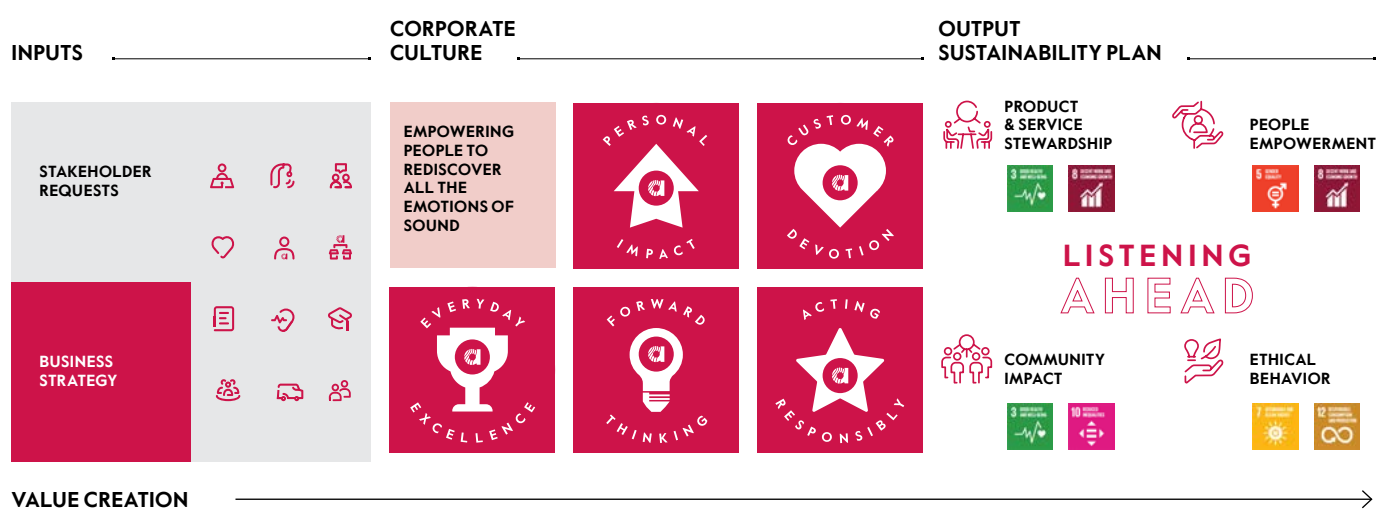
“LISTENING AHEAD”

In 2020 we implemented our areas of commitment in practical terms by launching our first Sustainability Plan “Listening Ahead”, which includes objectives for the three-year period 2021-2023, in line with our business strategy and related to the variable remuneration of our Top Management.

This Plan and related goals were created considering all factors outside of the context where we operate, including the global ESG mega trends and the main reporting frameworks on the issues of sustainability, also including the TCFD requirements. “Listening Ahead” was also designed on the basis of the needs and requirements of our stakeholders, such as customers, employees, communities, suppliers, investors and ESG ratings agencies. In line with our corporate culture and in order to highlight the contribution of our activities to global priorities, all our goals were built in line with our values and purpose, as well as with those Sustainable Development Goals¹² (SDGs) that are more interconnected with our business objectives.

Following the examination and validation by the BoD and the RCSC, the Plan is periodically a topic for inductions and internal sharing during specific update moments and sessions on the presentation of progresses achieved. With the active involvement of the main interested functions, specific action plans dedicated to individual goals have been launched over the years. At the same time, monitoring KPIs and targets performances, allowed us to provide the Top Management and the governing bodies with regular updates.

OUR SUSTAINABILITY STRATEGY



12 - Defined by the United Nations under the scope of the 2030 Agenda for Sustainable Development.

PRODUCT & SERVICE STEWARDSHIP

We aim to raise awareness and accessibility of hearing care by providing innovative experiences and listening to the needs of our customers.



- **3.8:** Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all
- **8.2:** Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors

Goal	Target	KPI	Baseline	2021	2022
Promote awareness of the importance of hearing, breaking down barriers and stigmatization	Raise awareness about hearing care among more than 160 million people over the age of 55 every year until 2023 through TV campaigns and telemarketing	Number of people over the age of 55 reached by awareness-raising campaigns per year (millions of people)	151 million (2020)	177 million	156 million ¹³
Facilitate access to hearing care and improve the life of as many people as possible	Offer free hearing tests, generating a total saving of more than €700 million for customers and prospects in the three-year period 2021-2023	Annual financial saving for customers and prospects ¹⁴ (millions of €)	€142 million (2020)	€200 million	€289 million
Promote increasingly innovative, engaging and digital solutions	Achieve at least 85% global penetration of the Amplifon Product Experience (APE) in the addressable market of the various Countries by 2023 ¹⁵	APE penetration rate (in terms of units sold) in the addressable market	79% (2020)	89%	95%

PEOPLE EMPOWERMENT

We aim to attract, develop, and retain the best talents to ensure the sustainability of the business, promoting diversity among our people.



- **5.5:** Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life
- **8.2:** Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors
- **8.5:** By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value

Goal	Target	KPI	Baseline	2021	2022
Strengthen the leadership and functional skills of all employees globally	Provide at least 3 days on average of training per year per capita for both back-office staff and the global field force (excluding specific plans), with unlimited access to the e-learning training platform until 2023	Average number of training days per person per year – back-office (days/year)	1.6 (2020)	3.0	3.6
		Average number of training days per person per year – field force (days/year)	2.8 (2020)	3.6	4.0
Ensure a solid succession pipeline for key roles	Ensure that at least 40% of the back-office population is assessed as talents & high performers to access the succession pipeline by 2023 ¹⁷	Percentage of talents & high performers per year in the back-office population (%)	36% (2020)	36%	39%
Ensure a healthy and inclusive winning workplace driven by communication and engagement	Ensure a participation rate of at least 85% in the global engagement survey, with at least 90% of respondents stating that they feel engaged (rating >=3) until 2023 ¹⁸	Global engagement survey participation rate (%)	81% (2019)	80%	NA
		Percentage of respondents giving a rating >=3 on a scale from 1 to 5 (%)	92% (2019)	88%	NA
Promote equal opportunities at all levels of the organization	Maintain an appropriate level of gender representation in the global back-office population (always above 50%) and the global leadership population (always above 25%) until 2023	Percentage of female employees in the global back-office population (%)	57% (2020)	55%	52%
		Percentage of female employees in the global leadership population (%)	27% (2020)	30%	29%

13 - It should be noted that during 2022, in some selected Countries, the planning of TV campaigns was reviewed.

14 - Financial savings are estimated based on the average cost of hearing tests offered free of charge to customers in most of the countries.

15 - The addressable market refers to the market segment where the sale of APE products is applicable.

COMMUNITY IMPACT

We aim to promote social inclusion and to spread greater awareness about hearing-loss prevention, hearing well-being, responsible listening, and the impact of noise pollution.



- **3.8:** Achieve universal health coverage, including financial risk protection, access to quality essential healthcare services and access to safe, effective, quality, and affordable essential medicines and vaccines for all
- **10.2:** By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status

Goal	Target	KPI	Baseline	2021	2022
Support the activities of the Group Foundations to spread the "sound of inclusion"	Contribute to the ramp-up of the Amplifon Foundation with approximately €3 million by 2023	Amplifon's financial contribution to the Amplifon Foundation (€ millions)	€0.7 million (2020)	€1.3 million	€1.5 million
Promote awareness about responsible listening among the younger generation	Extend the "Listen Responsibly" program to new countries and involve a total of at least 40,000 students and 1,600 schools by 2023	Number of students enlisted (total no. of students)	20,000 (2020)	24,500 (2020-21)	32,000 (2021-22)
		Number of schools involved (total no. of schools)	800 (2020)	1,000 (2020-21)	1,530 (2021-22)
Increase awareness about the importance of hearing well-being and the impacts of noise pollution among communities	Map at least 20,000 noise measurements from 6,000 people through the noise tracker of the "Listen Responsibly" app by 2023	Number of mapped noise measurements (total no. of measurements)	4,000 (2020)	9,000 (2020-21)	12,500 (2021-22)
		Number of users of the "Listen Responsibly" app (total no. of users)	2,700 (2020)	5,700 (2020-21)	13,200 (2021-22)

ETHICAL BEHAVIOR

We aim to encourage responsible and sustainable practices along the value chain and take action to reduce the environmental impact of our business.



- **7.2:** By 2030, substantially increase the share of renewable energy in the global energy mix
- **12.5:** By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse
- **12.6:** Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle

Goal	Target	KPI	Baseline	2021	2022
Integrate sustainability criteria into the responsible management of the supply chain	Define a global supplier evaluation framework based on ESG risks by 2021, and implement this framework in a pilot country by 2023	Definition and pilot implementation of the supplier ESG global evaluation framework	NA (2020)	Frame-work de-fined	Integration of the Supplier Code of Conduct into the qualification process
Increase the use of renewable energy to limit the environmental impact of the business activities	Increase the use of certified renewable electricity to at least 70% of the electricity consumption of offices and direct stores by 2023, avoiding the related CO _{2e} emissions	Share of electricity purchased and certified as coming from renewable sources compared with the total electricity consumption for offices and direct stores (%) ¹⁹	28% (2020)	30%	52%
		Quantity of CO _{2e} avoided, Scope 2 – Location-based approach and Market-based approach – (tons of CO _{2e})	2,893 (2020 - LB)	2,984 (LB)	4,054 (LB)
			3,763 (2020 - MB)	4,397 (MB)	5,701 (MB)
Promote the use of rechargeable hearing aids to reduce the use and disposal of batteries	Increase the penetration and use of rechargeable hearing aids avoiding the use of more than 200 million batteries per year by 2023	Total number of batteries "saved" ²⁰ per year (millions of batteries)	74 million (2020)	131 million	194 million

16 - Including the non-employee field force personnel (external hearing care professionals) with the exception of franchisees.

17 - It should also be noted that the current performance review system for the shop personnel was discontinued at the end of 2022, following the identification of a new performance monitoring model more in line with Amplifon's business performance and the nature of shop personnel duties. This does not apply to Area Managers, whose performance review process coincides with the back office one's. The previous target in pipeline related to the field force is not measurable anymore and will be re-defined with the implementation of the new model.

18 - The global engagement survey is carried out every two years, therefore the data will be available for the 2023 financial year.

19 - The increase in the share of electricity purchased and certified as coming from renewable sources is affected by the contracts already in place with local suppliers. Compared to last year, in 2022 this type of procurement was also activated in France and Spain.

20 - The quantity of saved batteries is estimated on the basis of the number of rechargeable devices sold and in circulation, the average quantity of batteries used annually by a non-rechargeable device, and an average device's life of 5 years.



GO TO PAGE
ASSOCIATIONS,
RATINGS AND ESG
INDICES



GO TO PAGE
CONTENT INDEX OF THE
PRINCIPLES OF THE UN
GLOBAL COMPACT

INTERNAL ENGAGEMENT ON SUSTAINABILITY TOPICS

Conscious of the importance of internal engagement for the effectiveness of a sustainability strategy, we promote different internal activities of sharing, awareness-raising and update on the main sustainability topics, addressed to the entire Company population.

Our Sustainability Plan was defined and developed with the direct involvement of various corporate functions, as well as approved by Top Management and then validated by the Risk, Control, and Sustainability Committee and the Board of Directors, and special moments were dedicated to updating them on the gradual achievement of its goals. The Plan gave rise to new initiatives that required collaboration of different teams and functions in global projects, some of which also involving the active contribution of individual countries.

The town halls of the corporate headquarters and main countries and in-house events dedicated to our employees regularly include the sharing of our sustainability strategy. In addition, during the various induction and onboarding programs (such as, for example the DaGO Global Onboarding Program and the Graduate Program induction sessions), specific in-depth sessions are organized to further explain Amplifon's sustainability journey.

Thanks to the in-house newsletter "Good Morning Amplifon", the entire corporate population was made aware of the ESG main macro trends and news. From the beginning of 2023, the monthly column "Sustainable Waves" was launched on the corporate intranet to raise awareness on our sustainability journey and provide each employee with the necessary tools to directly contribute to our sustainable development. Lastly, during the 2022 materiality analysis update, a representative sample of the population of some of the Group countries was involved in a focus group to identify the most significant ESG issues for Amplifon.



21 - The linking of Amplifon's activities and the goals of the Sustainability Plan with the SDGs has been based on the main international guidelines that address the SDGs in terms of "business action" and relate them to the reporting standards most widely used for non-financial reporting, including: Linking the SDGs and the GRI Standards (GRI, 2020); Business Reporting on the SDGs, an analysis of the Goals and Targets (GRI and UN Global Compact, 2017); Business Reporting on the SDGs, integrating the SDGs into Corporate Reporting: A Practical Guide (GRI and UN Global Compact, 2017).

Since their adoption in September 2015, the Sustainable Development Goals (SDGs) have been one of the main international benchmarks for sustainable development, guiding public and private organizations in their efforts to contribute to global and shared goals to be achieved by 2030. In line with the path traced by our Sustainability Plan, we have identified the main SDGs which we can make the greatest contribution to, thanks to our activities and our goals along the value chain²¹: **3** (Good Health and Well-Being), **5** (Gender Equality), **7** (Affordable and Clean Energy), **8** (Decent Work and Economic Growth), **10** (Reduced Inequality), **12** (Responsible Consumption and Production), **17** (Partnerships for the goals).

	PROCUREMENT & SUPPLY CHAIN	PRODUCT & SERVICE DEVELOPMENT	HEARING CARE PROVISIONING
3 GOOD HEALTH AND WELL-BEING		[X]	[X]
5 GENDER EQUALITY		[X]	[X]
7 AFFORDABLE AND CLEAN ENERGY		[X]	[X]
8 ECONOMIC INDUSTRY INNOVATION INFRASTRUCTURE		[X]	[X]
10 REDUCED INEQUALITIES			[X]
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	[X]	[X]	
17 PARTNERSHIPS FOR THE GOALS	[X]	[X]	[X]

We intend to reinforce the dialogue and ongoing collaboration with all stakeholders and other economic players along the **entire value chain** with a view to consolidating the multi-stakeholder partnership and contributing to the global and shared efforts for the 2030 Agenda for Sustainable Development. Also, for this reason, **Amplifon signed up to the United Nations Global Compact** and takes part in the initiatives of the Italian network with the aim of promoting an increasingly responsible business capable of meeting global challenges through compliance with, adherence to and promotion of the Ten Principles involving human and labor rights, environmental protection, and anti-corruption. As proof of our commitment, in 2022 we participated in two accelerators organized by the UNGC Italy Network on gender equality and the fight against climate change.



PARTICIPATION IN THE UNGC TARGET GENDER EQUALITY ACCELERATOR

Amplifon took part in the first accelerator on gender equality organized by the UNGC Italian Network.

Target Gender Equality is a 9-month training course providing participating companies with the necessary knowledge and skills to set and achieve ambitious corporate goals for gender equality, with the aim of increasing the impact on SDG 5 - Gender Equality of the United Nations Agenda 2030.

Together with other companies, Amplifon had the opportunity to gain a clear understanding of Women's Empowerment Principles (WEPs), to take part in capacity-building workshops and peer-to-peer learning groups on a national level, and to listen to expert witnesses on how to accelerate progress on gender equality.

PARTICIPATION IN THE UNGC CLIMATE AMBITION ACCELERATOR

Amplifon also took part in the first accelerator on climate change organized by the UNGC Italian Network.

The Climate ambition accelerator is a 6-month training course designed to provide participating companies with the necessary know-how and expertise to set science-based Climate targets, promoting the exchange of best practices and peer-learning with reference to SDG 13, in order to accelerate progress towards a net-zero economy by 2050.

During this program, Amplifon had the opportunity to gain a clear understanding of the Science Based Targets Initiative (SBTi) and the concept of net-zero, develop skills to attract investors, as well as to motivate company leaders, employees, and shareholders on Climate matters. The workshops organized have also provided opportunities for networking and listening to expert testimonies.

ASSOCIATIONS, ESG RATINGS AND INDICES

Amplifon stock, already listed on the Borsa Italiana Milan Euronext from 2001, and on the STAR segment since 2008, is part of the FTSE MIB Index since December 2018 and the Stoxx Europe 600 since June 24th, 2019. The stock became part of the MSCI Global Standard Index in November 2020 and the new MIB ESG Index since October 2021.

Ratings & Indices		Score
	Since 2021, Amplifon has been included in the new MIB ESG Index launched by Euronext and Borsa Italiana, the first index dedicated to the 40 Italian blue-chips that implement the best environmental, social and corporate governance practices (ESG).	
	In 2022 as well, Amplifon took part in S&P's 2022 Corporate Sustainability Assessment improving its total score from 55 to 64, on a scale of 0-100, as well as the scores of all the three main dimensions: Governance & Economics (from 53 to 65), Environment (from 47 to 54), Social (from 58 to 65), thereby gaining the 9 th position in the "Health Care Providers & Services" industry global classification. Following these results, also this year Amplifon was included in the 2023 Global Sustainability Yearbook, which includes the classification of the 708 top performers out of more than 7,800 companies evaluated by the CSA. Moreover, the Group was recognized as an Industry Mover, achieving the most significant improvement in the industry compared with the previous year.	64
	For the first time in 2022, Amplifon took part in the CDP Climate Change questionnaire, a non-profit organization which since 2000 has been managing the largest database of greenhouse gas emissions (GHG) at a global level, getting a score of C on a scale from A to F, in line with the industry average.	C
	Also in 2022, MSCI, whose ESG ratings aim to measure the resilience of companies with regard to ESG risks and trends, confirmed Amplifon's ESG rating as AA on a scale that goes from CCC to AAA with scores higher than the average in the reference industry and in all key assessment areas.	AA
	The Sustainalytics ESG risk rating assesses companies based on their exposure to the main ESG risks. Thanks to the limited exposure to these types of risks, as well as the correct management of residual and potential risks, in 2022 Amplifon was awarded an ESG risk rating of 14.7/100 (low risk).	Low Risk
	The ISS ESG Corporate Rating provides investors with an overall evaluation of companies ESG performances and opportunities. In 2022, Amplifon was awarded a rating of D+ (on a scale that goes from D- to A+), and the transparency level was confirmed to be high.	D+
	The FTSE4Good Index Series are share indices launched by the FTSE Group, measuring the companies' performance in ESG areas. In 2022, Amplifon increased its ESG Rating to 2.8 (on a scale from 0 to 5), higher than the Health Care Industry average (2.3).	2.8
	In 2022, Vigeo Eiris increased Amplifon's Overall ESG Score from 43 to 48 on a scale of 0-100, attributing it a higher ESG performance than the industry average in all three ESG pillars and the position of 10/49 within the reference sector (Health Care Equipment & Services).	48
	Standard Ethics, which evaluates companies commitment in terms of international directives and guidelines (e.g., UN, OECD, EU), in 2022 confirmed a Standard Ethics Rating of E+ for Amplifon, on a scale that goes from F to EEE.	E+

Associations

WE SUPPORT



In support of

WOMEN'S EMPOWERMENT PRINCIPLES

Established by UN Women and the UN Global Compact Office

valore^D
LA DIVERSITÀ
È POTENZA



Recognitions



Like the previous year, we received the Top Employer 2023 certification for both the whole of Europe and for Italy, France, Germany, Spain and Portugal. In addition, thanks to our dedication to constantly improving the working environment to Top Employer standards, this year we gained this certification for The Netherlands, the United States and New Zealand as well. This recognition is a further step along the transformation journey undertaken for developing a truly Winning Workplace.



Amplifon obtained the Gender Equality Certification of the Winning Women Institute, the leading certification of its kind in Italy recognizing the long-term commitment of Italian companies in promoting and including diversity.



Amplifon was recognized as the best company in Europe in Investor Relations in the **"Pharmaceutical & Healthcare"** sector in the 2022 edition of the prestigious **"All-Europe Executive Team"** classification of Institutional Investor, an independent international finance independent research institute.



Through the bestowal of the **ESG Identity - IGI COMPANY 2022** label, in June 2022 Amplifon was ranked 23rd out of 86 companies. The Group was evaluated under the Integrated Governance Index, the index of the ETicaNews Research Department, which captures the degree of integration of ESG factors in corporate governance.



At the start of 2023 Amplifon was included in the **"2023 Top-rated ESG Companies List"** of Sustainalytics, which evaluated over 15,000 companies in 42 sectors based on their ESG risk rating and selected those with the best ESG ratings and performance.



For 2022, the Amplifon project **"Ci Sentiamo Dopo - Listen Responsibly"** was included in the **Sodalitas Call for Future**, the Sodalitas Foundation's campaign aimed at businesses committed to implement projects for a sustainable future in accordance with the United Nations 2030 Agenda.



For the third consecutive year, Amplifon was included in the Le Point ranking for the most responsible companies. We came eighth in the **"Commerce & Distribution"** sector. This recognition highlights the work that Amplifon has carried out so far in favor of sustainability.



Amplifon was included in list of 360 **"Italy's Best Employers for Women 2023"**, following a survey based on social listening in Italy promoted by the German ITQF Institute and La Repubblica Affari & Finanza.



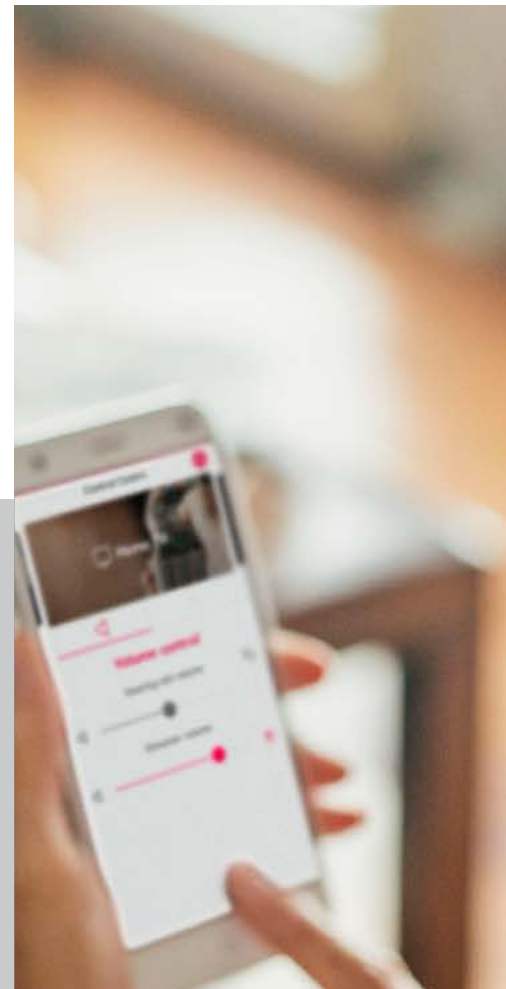
Amplifon was included in the 2023 classification of **"The most climate conscious companies"** compiled by Corriere della Sera in collaboration with Statista, and among the Financial Times **"Europe Diversity Leaders"** in collaboration with Statista.



02

Product & Service Stewardship

We leverage new digital technologies to innovate, revolutionize and enrich the audiological experience offered to our customers





2.1 INNOVATION AND TECHNOLOGY FOR AN EXTRAORDINARY EXPERIENCE

Thanks to increasingly advanced skills and technologies, we aim to revolutionize the hearing care sector by offering a complete, engaging, and customized value proposition consisting of product, service and experience and consolidating through the daily relationship between hearing care professionals and customers.

AMPLIFON PRODUCT EXPERIENCE

The Amplifon Product Experience (APE), including the Amplifon Product Line and the Amplifon multichannel ecosystem, is **an integrated system placing people at the center of the path that synergically combines service and product**, redefining the entire customer journey. It is a cutting-edge system that uses digital technologies and big data to collect and analyze information on the use of hearing devices, feedback and consumer needs, employing them to offer a unique, customized, and distinctive experience.

Following successful launches in Italy, France, Germany, the Netherlands, United States (Miracle-Ear), Australia, United Kingdom, Belgium, Portugal, New Zealand, and Spain between 2018 and 2021, the new APE roll-out plan continued also in 2022 reaching two new markets (Switzerland and Amplifon Hearing Health Care in the United States) with a penetration rate of approximately 95% of sales within the countries in scope on the private and paid-up markets, for a total of **12 countries**. Following the successful launch in Spain, a new **eco-friendly packaging** made up of 100% recyclable paper (the new Cube All-in-One), was also launched within the key markets, namely Italy, France, Germany, and Switzerland, and will then be progressively launched in new countries during 2022 and early 2023.

■ AMPLIFON-BRANDED PRODUCTS

The Amplifon-branded product line continues to be a cornerstone of our technological innovation program. Thanks to the constant introduction of the most recent and advanced innovations, we enriched our four product families, each of them responding to specific needs of customers and developed together with all the major hearing devices global manufacturers.

~95%

APE PENETRATION RATE
ACHIEVED IN 2022 FOR
THE COUNTRIES IN SCOPE



GO TO PAGE
AMPLIFON PRODUCTS
ECO-FRIENDLY PACKAGING



FIND OUT MORE
AMPLIFON
PRODUCT FAMILIES

AMPLI-EASY

The devices of the ampli-easy family are powerful, practical, easy to use and affordable. For everyday life, enjoying a laughter with friends, walking in the park, or watching a good film.



AMPLI-MINI

The ampli-mini are extremely discreet and almost invisible thanks to miniaturized technology. They are perfect for those who seek a discreet solution and want to feel elegant without compromising on comfort.



AMPLI-CONNECT

The ampli-connect product family connects directly to your TV, smartphone, and sound system. They automatically recognize the environment and point their microphones towards the direction of the sound. They also connect to the Amplifon app via Bluetooth.



AMPLI-ENERGY

The ampli-energy devices are a perfect combination of practicality and style. No more changing batteries are needed, since the devices can be recharged using a charger and have up to 30 hours of battery life. They also connect to the Amplifon app via Bluetooth.

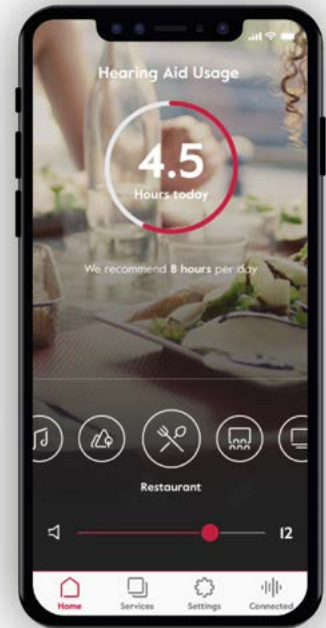


■ AMPLIFON MULTICHANNEL ECOSYSTEM

The Amplifon multichannel ecosystem, the second element of the APE backbone, redefines the Amplifon experience along the entire customer journey (therefore not only in-store), offering rapid access to different high added value services, with the aim of increasing customer satisfaction.

The **Amplifon App** is the first touchpoint with consumers and makes it possible to control and manage the numerous functionalities of hearing devices in real time directly from a smartphone, exploiting the potential of the hearing device to the fullest and improving the hearing experience. Through the Amplifon App customers can control the volume, change and customize the programs, get to know the hearing device usage statistics in real time and much more. By using an artificial intelligence algorithm, the **Companion**, an exclusive feature of the Amplifon App, analyses device usage data in real time: exploiting a predictive model, it can provide suggestions regarding the replacement of batteries or the most suitable program for the surrounding sounds. This way, we support the consumer in maximizing the effectiveness of their hearing device by providing constant and personalized advices, every day and in every situation.

This all represents an enormous potential in terms of information. Thanks to the Amplifon App, whose penetration rate²² reached around 22% in 2022, we can access a very large amount of data on the use of hearing devices by customers, and to use it to create an increasingly customized and engaging experience. An advanced data mining system, using data collected both from the virtual experience and in stores, allows us to build a map of behaviors for guiding our offer in the direction determined by the customer.



~22%

PENETRATION RATE
OF THE AMPLIFON APP
IN 2022



FIND OUT MORE
THE FUNCTIONALITIES
OF THE AMPLIFON APP

22 - The Amplifon App penetration rate is defined as the ratio between the number of users currently using the Amplifon App and the number of compatible hearing solutions sold for countries within the scope.

■ THE AMPLIFON 360 PROTOCOL

As a hearing care provider, listening to our customers and understanding their needs is vital to ensure the hearing solutions we offer meet their specific requirements and needs. The success of a hearing solution depends above all on our hearing care professionals' ability to carry out hearing tests, choose the most suitable device from the most advanced technologies available and correctly fit them. Our hearing care professionals build relationships with customers through talking and listening, leveraging on a solid technical know-how and high communication skills, supporting people on their journey to a full hearing experience through a data-driven approach.

Based on this, we created and developed the **Amplifon 360 store protocol**²³, an innovative journey for evaluating people's hearing abilities. Through pioneering tools and user-friendly technologies, the protocol increases customers' involvement in the hearing profile evaluation process, improving the analysis of their needs and individual lifestyles. This protocol is illustrated to the customer with the support of digital applications, through a video interface allowing the customer to have **an immersive experience**, to understand their hearing requirements and the possible benefits of the various hearing solutions. As evidence of its benefits, the Amplifon 360 protocol was approved by SIAF (the Italian society of audiology and phoniatrics). It also obtained an American, Australian, and European patent, certifying its uniqueness and innovation and demonstrating its importance in the development of audiology.

23 - The 360 protocol is present in most of the countries in which Amplifon operates.



FIND OUT MORE
THE AMPLIFON 360
PROTOCOL PHASES

■ AMPLI-CARE

Ampli-care is our new platform able to offer a revolutionary and personalized audiological care experience, both during the visits in our stores and elsewhere, at every step of the customer journey. Thanks to the unparalleled quantity and quality of the data we possess and the best digital technologies, the Ampli-care roll-out has begun, enabling us to deliver a unique, innovative and engaging experience to best support our customers in a fluid and seamless audiological care journey across all touchpoints.

IMMERSIVE EXPERIENCE

Our stores will be equipped with an innovative diagnostic tool (**Otopad**, the first and only Ipad-based audiometer), whose roll-out already reached around 70 stores in Italy and will also continue abroad, starting from the United States. Thanks to this iOS-based instrument that evaluates people's hearing capacity using a new internally developed proprietary technology, we are able to offer interactive and engaging touch-based experiences, conduct sophisticated audiological tests as well as clearly identify customers' needs. Their use allows to standardize the service quality offered at very high levels and to optimize the time of our hearing care specialists. Moreover, it enables out-of-store visits and follow-up activities.

To support this, our stores will progressively feature a **new store format**, capable of offering customers a unique and immersive experience, reinforcing our global brand also through an innovative architectural design. Already implemented in some stores of the main European countries during 2022, the roll-out of the new store format will progress in the coming years as an integral part of our internal renewal program, thanks to a modular and scalable design, adaptable to the needs of all our points of sale around the world.



HYPERPERSONALIZED SOLUTIONS

Thanks to the adoption of technologies that foster a 360° in-depth knowledge of the single customer through an omnichannel approach, Ampli-care provides our hearing care professionals with more and more elements, allowing them to offer a hyper-personalized service and experience. Ampli-care also supports them in identifying the best solution for each customer through a proprietary system called **solution builder engine**, powered by artificial intelligence, and already present in some stores in Spain. This system helps identifying and suggesting the product, the service offering and the most appropriate fitting for each customer, based on the audiological profile and personal information collected during the visit visit and through other touchpoints.

SUPPORT ALWAYS CONNECTED

Thanks to a complex **remote monitoring and support system**, our hearing care professionals are always connected to intercept hearing solutions usage trends and specific customer needs, in order to support them even when not physically in-store. In the future, our assistance will also be provided remotely via videocalls and systems aimed at performing remote fine-tunings to the hearing devices. Moreover, both caregivers and ENTs, crucial influencers in the hearing solution adoption process, will play a more active role: the former will have a dedicated profile in the Amplifon App to coach and support their dear ones, while the ENTs will receive their patients' audiological and hearing aid usage data.

AMPLIFON X

Amplifon X is the Group's new internal start-up entirely focused on Amplifon's digital innovation strategy. Amplifon X is responsible for the software design and end-to-end development of highly innovative digital solutions to enhance the service offered in store and, most importantly, remotely. With a team of over 60 people and leveraging important collaborations with world-recognized academic institutions, Amplifon X allows us to continue redefining audiological experience standards at a global level, consolidating the Company's significant advantage and creating a unique experience that cannot be replicated for our customers and hearing care professionals.

■ CUSTOMER SATISFACTION

To better understand customers' expectations and offer them an even more satisfactory level of service, we are committed to a program for collecting and managing customer feedback and their related context. From this activity, we gave birth to several tools and continue developing them to measure and monitor customer expectations and satisfaction, considering standardized methods applied by the main Countries where we operate. The surveys are conducted using different contact channels (including call centers, emails, and SMS), and allow checking the satisfaction level with the experience offered to customers in the main moments of their relationship with Amplifon: the hearing test and the trial, the purchase phase, the follow-up phase, the decision not to proceed with the purchase, and the entire after care phase.

In 2021 we redesigned the entire process, based on the **Net Promoter Score (NPS)**, the parameter most used to measure customer satisfaction for products and services. Customers evaluate their overall experience, awarding a score on a scale of 0 to 10 on the point of sale, services, and product, by replying to the question *"to what extent would you recommend Amplifon to friends and family?"*. The final NPS value is calculated as the difference between the so-called promoters (who awarded a score of 9 or 10) and the so-called detractors (who gave a score of 6 or less).

In 2021, the new process was completely revised in terms of automation, modes and frequency of measurement. In 2022, the roll-out plan was completed for the **11 Countries currently in scope**, including important markets such as Italy, France, Spain, Germany, and Australia. Furthermore, we have begun designing a "close the loop" action plan for the management of promoter and detractor customers, with the goal of developing action plans aimed at closing any gaps identified and further improving the customer journey.

BOCCONI UNIVERSITY AND AMPLIFON INNOVATING THE CUSTOMER EXPERIENCE WITH ARTIFICIAL INTELLIGENCE

At the beginning of 2021, Amplifon and Bocconi University signed an agreement to establish the Amplifon Chair in Customer Science, created in collaboration with the university and aiming to develop a deeper understanding of the customers and their purchasing and retention journey. The chair research program intends to explore tools such as machine learning and artificial intelligence to fully understand the way in which the consumer reacts to the Company's different communications, and then define marketing activities, creating increased value, not only for the business, but also for the customer.

The chair, launched in the academic year 2021-2022, foresees an intensive program of research and initiatives involving students in educational challenges and putting them in direct contact with our organization, as an evidence of the Group's commitment and attention towards talented young people and their education.



2.2 PRODUCT AND SERVICE ACCESSIBILITY

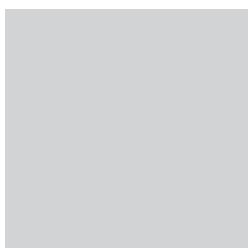
We endeavor to make hearing care always accessible and available, facilitating overcoming the obstacles that prevent people from seeking expert advice to improve their hearing well-being, and multiplying our global and digital presence.

■ A WIDESPREAD DISTRIBUTION

Thanks to our distribution network, we are **always close to those suffering from hearing loss**, allowing everyone, even those with reduced mobility, to easily access quality audio-logical service. In 2022, we continued our expansion in China reaching a total network of more than 160 points of sale in a market that offers considerable opportunities given the anticipated high growth profile. Also the so-called "*piecemeal*" purchasing operations continued, mainly in countries such as France, Germany and the United States, as well as the selected new openings in so-called "*white spots*". With around 3,400 Amplifon shops-in-shops and corner shops located in third-party points of sale such as pharmacies, opticians and medical clinics, we are trying to reach people with a hearing loss in rural areas or those with a low population density and, thanks to home visits, we serve customers with reduced mobility who cannot physically get to stores.

■ THE NEW IN-STORE EXPERIENCE

Our stores, representing the main contact points of the customer journey, are designed to reduce the typical anxiety associated with medical experiences, trying to put customers at their ease, with a consequent positive impact on accessibility. In 2022, we launched an immersive **new store format** in some stores of the major European countries, created to offer our customers a more engaging experience through a new architectural design limiting barriers as much as possible. In fact, the new format concentrates on the retail area, composed of the reception and waiting area displaying our products, and on the Solution Room, where the customer remains at the center between the caregiver and the hearing care professional, enjoying an immersive experience through visual and digital elements. Further facilitating accessibility to hearing care and improving the life of as many people as possible, **we offer free hearing tests** in our stores, **thereby creating a considerable economic saving** for customers and prospects.



+9,300

TOTAL POINTS
OF SALE

+160

STORES
IN CHINA



FIND OUT MORE

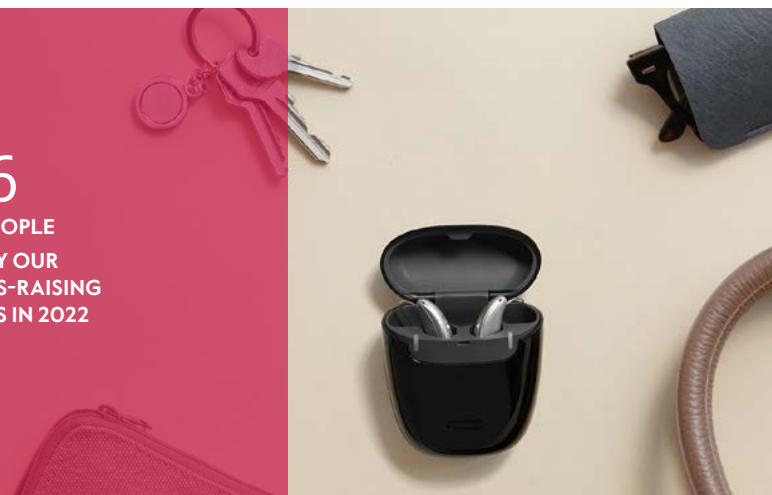
A DATA-DRIVEN APPROACH
FOR INCREASINGLY DIGITAL
AND IMMERSIVE SOLUTIONS

~289

MILLION EUROS
ECONOMIC SAVING
GENERATED IN 2022
THANKS TO FREE
HEARING TESTS

~156

MILLION PEOPLE
REACHED BY OUR
AWARENESS-RAISING
CAMPAIGNS IN 2022



■ AN ACCESSIBLE DIGITAL SERVICE

In the same way our consumer websites allow customers and potential customers to easily access services such as store locators and online hearing tests, the Amplifon App also offers high added value services, making it possible to enjoy a more accessible and immersive new hearing experience. In addition to checking hearing device functions in real time, the smartphone services include the in-store appointment online booking and “Companion”, an essential support in the early stages of the device utilization. In this way, we also support our customers remotely, **increasing the accessibility of our services**, also thanks to tutorial videos in the Amplifon App for solving small problems and rapid intuitive navigation path.

■ TARGETED DIGITAL COMMUNICATION

The Amplifon.com website leads the organic traffic of the hearing care sector in 7 out of our 8 main markets and, together with our other digital communication channels such as social media, constantly involves both our customers and caregivers, such as friends and family of those suffering from hearing loss. The goal is to contribute overcoming the psychological obstacles and prejudices that prevent people with hearing loss from rediscovering the pleasure of hearing. Recognizing, interpreting, and understanding when loved ones show the first signs of hearing loss can help communicate better with them and seek help to improve their interactions with the surrounding world. For this reason, in 2022 alone, **our awareness-raising campaigns on the importance of hearing care reached around 156 million people over 55 years old**, and our websites have dedicated sections providing caregivers with the information needed for identifying friends or family members who could have hearing difficulties.

2.3 QUALITY AND SAFETY FOR CUSTOMERS

We guarantee customer safety to prevent any harm towards them, from the fitting phase to the daily use of hearing aids, in full compliance with legal provisions.

■ OUR PRESENCE IN EHIMA

By means of procedures in place in the various countries, we guarantee the monitoring of the topics related to product quality and customer safety in accordance with applicable regulations. Since 2019, we are also part of the **EHIMA (European Hearing Instrument Manufacturers Association)**, an association monitoring and promoting uniform European-level regulations associated with the hearing aids production, ensuring they are updated in line with commercial and industrial developments.

■ PRODUCT QUALITY

All manufacturers guarantee their hearing aids are produced in compliance with all applicable directives and laws of the countries where the products are distributed. They are also responsible for the numerous tests hearing aids undergo as medical devices, guaranteeing user safety. In addition, for each product category we **provide a specific manual for using the device safely**, and labels with clear and accurate information related to safety are applied to the packaging. If there are any doubts or concerns regarding the safety of the devices, or the products related to them, we request suppliers to carry out further analyses, even commissioning product safety assessments as well as other technological or production aspects to third party laboratories. If, following these analyses, it is not possible to guarantee total product safety, the supplier is immediately required to adopt the appropriate provisions which can lead to a possible product recall with distributor support, as foreseen by regulations.

■ SERVICE SAFETY

In order to guarantee customer safety in terms of service, we employ highly qualified hearing care professionals and invest substantially in their training. All machinery and equipment used is subject to **planned maintenance and calibration protocols** with timing and methods defined by the manufacturers. Furthermore, we have insurance policies in place to cover the few rare accidents which may occur.

CE MARK

OBTAINED BY THE
AMPLIFON APP FOR
EUROPE

FDA APPROVAL

OBTAINED BY THE
AMPLIFON APP FOR
THE UNITED STATES

■ COMPLIANCE WITH THE MEDICAL DEVICES REGULATION

We adopted the necessary procedures to comply with the New Medical Device Regulation (EU) 2017/745 (MDR) which since its entry into force on May 26th, 2021 regulates the obligations for the various players operating in the medical devices sector, after having repealed Directive 93/42/EEC (MDD). For Amplifon, classified as a distributor, the Regulations do not have a major impact other than **guaranteeing product traceability** and the compliance of storage and transport modalities with the conditions established by manufacturers. The requested procedures concern activities such as complaint handling, labeling, product recall, and data management. A contact person has been appointed in each European country where we operate to guarantee compliance with these procedures and the conditions determined with manufacturers through Quality Agreements, who will be responsible for supervising the related activities. In 2022, the monitoring activities on the procedures introduced in the various European countries continued and, at the same time, the procedures necessary to act in compliance with the new United Kingdom Medical Device Regulation were introduced.

■ CERTIFICATION OF THE AMPLIFON APP

Amplifon is the producer of the Amplifon App, an internally developed CE-marked medical device, distributed since 2019 in various EU and APAC countries, and in America under the Miracle-Ear brand with FDA (Food and Drug Administration) approval. The Amplifon App has also obtained the **MDR (European Regulation of Medical Devices)** certification for medical devices. To obtain the CE mark, Amplifon created its own Quality Management System to meet the **ISO 13485:2016** requirements as well as the MDR regulation, adopting a series of operating procedures, some of which are aimed at preventing and managing accidents, including:

- "Standard Operating Procedure for Field Safety Notice and Recall", to provide instruction on the recall of a medical device and warn the competent authorities of the health risks of the Amplifon App users;
- "Standard Operating Procedure for Customer Feedback and Complaint Handling", for the management of feedback and complaints related to digital services provided by the Amplifon App;
- "Standard Operating Procedure for Vigilance and Incident Reporting", to assess whether malfunctioning of medical devices needs to be reported to the Competent Authority;
- "Standard Operating Procedure for Corrective Action and Preventive Action Management", for the management of any anomalies within products and processes relating to the quality system of the Amplifon App.

Processes and suppliers involved in the development of the Amplifon App were subjected to an audit by a third party, which confirmed compliance with ISO 13485:2016 and keeps conducting annual audits. Whenever a new version of the Amplifon App is released, it is subjected to a risk assessment to evaluate the potential risks for the health and safety of users associated with the use of the App.

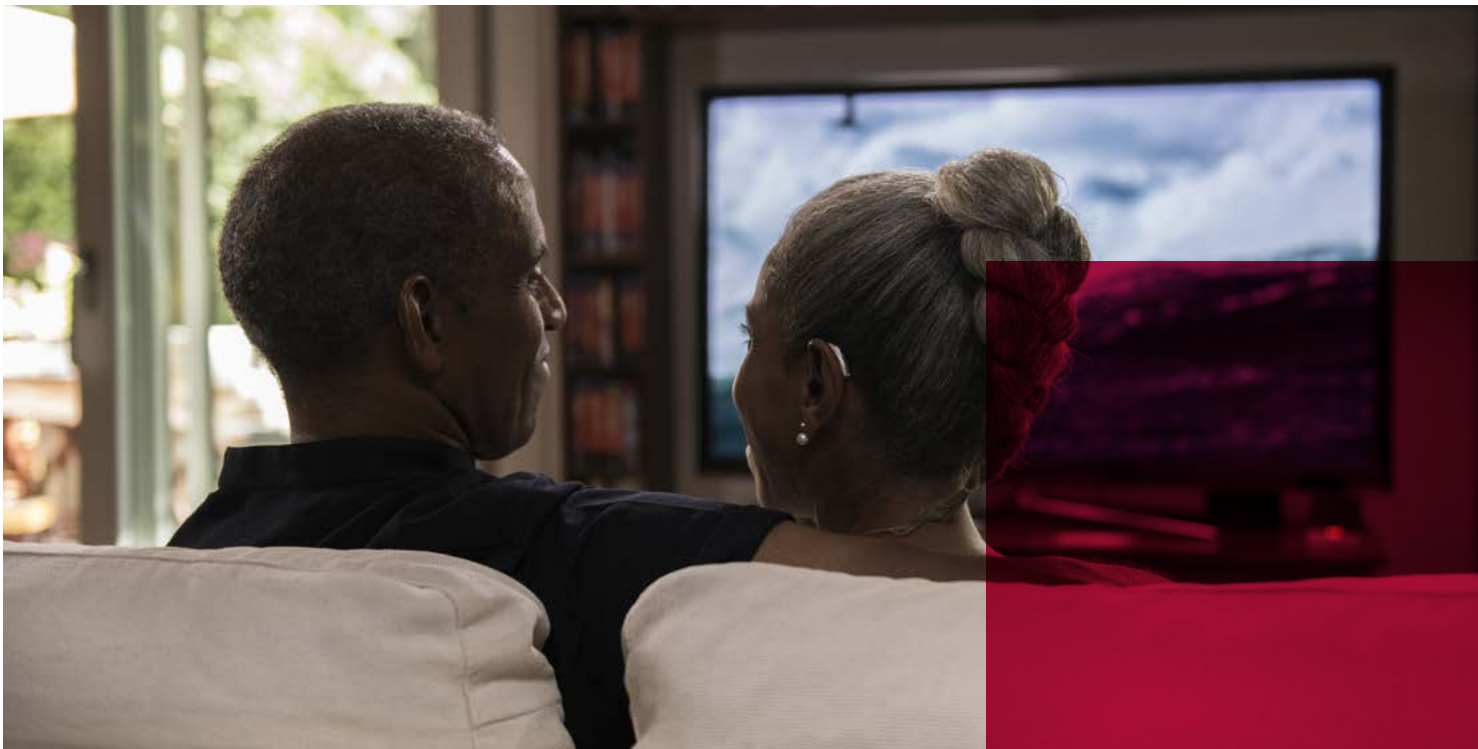
2.4 DATA PRIVACY AND CYBERSECURITY

Protecting the personal and non-personal data we handle to deliver the best possible service to our customers is more than just a priority for us: it is an essential condition to deserve the trust people give us daily, making sure we offer the most innovative services and the most advanced solutions.

PRIVACY PROTECTION

■ GOVERNANCE AND CONFORMITY

In light of the increasing importance that governments and citizens worldwide are attributing to individual privacy, we continuously invest in implementing technical and organizational measures aimed at protecting the large amount of sensitive personal data (in particular, health data) entrusted to us by our customers. We implemented, both at our headquarters and in the stores, a set of management tools aimed at applying the principles and in compliance with the supra-national and national regulations on personal data protection we are subject to (e.g., The **General Data Protection Regulation - GDPR**). To ensure the full and correct implementation and effectiveness of these measures, we carry out periodic checks via the Corporate Legal Department (second level checks) and through the Internal Audit function (third level checks).



■ PRIVACY POSTURE

In 2022, many activities were implemented to improve Amplifon's **privacy posture**, the most relevant ones being:

- the planning, implementation and launch in some European countries of an automatic customer data anonymization system, to apply it to those no longer necessary to the original purpose they were collected for;
- the preparation of a specific training to deliver at the beginning of 2023 to all employees operating in Europe;
- the implementation of the One Trust Privacy Management solution in the EMEA region;
- the preparation and adoption of guidelines aimed at improving the corporate processes deemed particularly delicate from a privacy perspective, such as call center and marketing activities;
- evaluation of the impact of data processing involving the use of new technologies or with an increased risk potential for the rights and freedoms of individuals;
- the revision and update of certain important procedures part of the Group's Privacy Framework;
- the launch of a risk assessment process, useful to evaluate third parties handling personal data on behalf of Amplifon.

■ PRIVACY BY DESIGN

We kept working with a strong focus on the customer experience innovation strategy, in compliance with the **privacy by design** concept. We took into account the privacy principles and requirements necessary to ensure a concrete and effective protection of the personal data processed, as well as ensuring our customers effective control of their personal information.

+1,200

TOTAL HOURS

OF TRAINING ON PRIVACY
AND GDPR DELIVERED IN 2022
TO OVER 1,100 EMPLOYEES

STRENGTHENING CYBERSECURITY

■ GOVERNANCE

In 2022, the **cybersecurity team** was further expanded, both at corporate and regional level, guaranteeing a more extensive, multi-continental and vertical coverage of security issues and transverse processes, defined through a risk-based approach, aimed at creating shared responsibilities and active collaboration between the various functions. The **Cybersecurity Strategic Committee**, consisting of all the main functions, continued to meet through 2022 to share and address the strategic issues of security, of the main risk scenarios and cyber events involving the company or similar organizations, as well as to evaluate and continuously monitor the activities carried out.

■ CYBER CULTURE

To further promote and disseminate **cyber culture** within the company, in 2022 we invested more in the human factor, together with technological factors, through an awareness and training program aimed at defining the behaviors expected from employees, as well as a phishing simulation plan:

- **Micro-trainings** were provided in the form of “bites”, focused on the immediate understanding whilst ensuring comprehensiveness of contents, guiding the user to undertake daily activities without losing sight of the importance of protecting the information and being responsible for the way they are handled;
- In a number of countries an interactive **Cyber Coaching Plan** was carried out, allowing users to receive helpful security tips directly on their computer whilst carrying out their work activities, as well as enabling them to access the contents related to the process implemented by the company to ensure a safer network;
- Additional awareness-raising content was promoted in accordance with a risk-based approach built on attempted attacks which had been carefully managed;
- Various **phishing simulation** campaigns were carried out, targetting the entire corporate population or specific countries, aimed at monitoring the behavior of users regarding the simulations in order to provide them with additional training material if their behaviors were found to be incorrect.

■ THREAT INTELLIGENCE

A periodic **threat intelligence** activity was launched in 2022, aimed at monitoring the development of geopolitical and economic scenarios, leading to the materialization of specific cyber risks. The preventive identification of effective risk scenarios and the related threats to the company have made it possible to prioritize mitigation and intervention activities, in line with the existing cyber landscape, to fix the vulnerabilities exploited by criminals to carry out such attacks, and to plan and perform penetration tests on corporate applications and websites to identify any vulnerabilities, fixing them with a preventive approach.

■ THE TECHNOLOGICAL FACTOR

Investments within the ICT architecture continued, as well as the implementation of security protection/detection/response controls against new threats to IT security, thus contributing to Amplifon's digital transformation. The implementation of a **"users and credentials monitoring"** solution made it possible to launch the continuous monitoring of the devices of Amplifon users, highlighting any involvement in data breaches or exposure to the dark web, and defining a process capable of guaranteeing the prompt resetting of the credentials involved.

■ CYBER CERTIFICATION

In 2022, the cybersecurity team committed to achieving and maintaining **Amplifon's A security rating for the Security Scorecard**, an independent platform which - through the analysis of open-source information, publicly available on the Internet and easily attachable - allows to get a security level overview. Additionally, activities aimed at obtaining corporate **ISO27001 certification** and HiTrust continued, in the light of the **SOC2 certification already valid in the United States**. A process to formalize the Information Security Document Framework was launched, aimed at regulating the security processes involving people and technologies, guaranteeing a re-designing of the existing processes with a view to improving standards and ensuring conformity.

SECURITY RATING A

FOR THE SECURITY
SCORECARD

+7,300

TOTAL HOURS

OF TRAINING ON CYBERSECURITY
PROVIDED IN 2022 TO OVER 8,900
EMPLOYEES



03

People Empowerment

We invest in and empower our talented people, rendering our differences our strengths in order to achieve continuous growth





3.1 PEOPLE ARE AT THE BASIS OF OUR SUCCESS

We firmly believe our people, whatever role they have in the organization, represent the most important asset for our success.

OUR HR STRATEGY

The rapid growth of our Group and the will to further reinforce our leadership in the global hearing care market encouraged us to define a global HR Strategy capable of managing the challenges of an increasingly complex and dynamic scenario and contributing effectively towards the achievement of business objectives, leveraging the professionalism and talent of all our people



HIGH PERFORMING ORGANIZATION

Highly effective and competent organization that contributes to the achievement of excellent business results



PEOPLE EXCELLENCE

Solid talent pipeline to overcome present and future business challenges



WINNING CULTURE

Unique and distinctive corporate culture as a market winning factor





WE ARE “TOP EMPLOYER 2023”

At the end of 2022 we obtained the “**Top Employer**” recognition, for the second year in a row, in Europe - in particular in Italy, France, Spain, Portugal, Germany and the Netherlands - as well as for the first time in the United States and New Zealand.

“Top Employer” is the official recognition of corporate excellence in policies and strategies for the development of human resources and the improvement of the working environment. Created by the Top Employers Institute, in 2022 the program saw over 2,000 companies certified and ranked in 121 countries. Only companies that meet the highest standards in six macro-areas (people strategy, workplace, talent acquisition, training, diversity and inclusion, well-being) can obtain this certification.

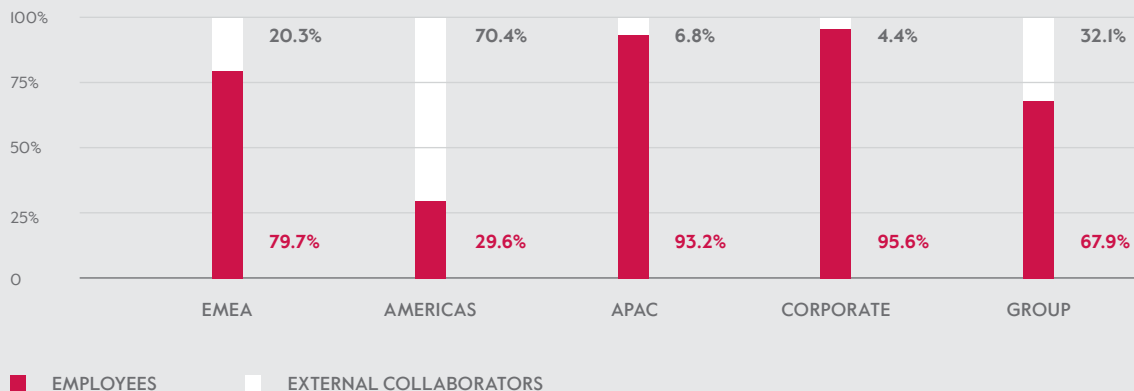
We deeply believe that the key to success lies both in delivering exceptional solutions and services to our clients and in providing a high-quality work experience to our people. For this reason, we continue working to make the Amplifon experience truly unique. This recognition confirms our ongoing commitment to guaranteeing our people the best experience possible, thanks to our policies and our philosophy aimed at creating a winning workplace.



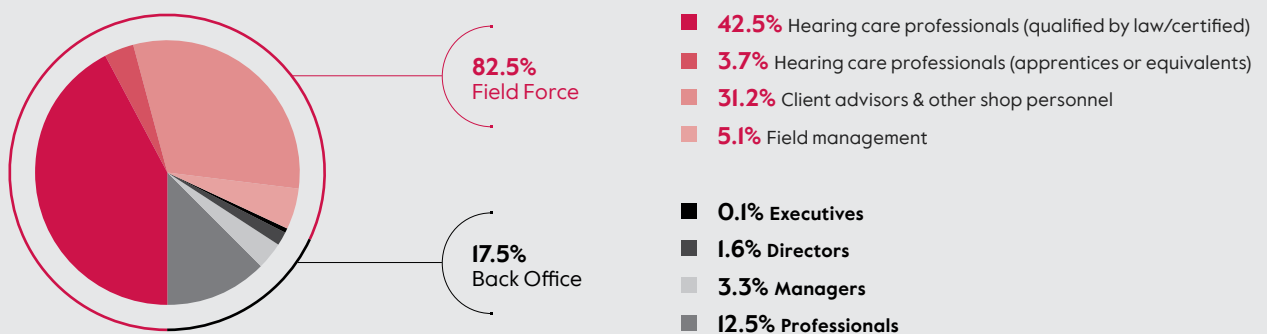
AMPLIFON PEOPLE

At the end of 2022, the Amplifon workforce comprised about 19,440 people (employees and not on payroll collaborators), up by almost 5% compared with 2021. Out of the total workforce, **13,195 are direct employees of Amplifon**, data also up by almost 5% compared with 2021 and grown approximatively 20% compared to the pre-pandemic levels of 2019. This value includes the field force, meaning the sales force that operates in the shops and that is spread throughout the territory (around 82.5% of employees), and back-office personnel (around 17.5% of employees). Considering the total workforce - which includes over 6,200 non-payroll collaborators - **hearing care professionals represent the most numerous professional category**, accounting to nearly 50%, on payroll (6,102) and not on payroll. All employees are granted equal opportunities and fair working conditions: **women are consistently present throughout the organization**. In fact, they represent over 72% of total employees (specifically, almost 77% of the field force and around 52% of back-office) and hold over 44% of all managerial positions. Furthermore, **nearly half of the employees work within STEM²⁴ roles**, 67% of them being women.

EMPLOYEES AND EXTERNAL COLLABORATORS BY GEOGRAPHICAL AREA 2022 (%)

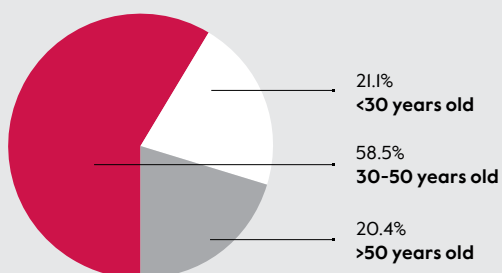


EMPLOYEES BY PROFESSIONAL CATEGORY 2022 (%)

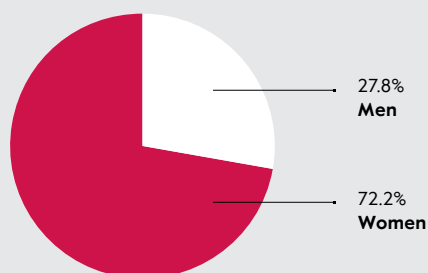


24 - The STEM roles (Science, Technology, Engineering, Mathematics) refer to science, technology, engineering and mathematics functions, including the IT, digital, finance, medical functions etc. of Amplifon

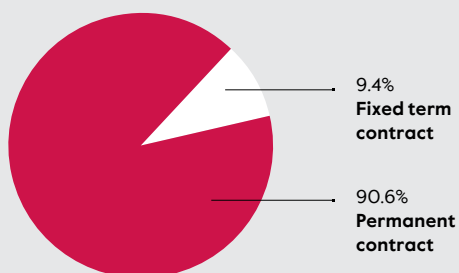
EMPLOYEES BY AGE GROUP 2022 (%)



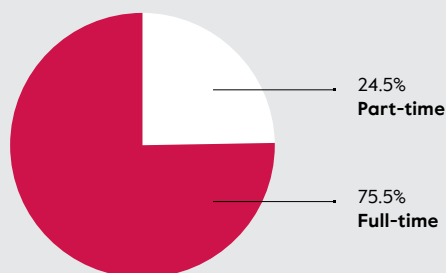
EMPLOYEES BY GENDER 2022 (%)



EMPLOYEES BY TYPE OF EMPLOYMENT CONTRACT 2022 (%)



EMPLOYEES BY TYPE OF EMPLOYMENT 2022 (%)



~19,400

work force in 2022
(+5% vs 2021)

13,195

employees
(+5% vs 2021)

+72%

of female
employees in 2022

+44%

of women in
managerial
positions

~9,700

total hearing
care professionals
(+2% vs 2021)

~48%

of employees
work in STEM roles



DIVERSITY, INCLUSION AND EQUAL OPPORTUNITIES

■ DEIB POLICY AND GOVERNANCE

In July 2022 we formalized our **DEIB Policy (Diversity, Equity, Inclusion, Belonging)**. Valid for the entire Group, it consolidates the importance we attribute to an impartial, fair and inclusive working environment where “everyone” belongs to, as well as the importance of diversity for career and business development. The main aim of the policy is to establish Amplifon's priorities and commitment, in regard to the issue of diversity towards stakeholders and at every organizational level. At Amplifon, valuing people and their diversity, as well as inclusion policies are essential ingredients both for the Group's HR strategy and our sustainability strategy. At the beginning of 2023, a **Global Governance for DEIB issues** was established. This will allow to direct the DEIB agenda at a global level, identifying shared goals and guiding the various working groups. This structure, overseen by an ad hoc committee composed of members of the Executive Leadership Team, will monitor the progress of the working groups and the alignment of the activities already implemented in the various countries that are connected with local requirements and to the global strategy.

■ PRINCIPLES AND VALUES

As expressed in the Group's DEIB Policy, our Code of Ethics and Sustainability Policy, and in line with the UN Global Compact Principles, in Amplifon **Diversity and Inclusion are an opportunity for enrichment and innovation**, vital to ensure that business activities are carried out in a solid, sustainable way. A diversified corporate population is the key for building an organization capable of adapting to the development of the surrounding environment and constantly achieving better performances. For this reason, our management training paths (e.g., Be Manager) include specific sections on how to **develop each individual's unique characteristics** and how to create an environment open to comparing and sharing different opinions and experiences, using globally-recognized instruments and methodologies (for example the Clifton Strengths Assessment).

The Group does not exercise or permit any discriminatory behavior within its premises, whether based on political and trade-union opinions, religion, race, nationality, age, gender, sexual orientation, health, disability or any other intimate human characteristic. In internal and external work relationships, the Group demands that there is no harassment, including the creation of a work environment with an intimidating climate, hostile or isolating, and employment prospects identified for reasons that are not linked to professional expertise.



FIND OUT MORE
DEIB POLICY

~310

EMPLOYEES

BELONGING
TO PROTECTED
CATEGORIES OR
WITH DISABILITIES

+2,600

TOTAL HOURS OF TRAINING

ON DIVERSITY
& INCLUSION AND
NON-DISCRIMINATION
PROVIDED IN 2022

+100

NATIONALITIES

REPRESENTED IN
OUR CORPORATE
POPULATION

+70

INTERNATIONAL

MOBILITY
PROJECTS
IN 2022
(+100% VS 2021)

■ SELECTION

We always make sure to evaluate a range of diverse candidates in terms of gender and age, guaranteeing a selection process focused on their leadership, business and technical skills, conducted in a clear, transparent process based on evidence and free from any discriminatory parameters. All the players involved in the selection process are trained to guarantee a bias-free evaluation, and all the recruiting materials (e.g., the job description) never mention personal characteristics or preferences, in accordance with the principle of non-discrimination.

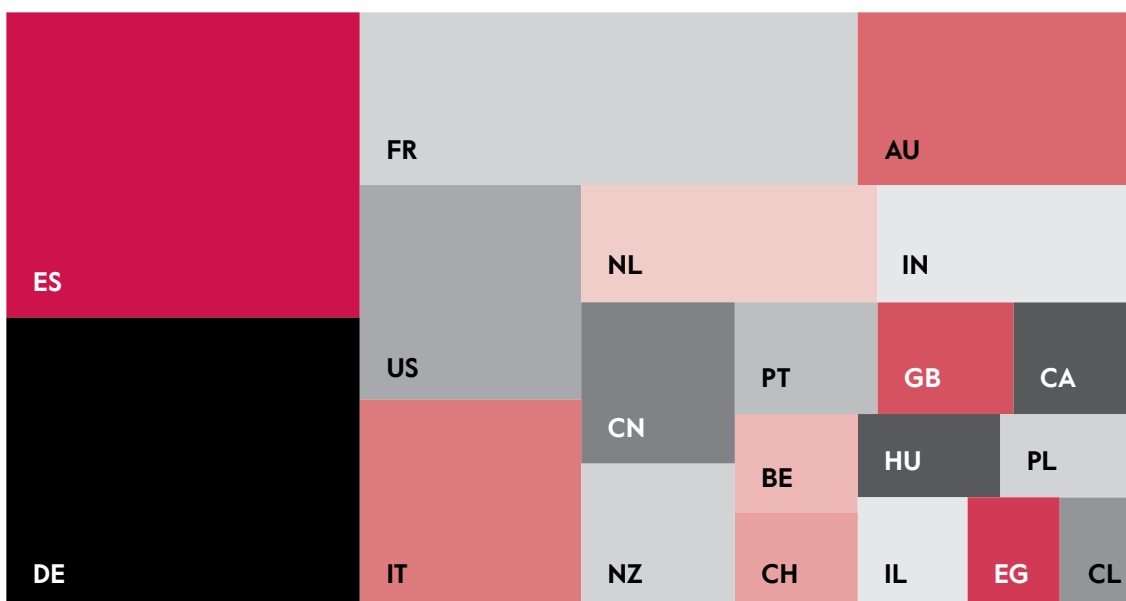
■ TRAINING

We promote training and development programs that strive to connect different experiences, backgrounds, functions and countries, so that everyone can constantly expand their expertise, thereby promoting the full professional development of each employee based on merit criteria only. Through dedicated (digital and non-digital) training programs available to all employees, we encourage specific contents to value diversity, promote inclusive behavior (bias-free behavior), communicate effectively in relation to the different cultures present in the Group, foster inter-generational work and teams composed by different nationalities (e.g., managing across cultures training). Furthermore, we strongly believe in internal mobility on a global scale as an accelerator for personal growth and professional development. In order to facilitate movement within the Group, we have also implemented a competitive Global Mobility Policy.

■ PERFORMANCE EVALUATION AND COMPENSATION

We base individual performance evaluations on goals and behavior belonging to a global joint scale, without differentiating between geographical areas or gender. In addition, the principles of equality underpinning our remuneration policy guarantee full ethical correctness in the performance and compensation reviews. During the definition of the annual individual targets, we encourage co-workers and managers to reflect on their personal talent and everyone's strengths, so that the process is conducted in a bias-free manner, in line with what occurs during the Talent Review process.

THE TOP 20 NATIONALITIES OF OUR EMPLOYEES IN 2022



WE SUBSCRIBED TO THE UNITED NATIONS WOMEN'S EMPOWERMENT PRINCIPLES

At the beginning of 2022, we have subscribed to the **Women's Empowerment Principles (WEPs)** established by the UN Women and UN Global Compact, a collection of principles that guide organizations in promoting gender equality and the empowerment of women in the workplace, the market and the community. In line with international standards on labour and human rights, the WEPs are based on the recognition of the role and responsibility of businesses in gender equality and the empowerment of women. In respect to our Sustainability Plan "Listening Ahead" we contribute to UN SDG 5 (Gender equality) encouraging diversity among our people and attracting, developing and retaining the best talents. We work to promote a truly inclusive, safe and productive workplace for all our employees: in addition to being positive for every one of us at an individual level, it is also important for the sustainability, innovation and productivity of our Organization.

WE ARE PART OF "VALORE D"

Since July 2022, we have been associated with **Valore D**, the leading business association in Italy (with more than 320 companies members to date) committed for more than ten years to gender equality and the dissemination of an inclusive culture throughout organizations and in Italy. Together with all the companies united in the quest for a more inclusive working environment, Valore D is a promoter of change: for the organization, "diversity is power" not only in terms of parity and equality, but also for Italy's economic and social growth. We are committed to take part in the association's training and mentoring initiatives in 2023.

WE HAVE OBTAINED THE WINNING WOMEN INSTITUTE'S GENDER EQUALITY CERTIFICATION

In October 2022, we obtained the Gender Equality Certification of the **Winning Women Institute** for Amplifon S.p.A. and Amplifon Italia. The first of its kind in Italy and based on the Dynamic Model Gender Rating method, the certification recognizes the long-term commitment of Italian companies in promoting and including diversity: two elements that underpin Amplifon's philosophy of fostering the principle of equal opportunities in all aspects of the employment relationship. The Gender Equality Certification specifically recognized the concrete results achieved by our Group in the latest three-year period on the Sustainability Plan's People Empowerment pillar, which identifies diversity as an opportunity for enriching and leveraging corporate performance.

■ EQUAL PAY

We strongly believe in the importance of equal pay for men and women at all levels, and we ensure that all employees receive remuneration consistent with market standards and internal practices. This allows us to guarantee a suitable level of external competitiveness and internal equality. For this reason, since 2021 we have been monitoring the so-called **gender pay gap**, taking into consideration different organizational clusters²⁵ to evaluate the organizational complexity of individual roles. This analysis, also executed in 2022, neutralizes the effects of differences in role complexity, in accordance with the United Nations principle of “equal pay for equal work” and demonstrates how, in line with what emerged last year, within the Group, there is no difference in pay due to gender, thereby excluding any distinction in the pay ratio, and that the ratio between the base average salary (fixed remuneration) between women and men in 2022 is **very balanced for both very senior roles and the rest of the corporate population**²⁶.

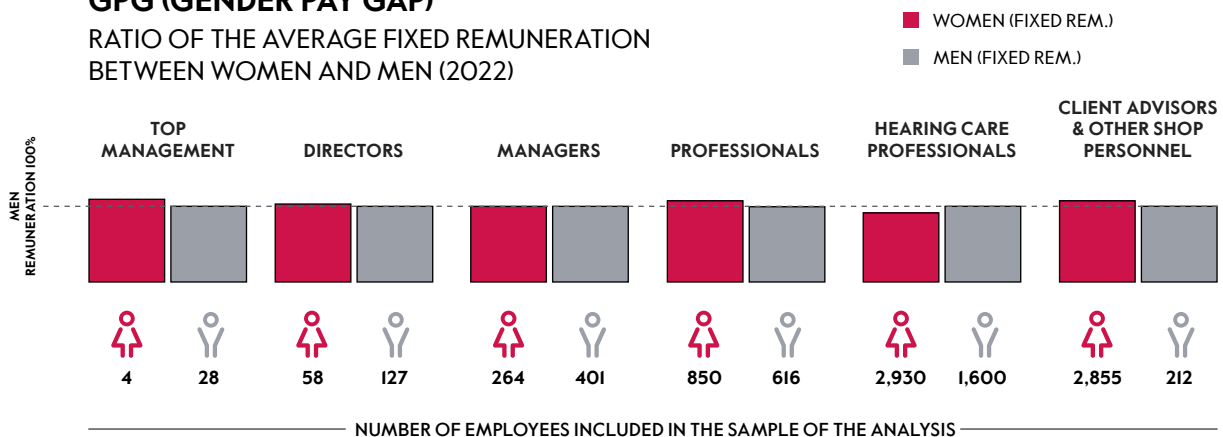
This evidence confirms how Amplifon's Remuneration Policy is based on the capacity to recognize the most appropriate remuneration depending on organizational position, individual performance, as well as skills and job complexities. Any pay difference between Amplifon's people is exclusively attributable to the above-mentioned factors, it is not in any way being conditioned by other elements such as age, gender, culture, etc. and will, in any event, be subject to specific checks during the salary review process. For this purpose, the initiatives undertaken in 2022 were mainly aimed at further reducing staff and remuneration gap between women and men in the Group: different development initiatives were launched to accelerate the promotion of female talent and encourage the creation of inclusive work environments.



GO TO PAGE
REMUNERATION
POLICY

GPG (GENDER PAY GAP)

RATIO OF THE AVERAGE FIXED REMUNERATION
BETWEEN WOMEN AND MEN (2022)



2021-2022 GPG COMPARISON: AMPLIFON HAS REDUCED THE GENDER PAY GAP WITHIN THE ORGANIZATION

2022	GPG: 108%	GPG: 101%	GPG: 100%	GPG: 105%	GPG: 94%	GPG: 107%
2021	GPG: 113%	GPG: 94%	GPG: 102%	GPG: 110%	GPG: 94%	GPG: 104%

25 - Six organizational clusters were identified for the purpose of analyzing the gender pay gap. Top Management (composed of the Executives and General Managers of the major countries), Directors (excluding the General Managers included in the first cluster); Managers, Hearing Care Professionals; Client Advisors & other shop personnel.

26 - In order to guarantee high-quality data, the analyses conducted involved 75% of employees, excluding interns and apprentices, staff on fixed-term contracts and some of the workforce located in Joint Ventures and in minor Countries.

■ WELL-BEING AND INTERNAL ENGAGEMENT

In line with the UN Global Compact principles, the Universal Declaration of Human Rights, and in compliance with the International Labor Organization Conventions on Fundamental Human Rights, Amplifon is committed to **complying with the fundamental human rights and labor rights in all the countries where we operate**, both in business activities and under the scope of relations with third parties, renouncing to all forms of exploitative forced labor and child labor. In order to guarantee the well-being of all employees, trade-union relations are always positive and constructive and they differ based on local regulations. Amplifon establishes contractual conditions directly with employees in all Group countries, in line with local best practices and, where present, collective employment contracts or the equivalent are applied²⁷. Almost **91% of employees have a permanent contract**, and around **25% enjoy part-time employment** to satisfy their personal requirements, confirming the commitment to ensure and strengthen employment stability and to investing in human capital.

EMPLOYEE BENEFITS

We guarantee flexible working hours for our employees. A formalized smart working policy assures adequate flexibility in terms of work-life balance, and a customized package of benefits is offered, varying based on regulatory requirements and market best practices in each of the countries where we operate. Each year we improve the benefits offered, positioning ourselves as a fair employer and, at the same time, ensuring employee benefits are considered a key lever for increasing the capacity to attract and retain talent under the scope of the Company's Total Reward Strategy. The employee benefits offered are aimed at peoples' needs and motivations, through a series of proposals that make it possible to create tailor-made solutions based on individuals' needs, thereby contributing to the creation of lasting value for our employees, their families and the area where they live.

Our benefit programs aim to reach three main goals:

- being mindful of people's well-being and of every generation's particular needs within the Group, valuing diversity;
- having a tangible impact on the productivity, motivation and satisfaction of our people, creating a strong sense of belonging in Amplifon;
- bringing efficiency and innovation to the management of economic resources, maximizing employee's perceived value.

For instance, the flexible benefit program offered to employees of Amplifon S.p.A and Amplifon Italia includes, through access to a digital tool, the allocation of a number of points to use for the purchase of goods and services of the employee's own choice, choosing from a wide array of solutions (education, entertainment, personal services, health etc.).

~38%

OF EMPLOYEES HAVE
CONTRACTS COVERED
BY COLLECTIVE
BARGAINING
AGREEMENTS

~91%

OF EMPLOYEES
HAVE A PERMANENT
CONTRACT

~25%

OF EMPLOYEES
ENJOY A PART-TIME
EMPLOYMENT

+660

EMPLOYEES HAVE
ENJOYED FROM
PARENTAL LEAVE
IN 2022

**SERVICES FOR
SUPPORTING
PARENTHOOD**

- refunds of expenses for children's education (nursery, kindergarten, primary school, secondary school, undergraduate and postgraduate degree courses and specialist schools);
- refunds of expenses related to children's education (school and university textbooks, canteen services, public transport, summer and winter leisure centers, playgroups, before and after school clubs, mobility, school trips and sports activities foreseen in the educational offering).

**HEALTH SERVICES
FOR EMPLOYEES
AND THEIR LOVED
ONES**

- prevention services, by purchasing a check-up package or specialist visits to the best diagnostic centers;
- refunds of expenses incurred by both the employee and their children, spouse or parents for specialist medical visits, dental care, visits to a physiotherapist, chiropodist, speech therapist;
- refunds for both the employee, their children, spouse or parents for specialist examinations and laboratory tests, medicines and homeopathic products, the purchase and hiring of medical devices, lenses and glasses, medical certificates for sports activities.

**SERVICES FOR
CARE GIVERS**

- services for the elderly, ill and disabled who need home help;
- refunds of expenses incurred for services provided by community health to the elderly and people who are not self-sufficient;
- care givers, care services in hospital or at care homes;
- residential and semi-residential services for the elderly (nursing homes, assisted-living and retirement homes) and the disabled (rehabilitation facilities, shelters and host communities).

**SERVICES FOR
SELF-CARE AND
TIME MANAGEMENT**

- sport & fitness (subscriptions for gyms and sports facilities);
- travel (purchase of travel and holiday packages);
- shopping (gift cards and shopping vouchers);
- culture and leisure time (cultural initiatives, entertainment services, experiences);
- relaxing and well-being (well-being centers);
- personal development (programs and courses aimed at cultivating interests or developing new technical or linguistic skills).

In North America, we offer all employees with permanent contracts (at least 20 hours per week) an Employee Benefits Policy including health insurance, additional cover for dental, eye, and otolaryngological care, a flexible spending account to cover additional people care expenses, life insurance, cover for transport costs for getting to the workplace, supplementary pension plan, and psychological counseling service. To complete these initiatives, all expatriate workers have global health insurances including an ad hoc benefits plan, thereby ensuring that both the ex-pat and their family members have a suitable level of healthcare coverage when they are abroad, in all the Countries.

27 - Collective employment contracts or equivalent apply to all employees in the Countries where it is required by current regulations. This also partly applies to specific employees, depending on the peculiarities of local regulations and contractual specifications. It should be noted that the difference in the total number of employees covered by collective employment contracts compared to last year is due to the harmonization of the data collection process at a global level.





YOUR VOICE: AMPLIFON ENGAGEMENT SURVEY

We believe in the importance of evaluating the involvement of our people and listening to their opinions about the workplace. This is why every two years we conduct a global internal engagement survey called “Your Voice”, open to all company employees. The results are analyzed at a global level to identify collective trends and phenomena, and at a local level to design and implement functional action plans, with the aim of improving the experience of all our employees. Since the 2019 edition, we have been conducting the survey through a global platform (Glint, part of LinkedIn) through which a multilingual version is sent to all employees at the same time.

The 2021 edition of “Your Voice” reached around 93% of the global population (all employees excluding the recent new hires in China and Australia) and included 32 questions. It obtained an 80% response rate and over 22,000 comments were collected, supporting the understanding of the results, later shared at all levels of the organization. It turned out 88% of Group employees expressed a positive opinion on the Company: a positive figure, that didn't stop our desire to continue improving. For this reason, in 2022 we started working plans in all countries for directing the indicators that emerged as less positive, while at a Function level, projects were launched embracing shared requirements (specifically, organizational and training). Lastly, in 2023 we launched a listening strategy that will allow us to continue to constantly listen to our people, from the onboarding process until the offboarding.

GLOBAL INTERNAL COMMUNICATION FRAMEWORK

In Amplifon, a recurring, prompt and complete internal communication is functional to create a working environment where people can develop their talents and always feel involved. To this end, we developed our **Global Internal Communication Framework**, activating the right routines as well as guaranteeing that the communication platforms are continuously developed and implemented so that to ensure effective communication cascading at all levels of the organization.

The Company Intranet, merging global and local content, guides communications in a top-down fashion to all the employees and is constantly updated to integrate new content and to respond to emerging needs. In addition, all Amplifon leaders meet up in person once a year for **ONE-amplifon**, the Global Leadership Conference, and virtually every quarter in the **Leadership Touchpoints**, to share corporate updates and key projects which are then communicated through the **Townhalls**, in-house events dedicated to the entire corporate population.

3.2 TALENT ATTRACTION AND DEVELOPMENT

EMPLOYER OF CHOICE

Attracting people who believe in our values, in innovation and excellence, and who are stimulated by the possibility of working in a dynamic international context is a key objective for us.

■ EMPLOYEE VALUE PROPOSITION

In 2022 we continued working on talent attraction, according to our Employee Value Proposition (EVP). The EVP describes the essence of Amplifon as an employer, and its aim is to attract and recruit the best talents capable of embracing our Company values. The employer brand-line **Make More Possible** states how in Amplifon it is possible to “achieve more” for the business growth and for one’s own personal and professional development. The Group rewards ambition, collaboration spirit, and dedication with more hours of training, more opportunities to be part of international teams, and more dynamic career paths. It is a direct and brave call to action that wants to outline the impact our employees have in improving the lives of others through their work, in line with our corporate Purpose.





■ TALENT ATTRACTION STRATEGY

In 2022, we were able to gradually return visiting universities and key places where to activate our talent attraction strategy, while continuing exploiting digital channels through a hybrid approach. Career days, webinars, workshops, project work, shadowing and mentorship programs were the main activities carried out **involving around 5,000 students and new graduates**. All these activities had two main objectives: raise awareness about Amplifon and its career opportunities and, at the same time, help the younger generations in their professional and personal development, aware that companies like Amplifon have a key role in training professionals and the leaders of tomorrow.

■ PARTNERSHIP WITH UNIVERSITIES

2022 also saw the consolidation of the partnership with CEMS and Junior Enterprises Europe. CEMS is an international network of 34 exclusive business schools and 74 multinational companies and NGOs. The schools which are part of the network offer joint Master's in Management, with the objective of training responsible leaders focused on topics of sustainability. It currently has a network of more than 18,000 students and alumni of 78 different nationalities. Junior Enterprises Europe (JEE) is a non-profit association, present in 16 European countries with a network of more than 33,000 young entrepreneurs, offering its members the possibility of testing themselves through projects carried out jointly with partner companies. Moreover, the productive partnerships with Luigi Bocconi University of Milan, LUISS Guido Carli University of Rome, Business School of the MIP Polytechnic of Milan were confirmed, as well as the partnerships with other relevant universities present in the countries where we operate, among which HEC Paris (France), ESADE (Spain), University of Cologne (Germany), and Rotterdam University (the Netherlands).



A DEGREE WITH AMPLIFON - UNA LAUREA CON AMPLIFON

"A Degree with Amplifon" is an opportunity offered by Amplifon Italia to promote the training and vocational integration of young people in the working world. The scholarship project is aimed at awarding school leavers who want to study for the Three-Year Degree in Hearing Care Professional Skills with scholarships for covering university fees in their totality. Amplifon awarded 10 bursaries for the academic year 2022-2023 and is conducting a campaign on social media and in Italian higher institutes to spread awareness about this profession and promote this program.

WOW INTERNSHIP

WOW internship is an exclusive educational and vocational internship providing students studying hearing care professional skills in 14 Italian universities with the opportunity to have a training experience by shadowing our hearing care professionals. In 2022, more than 150 students took part in this experience in one of our points of sale in Italy. Throughout the program, the interns are supervised, not only by their tutors, but also by the Amplifon Area Managers, to maximize visibility and placement at the end of the program. Experience, professionalism and engagement are the essential elements of the journey to daily excellence which, thanks to this internship, we offer to the communities where we operate.

AMPLIFON RECORDS GRADUATE PROGRAM

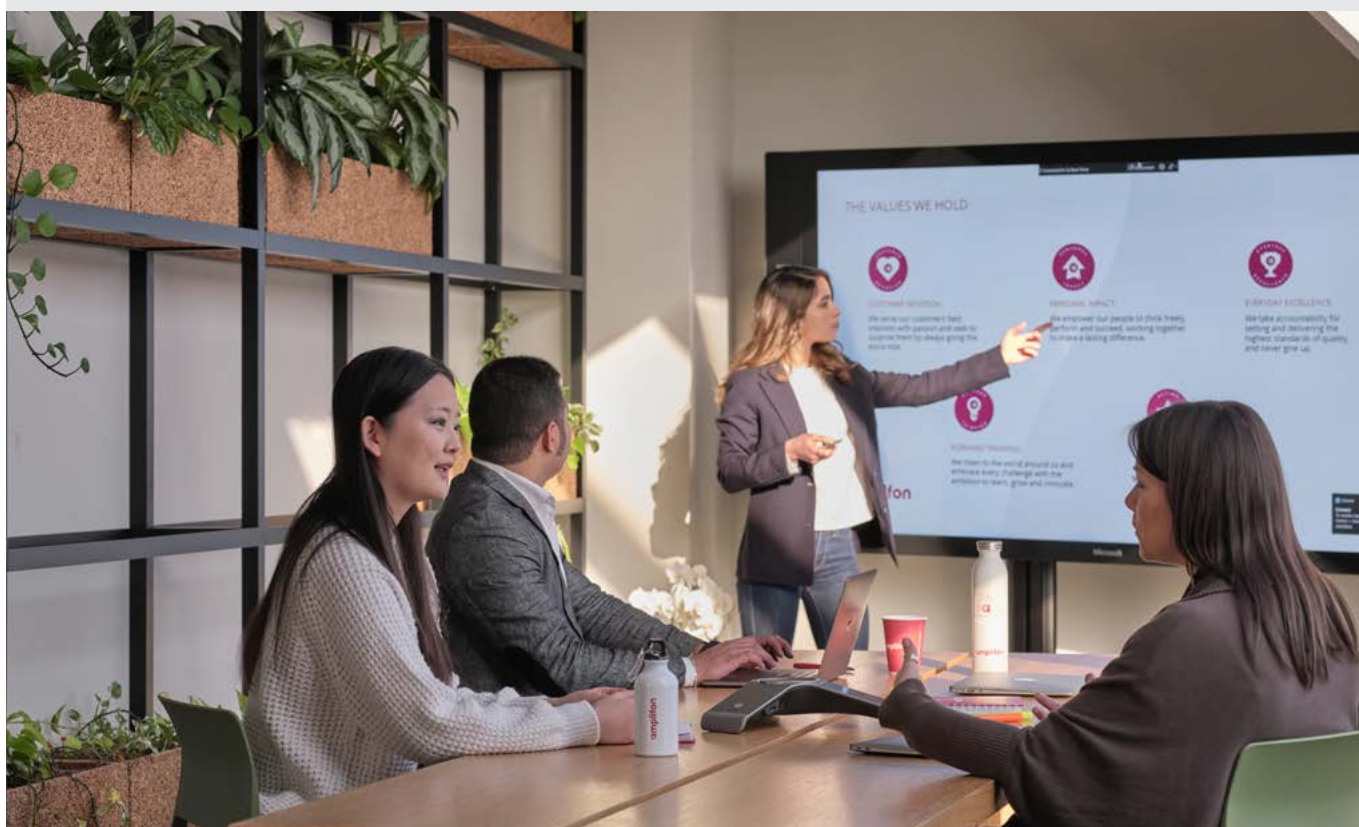


The second edition of the Amplifon Records Graduate Program was launched in 2022. Designed to attract and accelerate the development of young professionals with a strong international edge, the program lasts 18 months and includes 3 rotations. The first two rotations are in the Milan headquarters and the third in one of the Group's 25 countries. During the program, participants will have to carry out a group work on a Corporate Social Responsibility project that will then be implemented at a local level in one of the Group countries.

OUR GLOBAL ONBOARDING PROGRAM



The onboarding process is quintessential for accompanying our people in their first steps in the company, ensuring they quickly learn all the useful skills for being independent and efficient in their work, and above all for making sure new hires are immersed in corporate culture and fully understand its peculiarities. Also in 2022, in addition to the local onboarding managed by each country, we organized the Digital Amplifon Global Onboarding (DaGO) program which makes it possible to know the different Group functions, to interface with the CEO front line and explore the opportunities for development and training available in Amplifon. The 2022 edition, which took place at two different times (Atlantic and Pacific) to include different time zones, involved 200 back-office employees over the year.



NURTURING TALENT

Our aim is to ensure all employees have the opportunity to grow within the Group: for this reason, we invest structurally in training programs and courses, guaranteeing the opportunities for professional development and education.

■ EDUCATIONAL OFFERING

We offer educational and development programs to all employees at a national, regional and global level through a wide range of trainings that meet local requirements and at the same time allow people to benefit from the best practices throughout the global network. The classroom and online courses for field force and back-office staff, supplemented by individual coaching and mentoring sessions, focus on both professional and business skills, and on behavioral and leadership know-how. In 2022, we invested in **over 409,000 training hours for employees**, for a total of more than 31 hours per person per year, and taking into consideration non-employed co-workers as well, the total training hours provided in 2022 stand at almost 486,000. Specifically, the entire hearing care professionals' network (both employees and external partners belonging to exclusive agents network) is constantly educated and updated on the most innovative tools and protocols: in 2022 they received more than 279,000 training hours, an average of almost 38 per person.

PROJECT MANAGEMENT

In the second half of 2022, we organized the pilot edition of a new course dedicated to Project Management, since we consider it to be one of the main cross-functional skills in the transformation process of the Organization. The objective of the course is to consolidate a solid and functional approach, shared by all functions and countries and in line with the Group's needs. In an increasingly international and advanced context, having a shared method is a decisive factor for the challenging goals of the business. Developed over three modules dedicated to the fundamentals of project management and communication skills, the course will gradually be rolled out in the various Group Countries, both in classrooms and through e-learning.

+409,000

HOURS OF
TRAINING FOR
EMPLOYEES

+279,000

HOURS OF TRAINING
FOR HEARING CARE
PROFESSIONALS

+3,500

TOTAL HOURS OF
TRAINING ON DIGITAL
TRANSFORMATION ISSUES
PROVIDED IN 2022 TO MORE
THAN 1,100 EMPLOYEES

■ AMPLI ACADEMY

Ampli Academy is a platform including our development and training offer, designed for all Amplifon's employees and segmented on each Country and function's specific needs. With the introduction of a Learning Experience platform, the offering was enriched, containing **more than 20,000 courses and programs accessible to all employees**. Ampli Academy aims to develop two distinct areas of competencies: the first one is more focused on functional pathways, or rather functional skills, while the second one is focused on behavioral & leadership competencies, to develop soft skills. Considering the growing importance of inter-functional and interpersonal skills, the latter is based on four themes designed in light of developing competencies that will be required in the future.

■ AWARENESS

It is vital to create internal opportunities for sharing the corporate vision, its structure, the corporate culture, its values and Amplifon's evolution. Regardless their organizational role, all employees take daily decisions that need them to be completely aligned with the Group's vision and goals.

■ DIGITAL EMPOWERMENT

In a dynamic and digital savvy context, we constantly invest in the most modern technological innovations and their related training processes, to ensure that all people master corporate instruments and use them during their work activities.

■ CONNECT

For Amplifon, diversity is an opportunity to analyze situations and projects from different points of view, allowing innovative and creative results. Programs like mentoring or change management processes strive to connect different experiences, backgrounds, functions and countries, to ensure that everyone can continuously grow and expand their skills.

■ LEAD

To be a "*High Performing Organization*" it is vital that people leaders and people managers work as facilitators to enable the full potential of their teams. Consequently, we have structured different growth programs covering all responsibility roles, from managers to leaders.



THE TRAINING PROGRAM FOR AMPLIFON'S FIELD FORCE

In 2022, the Retail Excellence function launched the Global Retail Academy with the goal of developing core and distinctive capabilities, improving performance results and ensuring an excellent level of satisfaction for the final customer. The educational offering, aimed at the entire field force, is based on the following pillars:

- Onboarding: courses developing the fundamental skills for carrying out one's role.
- Performance: modules including on-the-job coaching aimed at supporting the field force in achieving business results.
- Change & Transformation: programs aimed at guiding change management and the continuous improvement resulting from the innovation of Amplifon protocols, both audiological and commercial.

The Global Retail Academy addresses specific professional categories of the field force, namely audiologists, client advisors and other store staff, and Field Management, which includes Field Trainers and Area Managers. We constantly invest in the development of training programs for the audiologists, client advisors and other store staff, aimed at optimizing the professional enablement journey (onboarding), improving knowledge of the in-store processes and protocols and strengthening audiological, commercial and relationship skills with customers for ensuring a worthwhile experience. Field Trainers represent a key resource for the development of capabilities in Amplifon, contributing to both programs design and implementation. Considering their strategic role, Field Trainers are in turn one of the most important targets of training initiatives, specifically for a global certification process for specific training skills (TrainUP). Additionally, Field Trainers are active members of a global community aiming at the cross-contamination and sharing of best practices. 2022 was a year of great development specifically for Area Managers, who play a key role for the development and performance of points of sale. Following the launch of new tools which redefined their way of working and led to new operating standards in sales, Area Managers were the leading figures of a structured training and change management program.

LEADERSHIP DEVELOPMENT PROGRAMS

We invest in the professional development of talented individuals who show growth potential and the ability to cover positions of international responsibility, offering them a wide range of targeted training programs based on their position, their seniority, and their individual aspirations.

In 2022, we consolidated the offer of the existing Leadership Program, ensuring the continuous update of contents in line with the Group's transformation process, with the HR processes, the Leadership Model and the Amplifon Employee Experience. LEAD the Future, LEAD the Way, BE Leader, BE Manager, and RIDE the Change took place together with partners of excellence:

- **LEAD the Future** is a program for Country General Managers and the CEO first line managers, with the objective of consolidating a shared vision and leadership style among the Group's key figures.
- **LEAD the Way**, on the other hand, targets country leadership teams and Corporate Directors with the scope of promoting strategic, cultural, and leadership alignment.
- **BE Leader** has the objective of accelerating the development of managers who will go on to take a people's leader role in the near future.
- **BE Manager** was designed to create a shared path for Amplifon's managerial population, not only to support the development of managerial skills, but to create a shared culture and strengthen the High-Performing Team approach, helping managers with the development of their teams.
- **RIDE the Change** is dedicated to young, talent employees in the back-office and aims to strengthen the culture of change and innovation through digital skills.

LEAD THE WAY

In 2022, we implemented a first edition of "Lead the Way", an executive education program developed in partnership with ESADE Business School. Various Amplifon leaders, representatives of several countries' leadership teams and Corporate Directors, gathered from all over the world in Barcelona to participate in a 4-day advanced training course event organized by ESADE. University professors have painstakingly designed a program to Amplifon's needs, designed to support our people within increasingly complex managerial challenges. The main topics addressed were concerning the management of the complexities associated with matrix Organisations, the transition from designing a strategy to its effective execution, implementing a change process and creating a network functional to individual professional objectives.

3.3 CAREER DEVELOPMENT AND RECOGNITION

We value the contribution of every one of our people based on a culture of constant feedback and place great value on recognizing and celebrating the achievement of results and successes.

CAREER DEVELOPMENT

■ YOU@AMPLIFON

The experience offered by Amplifon must be the same for all our people. For this reason, we created various internal “**You@Amplifon**” meetings to discuss, update, and share information, preparing and supporting employees to face the various phases of their career path, from their arrival in Amplifon to their growth, including objectives, results, recognition, and goals valorization. You@Amplifon makes it easier for employees to play an active role in building their own development and career path based on the characteristics and ambitions of each person. In fact, an effective bidirectional communication with employees is fundamental to create a culture centered on the identification of clear individual objectives and a process of continuous performance management. Therefore, we encourage regular meetings during the year between employees and their managers to ensure **anytime & continuous feedback** capable of supporting the right orientation and recognition. This way, we ensure everyone has their performance evaluated with transparent criteria regarding the achievement of their own objectives.

■ PERFORMANCE DEVELOPMENT REVIEW

Like every year, the Performance Development Review (PDR) for the back-office and field management (Area Manager and Regional Manager) personnel was carried out in 2022 to **monitor individual performances** and incentivize the adoption of behaviors consistent with the Group's Leadership Model in accordance with its six dimensions: Strategic Thinking, Driving Success, Outstanding Execution, Building Relationships, People Champion, Pioneering Change. To accompany employees in their comprehension of the process and the tools available for their development, training sessions are regularly organized for all interested employees. The objective is to provide Directors and Managers with a clear understanding of their role in the professional growth of human resources and, on the other hand, to provide Professionals with a strong awareness on the role they can play in their development path at Amplifon. At Group level, more than 89% of employees was included in the performance review process in 2022, with the exception of those employees who cannot be included in the process due to special circumstances (e.g., those on long maternity/paternity leave or leave of absence, and those with work/study contracts that provide for different assessment mechanisms, such as apprentice hearing care professionals in some Countries).

+89%EMPLOYEES INCLUDED IN
THE 2022 PDR PROCESS**~39%**OF BACK-OFFICE EMPLOYEES
EVALUATED AS TALENTS
AND HIGH-PERFORMERS

■ NEW PERFORMANCE MONITORING MODEL FOR STORE PERSONNEL

In 2022, in order to support the store population (Hearing care professionals, Client Advisors and other store personnel) the Group committed to designing a new performance monitoring model capable of better reflecting the specific duties of this category of employees. This new process aims to ensure the alignment with the Group's business performance through a monitoring system based on store visits and on the achievement of store KPI targets, followed by a further qualitative individual assessment. It also seeks to create a more efficient process for both those who are subject to monitoring and for the professionals who are responsible for carrying out the reviews (Area Managers). While this year we worked towards structuring and defining KPIs, in the first part of 2023 we plan to launch this new model in all Countries, obtaining the first results at the beginning of 2024.



REMUNERATION POLICY

■ GENERAL PRINCIPLES

We believe in the concept of performance-based remuneration, for this reason, our Remuneration Policy is attractive, transparent and linear, in addition to being based on global consistency principles, promoting a One Company culture. Composed of short and long-term fixed and variable components, it aims at motivating people to reach their challenging yet at the same time reachable and clear goals. In order to align the interests of Top Management with the primary objective of creating value in the medium-long-term, our Remuneration Policy is defined in line with our business strategy, our governance model, and the guidelines of the Italian Stock Exchange Corporate Governance Code. Based on the different elements that constitute the pillars of the Policy, the Remuneration and Appointments Committee annually evaluates the quality of its contents, assisting the Board of Directors with its definition, leading to its approval by the Shareholders' Meeting later on.

■ ALIGNMENT BETWEEN POLICY AND REMUNERATION AND SUSTAINABILITY STRATEGY

Since 2020, we strive to guarantee the alignment of the Remuneration Policy with the sustainability strategy by integrating the main goals of the Sustainability Plan into the performance evaluation system (PDR) and short-term variable incentive scheme (MBO) designed for Top Management (Chief Executive Officer/General Manager and Directors with Strategic Responsibility). In regard to the MBO incentivizing mechanism, a multiplier/de-multiplier from 0% to 120%, is applied to the bonus resulting from the Group's three economic-financial KPIs that make up the Scorecard (EBITDA, Net Sales and Free Cash Flow), based on the achievement of the individual objectives related to the PDR. Such objectives are measured through specific KPIs related to one's function and **at least one of them is tied to the targets of the Sustainability Plan**. As confirmation of Amplifon's increasing focus on ESG issues, in 2021 an in-depth analysis was activated with regard to the definition of a new rewards-based remuneration tool intended, in the first instance for 2022, for the Chief Executive Officer/General Manager, and planned, from 2023 onwards, for Key Managers with Strategic Responsibilities. This would allow to consolidate a policy with the strong involvement of the Company's key resources in the pursuit of the ESG goals. This remunerative component points at guaranteeing both the safeguard of sustainability related issues, and the creation of value in the medium/long-term, incentivizing greater alignment between the interests of Top Management, shareholders and all stakeholders. This goal is actually guaranteed by the possibility for beneficiaries of **voluntarily co-investing** part of the MBO in Amplifon shares, allowing the latter to take advantage of the Group's expected success in the three-year period through a matching system²⁸.



FIND OUT MORE
REMUNERATION
POLICY



GO TO PAGE
SUSTAINABILITY
PLAN

~212

BENEFICIARIES
OF THE MBO
PLAN IN 2022

226

BENEFICIARIES
OF THE 2019-2025 STOCK
GRANT PLAN IN 2022

28 - Further details are available in the [Remuneration Report 2023](#).

■ SHORT-TERM VARIABLE REMUNERATION (MBO) AND OTHER SHORT-TERM INCENTIVE SYSTEMS

Our short-term incentive scheme is designed to direct the behavior of the staff involved at achieving challenging annual results, while recognizing individual contribution. The beneficiaries of the short-term incentive scheme (MBO) are many (around 212 beneficiaries in 2022, with reference to the Leadership Team alone), as the Group wishes to value people and recognize their contribution to the Company's results. In every country where we operate there are also short-term incentives for the population not part of the Leadership Team, for rewarding individual/collective contributions in achieving objectives, as well as sales incentives for the population working in the stores and sales structure, for driving performance and incentivizing the achievement of challenging commercial targets.

■ LONG-TERM VARIABLE REMUNERATION (AMPLIFON STOCK GRANT PLAN) AND OTHER LONG-TERM INCENTIVE SYSTEMS

Our Group Remuneration Policy foresees a long-term incentive system based on the allocation of shares aimed at aligning the interests of management with those of shareholders, rewarding human capital. In 2019, Amplifon introduced an incentive system (Stock Grant Plan 2019-2025), which foresees two categories of beneficiaries:

- The beneficiaries of the **Long-Term Incentive Plan (LTI)** are managers who hold key Group positions at global, regional, and local levels, identified by the band position they cover within the organization, according to Amplifon's banding system. During 2022, 97 people benefitting from the LTI plan (in 2021 there were 93).
- The beneficiaries of the **Amplifon Extraordinary Award Plan (AEA)** include employees who are selected and identified from year to year according to criteria based on retention, promotability, and extraordinary recognition. During the year, 129 people benefitting from the AEA plan (in 2021 there were 71).

CHARLES HOLLAND AWARD AND AMPLIFON LEADERSHIP AWARDS

We recognize outstanding individual and team performance. Every year, in each country where we operate, we award the **Charles Holland Award** to the 60 best stores that stand out for their ability to assist and satisfy the needs of our customers in the best way possible, inspired by our values. This award, which takes its name from the founder of Amplifon, is the most important recognition of the excellence of our network and, since its introduction in 2011, has been awarded to hundreds of individual store teams.

Furthermore, at the end of each year, the company's Top Management also award the **Amplifon Leadership Award** in recognition to outstanding company projects and results associated with each of Amplifon's five values.

3.4 EMPLOYEES' HEALTH AND SAFETY

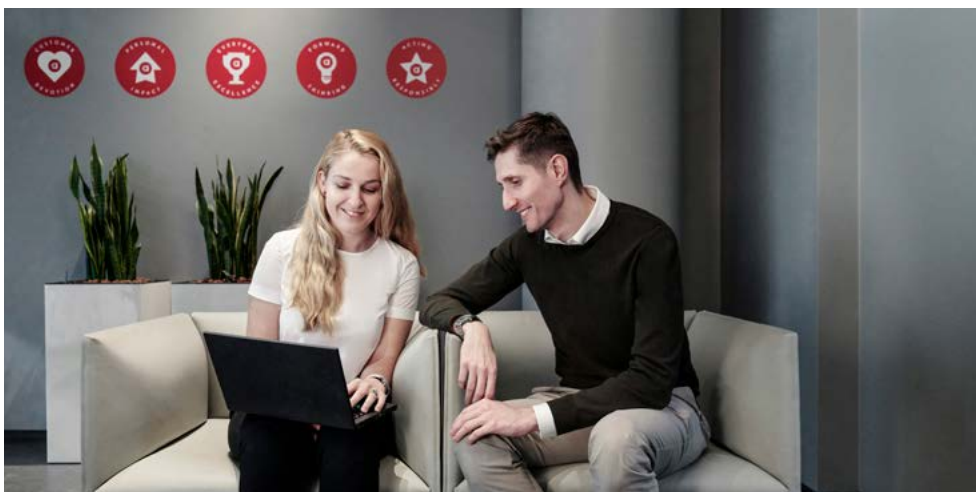
As foreseen in our Sustainability Policy, we are committed to maintaining a safe workplace for all our workforce and we consider health and safety at work to be a fundamental component of the general well-being of our employees.

■ GUIDELINES

Our **Code of Ethics** guides all Amplifon employees in maintaining a sound, healthy, and safe workplace, also by taking part in the process of risk prevention to protect themselves, their colleagues', and third-parties' health and safety. Although our business involves a **low risk of injuries at work**, in light of the nature of our activities and in consideration of the tools, policies and procedures put in place to comply with local and regional regulations, there are specific organizational models undertaken in response to local safety regulations or local standards within the countries where we operate.

■ TRAINING ON HEALTH AND SAFETY

All employees are guaranteed the provision of **specific training** on health and safety at work, as required by local regulations. The main content of such training includes a description of the risks in the workplace, specific safety procedures, knowledge of national regulations, and the roles and responsibilities as defined within the Organization. In some countries, special conventions are offered granting access to private specialized medical services, as well as personal health promotion programs (such as flu vaccination campaigns, awareness initiatives against smoking, advice on correct nutrition) and additional insurance coverage directly included in the employment contract or made available on demand at special rates.



GO TO PAGE
OUR CODE
OF ETHICS



OUR PROTOCOL TO CONTRAST THE SPREAD OF COVID-19

Since 2020 we further strengthened our attention to people's health and safety by defining a specific global Protocol to regulate measures in order to best counter the spread of Covid-19, which saw the collaboration of top experts in the field of Virology and Microbiology and Otorhinolaryngology, and a specific local Protocol for each Country that integrated the global guidelines with any additional requirements determined by their specific context and local legislation. Even though our stores remained open in 2022, the rigorous operating protocol guaranteed compliance with all the recommendations of the main health institutions for the prevention of virus transmission in the few localized cases in which there was a peak in infections (e.g., New Zealand, Australia, China).

■ RISK ASSESSMENT

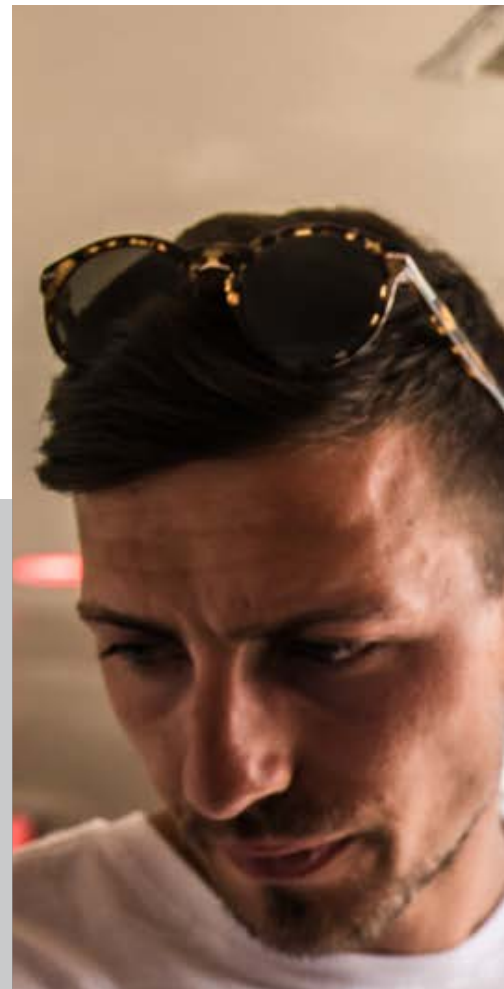
With the support of external specialists, if necessary, the country HR functions adopt local processes to identify and classify employees' health and safety risks which provide for the determination of potential risks for individuals and their relative preventive actions. **All employees and their representatives are involved in the health and safety risk assessment process.** Periodically, the people in charge of such aspects prepare detailed reports regarding the measures undertaken for the **preventing and protecting service**, including occupational medicine activities. The identified risks are mainly related to activities conducted in stores and offices, including secondary activities such as maintenance, and they relate to, by way of example, ergonomic aspects, handling of tools, falls/slips, electrical hazard risk, fire, work-related stress. In the event of accidents at work, depending on the severity of the event, investigations are conducted with a view to identifying the cause, for the purpose of adopting suitable precautions to prevent such risk situations in the future. In 2022, 98 work-related injuries were recorded, all relating to minor incidents (e.g., minor falls due to slipping or superficial cuts with office materials) which in many cases did not give effect to sick days, with a frequency rate of 4.85.



04

Community Impact

We are committed to have a positive impact on the communities around us, making them aware of the importance of prevention and hearing well-being





4.1 OUR CONTRIBUTION TO THE COMMUNITY

We are engaged in awareness-raising, preventive, and educational activities, contributing to community well-being and generating a positive and sustainable social impact over time.

WE CARE

Being aware of the important role we play within society, in 2019 we created “**We Care**”, the program encompassing the social impact initiatives promoted in the communities where we operate, with the goal of creating shared value and encouraging more responsible behaviors²⁹. Our Sustainability Policy formalizes Amplifon's commitment in this area, also strengthened by our support and contribution to the social inclusion activities promoted by the Group's Foundations. To facilitate the exchange of ideas and experiences regarding community impact projects launched in various countries, we organize regular meetings for alignment and sharing.

2022 MAIN INITIATIVES

■ AMPLIFON ITALY & CORPORATE

In 2022, Amplifon Italy gifted medical equipment to two local hospitals and also collected €120,000 to make donations to 13 different causes, including the “Una laurea con Amplifon” (A degree with Amplifon) project. Employees were involved as volunteers in the activities organized by Amplifon Foundation, specifically for the “Viva gli Anziani” (Long Live the Elderly), “Let's Dream” and “Inside Out” projects. Other long-term projects also continued, such as “Listen Responsibly – Ci sentiamo dopo” (“Listen Responsibly - We'll talk later”) as well as the collaboration with Milano Book City. As part of the We Care program, since 2019 a Food Giving activity has been promoted at the Milan headquarters (Italy) which, with the support of the local non-profit “Banco Alimentare” (“Food Bank”), aims to recover surplus food from the company canteen and redistribute it to people in need. In 2022, the collection of used clothing for people in need was launched again in the Milan headquarters: once collected, the pieces of clothing go to the local non-profit organization “Pane Quotidiano”.



**We
care**
Our Citizenship Program



■ AMPLIFON AMERICA

2022 was the inaugural year for “We Care” program in America, and by all accounts we experienced huge success, measured by the far-reaching and positive impact made in our local Twin Cities community (Minneapolis and Saint-Paul) and our employee population. Across 12 months, we partnered with 17 different organizations and donated over \$25,000. We had over 100 employees volunteer their time throughout the year in a variety of ways, including packing meals for children in underserved communities in-office, administering hearing and vision tests at local elementary schools, and getting the first deaf and hard-of-hearing hockey team in Minnesota off the ground and onto the ice.

■ AMPLIFON FRANCE

After 2 years of stagnation due to the pandemic, in 2022 Amplifon France resumed the humanitarian mission organized in conjunction with “Enfants Sourds du Cambodge”, picking up the long-standing relationship with the association. The successful launch of the Listen Responsibly App, which also took place thanks to its promotion in various publications and social media, made it possible to further raise awareness on the importance of hearing well-being. In addition, a new well-being policy for employees allowed further economic support for employees, as well as the mitigation of potential psychological risks in the workplace.

■ AMPLIFON THE NETHERLANDS

Amplifon The Netherlands believes in promoting a healthy and sustainable lifestyle among its employees. In 2022, the country provided its workforce with financial support for renting bikes to go to work and for joining the gym. In line with the Group’s values and with the purpose of creating an impact on the local community, employees took part in the Rotterdam Marathon and the “Singelloop” Marathon, raising funds for the Dutch KWF cancer society and for the Eardrop association.

■ AMPLIFON PORTUGAL

Over the past 12 years, Amplifon Portugal helped more than 150 people in conjunction with the Vale Flor Institute, a non-profit organization providing medical aid to African countries in need (e.g., São Tomé and Príncipe). In 2022 we conducted 2 missions meeting the hearing needs of 47 of children, donating 45 hearing devices and replacing 21 damaged hearing devices. In addition, an annual campaign allowed Amplifon audiologists to identify 13 customers with serious hearing losses and in financial difficulties to whom to donate hearing equipment.

29 - The main environmental responsibility activities promoted in recent years are indicated in section 5.1 “[Caring for the environment](#)” of this document.

4.2 PREVENTION AND EDUCATION ON HEARING WELL-BEING

We have always been committed to transforming the way hearing care is perceived, in order to reduce the serious consequences deriving from hearing loss and maximize the individual and social benefits of prevention.

On average, people experiencing hearing loss delay consulting a specialist for seven years notwithstanding the risk of very negative repercussions on their quality of life. For this reason, we play a fundamental role in spreading information and tools that enable people to identify and manage a potential hearing loss in a timely manner, overcoming the stigma that even today is often associated with a physiological condition usually linked with aging.

■ THE IMPORTANCE OF NEW GENERATIONS

Our prevention and awareness-raising activities on the importance of hearing well-being are aimed at all age groups and, through targeted campaigns and initiatives, are increasingly focused on younger generations. The World Health Organization estimates indicate that today over 1 billion young people are at risk of avoidable hearing loss, and that **60% of hearing loss in childhood is due to preventable causes**³⁰. In particular, among teenagers and young adults between 12 and 35 years old almost 50% of them is exposed to unsafe sound levels deriving from the usage of personal audio devices, and 40% of them is exposed to noise sources potentially dangerous when in entertainment places, including clubs and concert halls³¹.

■ LISTEN RESPONSIBLY PROGRAM

The little-known link between exposure to excessive noise and the risk of causing hearing damage or premature hearing loss is the core of our **"Listen Responsibly"** program, until now promoted in Italy (through the "Ci sentiamo dopo – Listen Responsibly" project), in Spain, and from 2022 also in France. The goal is to raise awareness on the importance of responsible listening among younger generations. Since 2019, the program has reached more than 1,500 Italian and Spanish elementary schools and high-schools, thanks to an engaging multidisciplinary educational path turning about 32,000 students into genuine ambassadors of a new culture of sound. Workshops with experts from various fields and a gamification kit enabled students to embark on the discovery of sounds from the past and the future.



**Listen
Responsibly**



**FIND OUT MORE
CI SENTIAMO
DOPO PORTAL**

+1 billion

**YOUNG PEOPLE AT RISK OF
AVOIDABLE HEARING LOSS**

30 - Source: «[World Report on Hearing](#)», World Health Organization, 2021.

31 - Source: «[Make Listening Safe](#)», World Health Organization, 2015.

+1,500

CLASSES
INVOLVED

~32,000

STUDENTS
ENGAGED

+13,200

USERS OF THE LISTEN
RESPONSIBLY APP

+12,500

NOISE
MEASUREMENTS
RECORDED

■ WORKSHOPS AND EDUCATIONAL LABS

In 2022, the project continued thanks to the new content posted on the cisentiamodopo.it, the portal dedicated to supporting teachers in learning activities, including also an entire section dedicated to “The Professions” of the world of sound. In addition, virtual and in person **workshops and educational labs** were created with the participation of prominent speakers such as Amplifon hearing care professionals, some members of the medical community, and external guests such as conductors, researchers, sound designers, and inclusion experts.

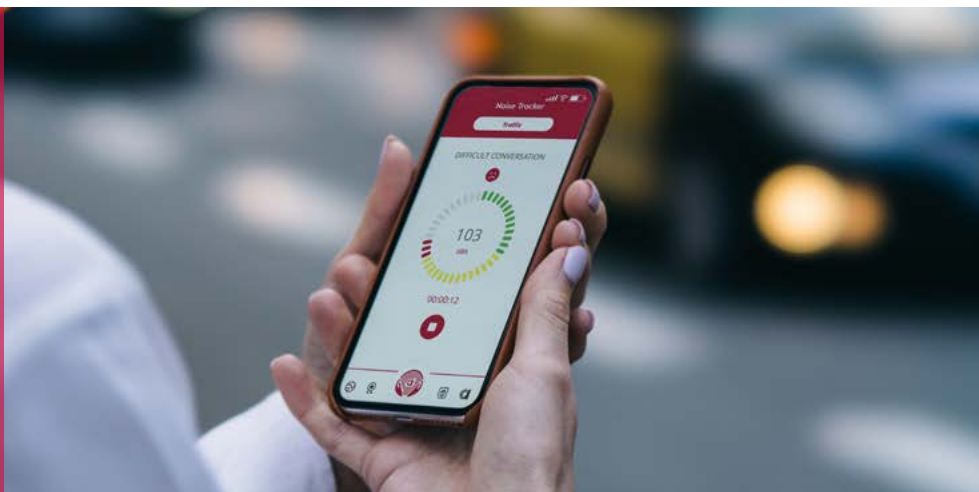
■ APP LISTEN RESPONSIBLY

The educational path of the program also included an activity called citizen journalism: thanks to the “Listen Responsibly” App, students are involved as pioneers of a new acoustic ecology, and are invited to record the environment’s noise levels by using the app’s noise tracker, creating an **interactive map of cities’ soundscapes** using gamification mechanisms. As of today, the App, available free of charge on all the main digital stores, has registered more than 13,200 users for a total of over 12,500 noise levels readings. After launching the noise tracker in Italy back in January 2020, the App also reached Spain in April 2021 during the International Noise Awareness Day, and was introduced in France from January 2022.

■ SOCIAL MEDIA

Raising awareness activities on hearing care are also carried out on social networks for reaching youngsters. We developed a dedicated communication strategy to disseminate prevention tips and “information pills”. We also exploit social network pages to disseminate the messages of the World Health Organization on problems related to hearing disorders and untreated hearing loss on the occasion of World Hearing Day, which is held every year on March 3rd.

+14%

OF OUR SOCIAL MEDIA
FOLLOWER BASE
COMPARED TO 2021

4.3 THE ROLE OF OUR FOUNDATIONS FOR SOCIAL INCLUSION

We provide our knowledge and best practices to Amplifon Foundation, as well as to the Miracle-Ear Foundation and GAES Solidaria Foundation, contributing to the invaluable work they carried out for the community, spreading the sound of social inclusion and allowing the most vulnerable communities to realize their life plans.

AMPLIFON FOUNDATION

■ MISSION

The Amplifon Foundation was established in Italy at the beginning of 2020 on the Group's seventieth anniversary, with the goal of allowing those living in disadvantaged conditions **a complete human and social fulfillment**, focusing specifically on marginalized or at risk of marginalization seniors. Through a series of projects tackling isolation, especially towards the older generations, the Foundation promotes an **inclusive culture** to support active participation of people in social, cultural, and professional life. Gathering the best energies, ideas, and professional expertise from the public and the private realms, the goal of the Foundation is to restore the focus on the role, life heritage and knowledge of our grandparents, for sharing them and kindle intergenerational experiences.

■ STRATEGY AND COLLABORATION

The operational strategy of the Foundation was conceived in line with Amplifon's values and its design leverages on the experience and skills of the Group, as well as on the work of the Foundations within the United States and Spain. The path of the Foundation continues to evolve thanks to the contribution of numerous partners and stakeholders, including third sector organizations, as well as specialized operators and volunteers who, every day, constitute a stimulus for promoting an increasingly inclusive society. In 2022, Amplifon employees participated with dedication to the implementation of the projects promoted by the Foundation, both by actively contributing to its mission and by participating in its fundraising campaigns.



FIND OUT MORE
THE ACTIVITIES AND
THE SOCIAL REPORT
OF THE AMPLIFON
FOUNDATION



~150

CARE HOMES INVOLVED
IN THE "CIAO!" PROJECT

+15,000

SENIORS
REACHED

+150

AMPLIFON EMPLOYEES
INVOLVED

■ CIAO! PROJECT



Born at the beginning of 2021 following our first experience during the pandemic, "Ciao!" nowadays represents an incredible national project, present all over the country, with an ever-increasing number of nursing homes connected and involved in **entertainment activities** (e.g., silver yoga, digital travels, art therapy, musicals, games, etc.). With the **aim of contributing to the well-being and social inclusion of the elderly guests of these facilities**, and thanks to the best video connection technologies available on the market, nursing homes are connected to a common platform allowing them to participate in project activities and to interact with each other via an 85-inch video systems, speakers and ambient microphones.

In order to continue these structures' digital connection process and to enhance community involvement, nursing homes developed specific contents (e.g., cognitive stimulation activities and board games, memory and selective attention, newspaper reading, musical activities, moments of prayer). By doing so, they assumed the role of community and social platforms capable of strengthening the message of valorizing elderlies, also through specific communication projects, such as "Racconti tra generazioni".

RACCONTI TRA GENERAZIONI (STORIES ACROSS GENERATIONS)

"Racconti tra generazioni" (Stories across generations) is the Amplifon Foundation project giving voice to seniors living in the nursing homes involved in the "Ciao!" Project. Using the video-conferencing systems installed, they narrate their stories and offer their point of view on society via interviews. This way, elderlies have the opportunity to talk about their life, while letting everyone rediscover the value of memory and recognize the enormous heritage of experiences our elderly carry within them and within the stories they tell.



FIND OUT MORE

THE COLLECTION OF
ALL THE INTERVIEWS
IS AVAILABLE ON
THE AMPLIFON
FOUNDATION'S
[YOUTUBE CHANNEL](#),
AS WELL AS ON
[LINKEDIN](#)

CIAO! C'E' UN REGALO PER TE (HELLO! THERE IS A PRESENT FOR YOU)



"Ciao! C'è un regalo per te" also this year took place during Christmas time. Amplifon Foundation asked 13 nursing homes in 10 Italian cities involved in the "Ciao!" project to collect some of their guests' Christmas wishes. Thanks to the collaboration of more than 120 Amplifon employees and a project partner, more than 300 wishes were fulfilled. In December, gifts were then delivered to elderlies. In some cases, the Amplifon volunteers personally distributed them, getting to know "their" elderly and experiencing a moment of celebration, exchange of anecdotes and life experiences.

■ WE CARE_CIAO!

Thanks to the synergy between Amplifon's "We Care" Program and the Foundation's projects, in May 2022, the employees of Amplifon's Corporate IT department went to a nursing home in Milan for a day of team building, commitment and shared moments. They worked together to build pieces of furniture for the garden (tables, benches and hanging flower beds). This voluntary initiative involved about 80 people who were able to contribute to the improvement of the lives of nursing home guests in a positive way.

■ VIVA GLI ANZIANI (LONG LIVE THE ELDERLY)

Also in 2022 the Foundation supported the **"Viva gli Anziani"** (**"Long Live the Elderly"**) program. Developed by the Sant'Egidio Community to guarantee seniors facing loneliness and isolation in Italian cities with support and assistance, focusing on home care. In Milan, through the first project developed in the Corvetto thanks to the Amplifon Foundation, **120 people** benefitted from continuous phone monitoring and face-to-face support when needed (medical visits, purchase of food, etc.). This volunteering program saw the participation of about **30 Amplifon employees**, helping seniors and keeping them company via phone conversations, apart from providing support and comfort, these calls are useful for monitoring the well-being of the seniors taking part in the initiative. Thanks to face-to-face moments, organized whenever possible, bonds were created, friendships were established and there were opportunities to exchange small gifts during Easter and Christmas.



■ LET'S DREAM

"Let's dream! It's always time to dream" is an initiative realized by the Amplifon Foundation in collaboration with Amplifon employees. Its aim is to realize the dreams of elderly guests residing in the structures of the "Ciao!" project. In 2022, the first two dreams came true. The first one involved the Italian singer Bobby Solo's performance in front of an audience of almost 100 elderly people and a dinner offered and served by Amplifon volunteers. The second dream fulfilled belonged to a 94-years-old lady who, thanks to the support of Amplifon volunteers, was able to return to her favorite place: the Bay of Silence in Sestri Levante (Liguria), Italy. Both moments were extremely emotional and helped us reflecting on the importance of memories, that every day help us enjoy more our daily life.



MISSION FRIENDSHIP WITH THE GERONIMO STILTON FOUNDATION

On Grandparents Day, taking place on October 2nd, 2022 Amplifon Foundation launched Missione Amicizia (Mission Friendship) in partnership with the Geronimo Stilton Foundation. The mission entailed the launch of a new special edition story by Geronimo Stilton created exclusively by Edizioni Piemme, with the goal of celebrating and promoting the meeting between generations. The book was distributed free of charge in all Amplifon stores in Italy and on some occasions also via roadshows, in order to explain children the importance of intergenerational relationships and the deep social value of the relationship that unite grandparents and grandchildren.

■ OBIETTIVO3

Given the importance of social inclusion in its mission, also in 2022 Amplifon Foundation supported Obiettivo3, for the third consecutive year. Devised by Alex Zanardi, the initiative involves disabled athletes and introduces them to the world of sports. During the first three years of its foundation, Obiettivo3 recruited and supported more than 70 athletes, who regarded their colleagues as a point of reference for cultivating their passion for sports.

■ IO SONO – FESTIVAL DELL'UMANO

In September 2022, the city of Milan hosted the “Festival dell’Umano” (Human Festival), an event that allowed more than 600 people (including students, professionals, and businesses) to converse, reflect, and discuss the role of people in society. The festival focused its reflections on intergenerationality and active aging, to be understood as the possibility of a person's development regardless of age and through continuous exchanges between generations. In the convergence of the mission of “Io Sono” and the vision of the Amplifon Foundation is a unity of purpose placing people at the center, specifically focusing on and opening up to the future as the first form of acceptance of others and therefore of inclusion.

■ THE FOUNDATION AND EXTERNAL RELATIONS

Spread awareness about its activities, and, above all, its values and mission is a key activity for Amplifon Foundation, which seeks to measure its impact also by ensuring a certain communication outreach. For this reason, in 2022 the Foundation consolidated its presence on social media channels, increasing its interactions on LinkedIn and creating a Facebook page, an Instagram account and lastly a YouTube channel. The Foundation also launched a quarterly newsletter on the Foundation's progress and updates.



FIND OUT MORE
SUPPORT FOR
THE AMPLIFON
FOUNDATION
PROJECTS

SUPPORTING UKRANIAN PEOPLE

As part of the humanitarian emergency in Ukraine, Amplifon Foundation and Amplifon acted promptly through the United Nations High Commissioner for Refugees (UNHCR). In February 2022, **Amplifon donated €1 million to UNHCR**, intended for the civilian population of Ukraine trapped by bombardments or seeking refuge in the country reception centers. Thanks to the coordination of Amplifon Foundation, after this donation followed the collection of funds from the Group population, raising more than €60,000.

Amplifon Foundation also took part in two monitoring missions organized by the High Commissioner together with the Italian Ministry of Foreign Affairs. On one of these occasions, Amplifon Foundation managed to directly observe the actions implemented in Ukraine and the border with Moldavia by UNCHR, specifically at the Palanca crossing point (50 km from Odessa) and at the MOLDEXPO center in the capital Chisinau, where the refugees were helped by UNHCR and its partners.

INSIDE OUT

From January 31st to February 14th, 2023 Piazza del Duomo in Milan was the setting for an extraordinary edition of the "Inside Out" project by the street artist JR, organized thanks to the contribution of the Amplifon Foundation. The facades of the Museo del Novecento were covered by more than 1,000 portraits of the faces of nursing home senior residents part of the "Ciao!" project. For about six months, students of the photography course of the Milan Accademia di Brera, accompanied by the Foundation, visited Italian nursing homes to meet elderlies and involve them in the project by taking their pictures. These portraits were then put on display in the nursing homes involved in the project. In the historic district of Corvetto, Amplifon volunteers put up more than 100 portraits of the elderly residents on the outside walls of the two buildings.

Inaugurated on the occasion of the Foundation's third birthday, the installation aims to give a voice to seniors and raising public awareness on the importance of their role and dialog between different generations. On this occasion, the Foundation also hosted a fund-raising dinner at Palazzo Reale.



MIRACLE-EAR FOUNDATION

Dating back to 1990, the Miracle-Ear Foundation aims to help people suffering from hearing loss and unable to access care due to a lack of financial resources, improving their lives. The different Miracle-Ear Foundation social programs are supported jointly, both by stores and the franchisees belonging to the Miracle-Ear network.

■ GIFT OF SOUND

"Gift of Sound" is the Miracle-Ear Foundation's main program, through which hearing aids are donated and services, assistance and follow-up are provided to individuals and families in need at no cost of the recipient. In 2022, the Foundation provided hearing services to more than 3,200 children and adults, **donating almost 6,000 hearing aids** and the relative after-care assistance services, with the direct involvement in the Miracle-Ear stores. Since the program was first launched 30 years ago, the Miracle-Ear Foundation has provided approximately 40,000 hearing aids to nearly 21,000 people.

■ HEAR AGAIN

Through the "Hear Again" program, Miracle-Ear customers can bring their old no longer used hearing aids to donate them to the Foundation to be subsequently reconditioned, also to support the "Gift of Sound" program and thus help to consolidate the relationship between donors and beneficiaries of the Miracle-Ear family. In 2022 alone, the Foundation reconditioned and donated approximately 2,700 hearing aids.



+6,000

HEARING AIDS
DONATED IN 2022

~2,700

HEARING AIDS
RECONDITIONED IN 2022

~220,000

HEARING DAMPERS
DISTRIBUTED IN 2022

■ ONE DAY WITHOUT SOUND

The “One Day Without Sound” awareness campaign, a cornerstone of the foundation's prevention program, endeavors to make people understand what it means to live with hearing loss, a condition that creates great difficulties both at school and at work, asking participants to try to live a day without sounds by wearing two small earplugs, directly experiencing hearing loss. In 2022, around 220,000 hearing dampers were distributed by Miracle-Ear stores to numerous participants who committed to experience one day without hearing.

■ MIRACLE MISSIONS

In 2022, the Foundation, in conjunction with the Miracle Ear network franchisees, identified three needy communities in the United States as recipients of specific hearing aid deliveries (Miracle Missions). The missions were carried out between September and December 2022 over a total of 8 days, with hundreds of audiologists and volunteers. Together, they gave more than 500 hearing aids to more than 260 people in need, guaranteeing all the care services needed throughout their useful life.



FIND OUT MORE
GIFT OF SOUND
PROJECT



GAES SOLIDARIA FOUNDATION

Born in 1996 and consolidated as a Foundation in 2018, GAES Solidaria unifies employees, managers, collaborators and customers with a common goal: to fill the lives of those who need it most with sound, music, communication and joyfulness.

■ MISSION AND ACTIVE PARTICIPATION

The mission of GAES Solidaria is to provide people suffering from hearing loss and in financial need with the opportunity to develop their linguistic and communication skills through the development of local and international hearing projects. The Foundation extends the original lines of action of GAES Solidaria through awards granted to the medical community promoting research related to hearing care. Additionally, it is a means of raising public awareness on the importance of hearing health care as a fundamental element of well-being. More than 650 employees voluntarily donate 1 euro from their monthly salary towards a solidarity project, and GAES doubles the amount raised. Thanks to this initiative, from 2008 to 2022, **41 projects become a reality with more than €210,500 donated**. Furthermore, GAES employees contribute and provide their skills by volunteering for specific initiatives.

■ SPEECH THERAPY & OÍDOS DEL TIBET

“Speech Therapy” is a project conducted in collaboration with the Vicente Ferrer Foundation in Anantapur (India) and managed by a multidisciplinary team that so far has helped more than 40 children of the Bukaraya Samudram school with hearing problems to use oral language with the help of hearing aids. On the other hand, “Oídos del Tíbet” is a project carried out together with the Casa del Tibet Foundation of Dharamsala (India) where hearing care professionals carry out hearing tests and provide new hearing aids to the local population.



fundación
GAES
solidaria



FIND OUT MORE
“OÍDOS DEL TÍBET”
PROJECT

“SPEECH THERAPY”
PROJECT

■ THE NEW PROJECTS

In 2022, the Foundation collaborated on new projects related to listening and inclusion. Specifically, in August some volunteer audiologists offered hearing checks to children from Sahrawi refugee camps who spent their summer with Spanish families.

Furthermore, the Foundation has once again collaborated with Caritas Barcelona, financing part of the cost of a co-living space for the elderly, shared apartments for people over the age of 64 who have minimal pensions, are socially isolated or have no accommodation.



4.4 AMPLIFON CENTER FOR RESEARCH AND STUDIES

Thanks to the research and training activities sponsored by the Amplifon Center for Research and Studies (CRS), we contribute disseminating information on hearing health based on clinical evidence, spreading a culture of progress and innovation in the fields of Audiology and Otology within the medical-scientific community.

The Amplifon Center for Research and Studies was founded by Algernon Charles Holland in 1971 to consolidate company investments and resources towards development, research, and training in Audiology and Otology. The objective of the CRS, founded in Italy and now active also in Spain and France, has always been to contribute to the development and sharing of scientific knowledge in collaboration with national and foreign universities, as well as scientific societies. Since its establishment, in Italy alone it has organized more than 750 courses and science conventions, as well as supported scientific publications and scholarships.

■ TRAINING ACTIVITIES

Training courses represent an important opportunity to examine topics related to hearing well-being, audiological services, and prevention in greater depth. Thanks to the CRS support, every year the most current topics related to audiology and ENT are discussed and analyzed in depth in national and international courses with the intervention of world-renowned speakers. From 2020, the CRS focused on digital communication, sponsoring the development of the online publication **ORL.news**, the first training and updating portal for ENT doctors and healthcare professionals. To date, the site has developed a real digital community that counts **more than 4,000 specialists**, and over 80 clinical professionals from all over Italy have been involved. The publications are examined by an editorial committee that guarantees the quality of the proposed contributions. The board members are seven young specialists who have distinguished themselves for their scientific research in



FIND OUT MORE
CENTER FOR
RESEARCH AND
STUDIES

orl.
news



FIND OUT MORE
VISIT THE PORTAL
ORL.NEWS

+750

SCIENTIFIC COURSES
AND CONFERENCES
ORGANIZED

ENT: almost all of them have been awarded CRS scholarships. During 2022, the CRS's main objective was providing customized scientific content based on the specialization profile of specialist doctors. Such objective was pursued through the relaunch of the website, that became more mobile-friendly and thanks its dynamic content, suggesting users specific information based on the latest topics selected. In regard to professional development, ENT news periodically proposed new remote learning courses for doctors, regularly accredited CME, including advanced courses in tele-medicine and otoradiological imaging.

■ BASIC SCIENCE IN AUDIOLOGY

In 2022, in partnership with Italian specialization schools, the CRS supported the second edition of "Basic Science in Audiology", an educational offering dedicated to doctors specializing in otolaryngology, audiology and phoniatrics. For the project, real university lectures were held, as part of the specialization training of young doctors. In 2022, the event involved postgraduates in their 3rd and 4th year, for a total of **over 350 participants**, 3 in-person sessions were organized and more than 60 speakers were engaged.

■ CONGRESSES AND SCHOLARSHIP

In 2022, in continuity with last year, the CRS attended the most prominent congresses in the otorhinolaryngology, phoniatric and audiological fields, including the National Congress of the Italian Society of Otorhinolaryngology and Head and Neck Surgery (SIO), which this year was held in-person. The last major event of 2022 was the twentieth AIOLP Congress (Italian Association of Freelance Otorhinolaryngologists), during which it was discussed how much the pandemic had represented a crucial test to convince the community of clinicians and patients of the goodness of the digital evolution of telemedicine, specifically in audiology for diagnostic and monitoring activities. On this occasion, the CRS presented the first results of ongoing research relating to one of the most innovative telemedicine projects, linked to both the CRS and Amplifon: **Otoremove**, a tele-audiology system on a mobile device allowing constant remote checks and hearing tests, optimizing both cost and time.

■ EDITORIAL ACTIVITY

To support the training of specialists, the Amplifon CRS offers access to one of the best-stocked private libraries in the field of audiology and otolaryngology, including some of the most eminent international publications in the industry. Since 2020, this library has been expanded to include publications that can be consulted digitally on the Orl.news website and it is constantly growing. Among the main activities of 2022, the distribution of the volume created on the bicentenary of the disappearance of the Italian anatomist Alfonso Corti in 1851 "The discovery of hearing organ" was of particular relevance. Thanks to leading authors, the book traces the history of audiology, celebrating the discovery of the "hearing organ", and provides the reader with historical background on the basic research that has enabled new treatments for patients with hearing loss. Lastly, the CRS continued this year with the quarterly publication of the **CRS Scientific Journal** which, written in English and shared with all Group countries, was also issued in Italian in the Publications section of Orl.news. This was made possible thanks to the collaboration with an international panel of Amplifon specialists who regularly analyze the latest scientific papers to prepare short reports and critical reviews of the industry literature.



05

Ethical Behavior

We are committed to operating responsibly along the entire value chain, respectful of the environment, and to guaranteeing maximum transparency to all our stakeholders





5.1 CARING FOR THE ENVIRONMENT

In line with our Code of Ethics and Sustainability Policy, we are increasingly focusing on environmental issues and the challenges posed by climate change. Not only we monitor our activities at the office and store level, but also throughout the entire value chain. In fact, this year we disclose the Group's overall carbon footprint for the first time, following the completion of the Scope 3 indirect emissions inventory.

Even though our business model is based on retail activities, offering hearing care services and not including any industrial or production activities, we are aware that a comprehensive vision of our environmental footprint is essential to make our business increasingly sustainable, promoting processes that improve the efficiency and dematerialization of the business, in full compliance with existing environmental regulations. This commitment is implemented through specific initiatives stimulating environmental responsibility, aiming to raise employees' awareness on these issues, both globally and at a local level.

■ GLOBAL INITIATIVES

In 2022, starting from some stores in the major European countries, the roll-out of the **new store format** begun, with a new architectural design involving LED lighting, the installation of efficient heating/cooling systems, and specific modules collecting used batteries from customers. To support this, local facility teams, responsible for environmental issues in the offices and stores, are constantly involved in initiatives to improve energy efficiency and optimize its consumption. Internally, in January 2023 we launched our monthly corporate intranet column "Sustainable Waves", which aims to raise the awareness of employees on sustainability issues and how they are managed through our Sustainability Plan.

Locally-developed activities include initiatives dedicated to circularity and correct waste management, such as the collection of used batteries and the reconditioning of audiometers for hearing tests. Lastly, in 2022 our Spanish branch (*Amplifon Ibérica*) obtained the **ISO 14001** environmental certification for its headquarters and warehouse.

~52%

ELECTRICITY PURCHASED
FROM RENEWABLE
SOURCES

~5,700

TON CO_{2e}

AVOIDED THANKS TO THE
PURCHASE OF RENEWABLE
ELECTRICITY

-14%

ENERGY INTENSITY
COMPARED TO PRE-
PANDEMIC LEVELS

ENERGY CONSUMPTION

■ RENEWABLE ENERGY SOURCES

Compared to last year, in 2022 the share of energy purchased from renewable sources **has risen from 30% to around 52%**, with **9 countries involved** in such best practice. In 2022, our offices and direct stores in Italy, Germany, the Netherlands, Portugal, France and partly in Australia, the United Kingdom, Spain and Switzerland, were supplied with **electricity certified as coming from renewable sources** through guarantee of origin certificates. This allowed to save around 5,700 tons of Co_{2e} (calculated through a market-based approach). This practice, in line with our Sustainability Plan, will be gradually extended to other Group countries, thereby contributing to an ever-increasing amount of indirect CO_{2e} avoided and the achievement of our target of 70% by the end of 2023.

■ MONITORING CONSUMPTION

In 2022, we continued to monitor the energy consumption of our headquarters and network of direct stores, aiming to provide our stakeholders with a comprehensive and transparent overview of our performances, supporting the completion of our carbon footprint as well. Once again, in 2022 the heating, air conditioning and lighting of our offices and stores accounted for the greatest share of the Group's energy consumption. In particular, around 32.6 GWh of electricity were consumed throughout the year, broken down into consumption for direct stores (around 27.6 GWh, of which around 52% is from renewable sources) and headquarters (around 5 GWh, of which around 53% is from renewable sources). The remaining consumptions result from the heating of the headquarters and stores, and are mainly related to the consumption of natural gas and, to a lesser extent, burning oil and district heating, as well as to the consumption of fuel associated to the Company's car fleet.

■ ENERGY INTENSITY

Despite an increase of about 9% of the overall energy consumption in 2022 with respect to 2021 (around 214 TJ compared with 196 TJ in 2021), mainly due to the recovery of full business activities with respect to the emergency periods of the previous years, the trend of energy intensity is substantially unchanged. In fact, in 2022 **the ratio between total energy consumption and revenues was equal to around 10.1%, a considerable decrease compared to 2020 and 2019**, and in line with 2021.

ENERGY INTENSITY - TOTAL ENERGY CONSUMPTION COMPARED TO REVENUES (GJ/K€)



OUR CARBON FOOTPRINT

■ EMISSIONS INVENTORY

In 2022, we completed the first analysis of the Group's carbon footprint, with a view to maximum transparency towards our stakeholders, and in line with what emerged from the materiality analysis and TCFD recommendations, that encourage the analysis of the entire emissions inventory. In addition to the usual calculation of direct emissions generated by the Group's activities (Scope 1) resulting from the heating of headquarters and direct stores, the consumption of fuel by Company vehicles and the use of refrigerant gases, and indirect emissions resulting from the consumption of electricity and thermal energy purchased (Scope 2), we extended our analysis to **all other indirect emissions identified by the GHG Protocol³² along the value chain (Scope 3)³³**. Taking into consideration the nature of Amplifon's business and the absence of production activities, 12 of the 15 Scope 3 emission sub-categories identified by the GHG Protocol were deemed relevant and applicable to the Group, representing around 92% of our total carbon footprint. This overview is a **solid quantitative base for the future development of our climate strategy**, aimed at identifying and implementing actions designed to minimize our main emissions.

■ MAIN INDIRECT EMISSIONS

For the analysis of Scope 3 emissions, an initial screening phase was conducted to identify the relevant emission sub-categories from the 15 identified by the GHG Protocol, based on our organizational structure and business activities. A **specific calculation method** was created for each of them, depending on the type and granularity of the data available³⁴: when available, primary activity data were used, otherwise we adopted hybrid models, involving the combination of primary and expenditure data, or we fully relied on expenditure data (i.e., spend-based method³⁵). Given the complexity of the indirect emissions calculation, the spend-based method represents a starting point for the calculation of certain sub-categories. Despite this, with a view to continuous improvement, we have chosen to **progressively integrate as many primary data as possible within the calculation models**, aiming to obtain greater control over data and emissions, and to identify the most effective and targeted reduction measures.

12

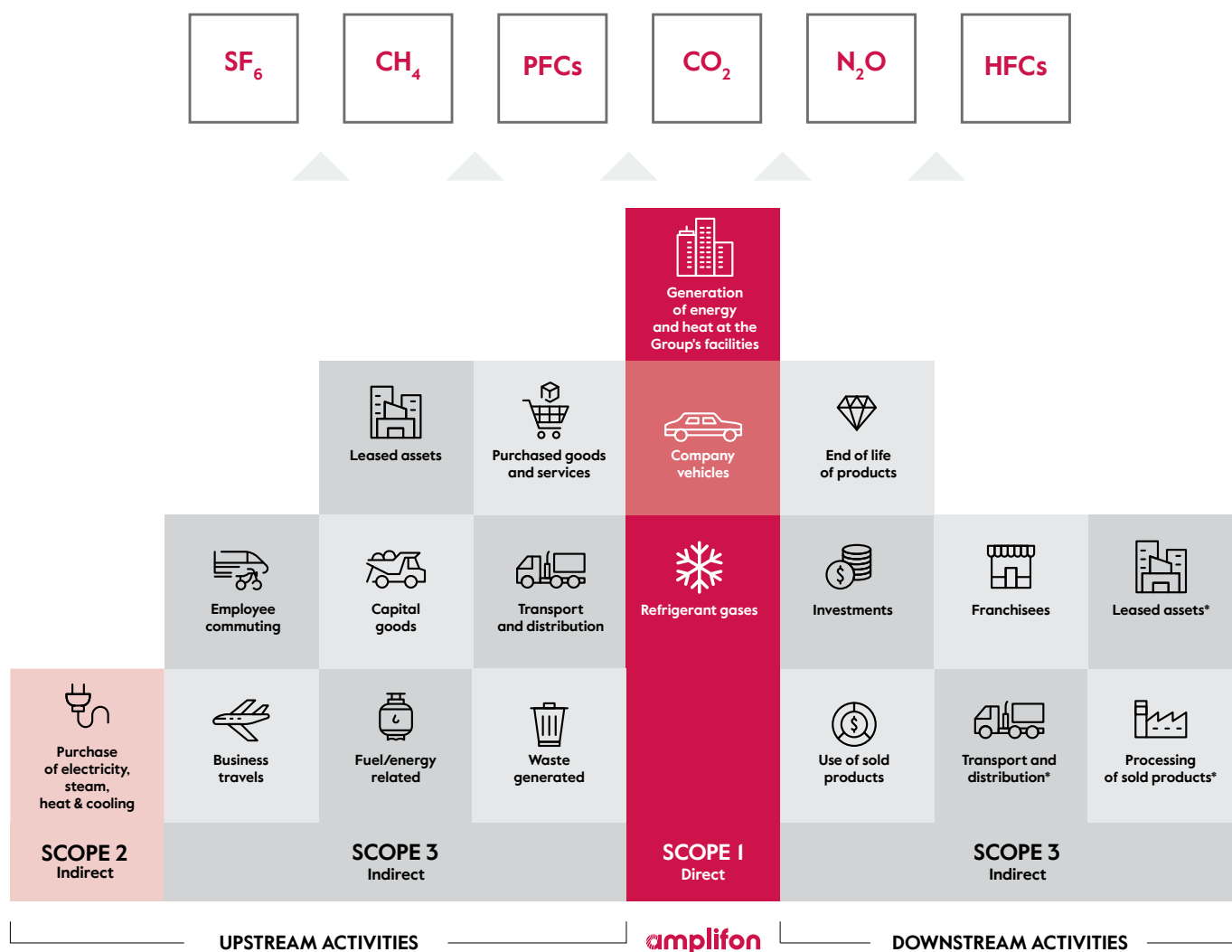
SCOPE 3 EMISSION
CATEGORIES DEEMED
RELEVANT FOR THE GROUP

~92%

OF OUR CARBON
FOOTPRINT RESULTS
FROM SCOPE 3 INDIRECT
EMISSIONS

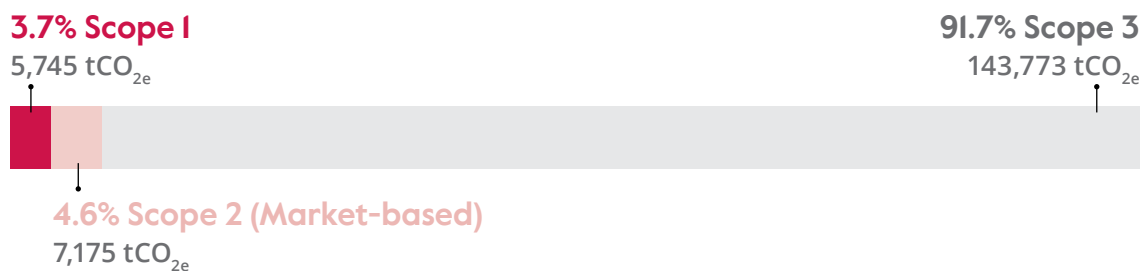


SCOPE 1, SCOPE 2 AND SCOPE 3 EMISSION CATEGORIES



* Sub-category not deemed applicable/relevant for Amplifon's activities

2022 SCOPE 3 EMISSIONS BY SUB-CATEGORY AND MAIN EMISSION SUB-CATEGORIES



- 32 - The GHG Protocol establishes the standards for the measurement and management of emissions, and provides detailed instructions and guidelines that are applied and tested globally in various sectors.
- 33 - Until 2021 the analyses of Scope 3 emissions only focused on the emissions of the subcategory 3.6, related to employees' business travel.
- 34 - More details and information concerning the calculation methods used for estimating each emission sub-category are available in the Methodological Note.
- 35 - The spend-based method involves the use of conservative emission factors based on sector averages, which generally result in a considerable overestimate of emissions, given the lack of specific details and distinction between products, services and suppliers.

2022 SCOPE 3 EMISSIONS BY SUB-CATEGORY AND MAIN EMISSION SUB-CATEGORIES

3.9% - Scope 3.6
Business travels

0.1% - Scope 3.5
Waste generated

3.8% - Scope 3.4
Logistics (upstream
transport and distribution)

2.5% - Scope 3.3
Fuel and energy
consumption-related
activities

15.9% - Scope 3.2
Purchase of
capital goods

54.6% - Scope 3.1
Purchase of goods
and services



Scope 3.1

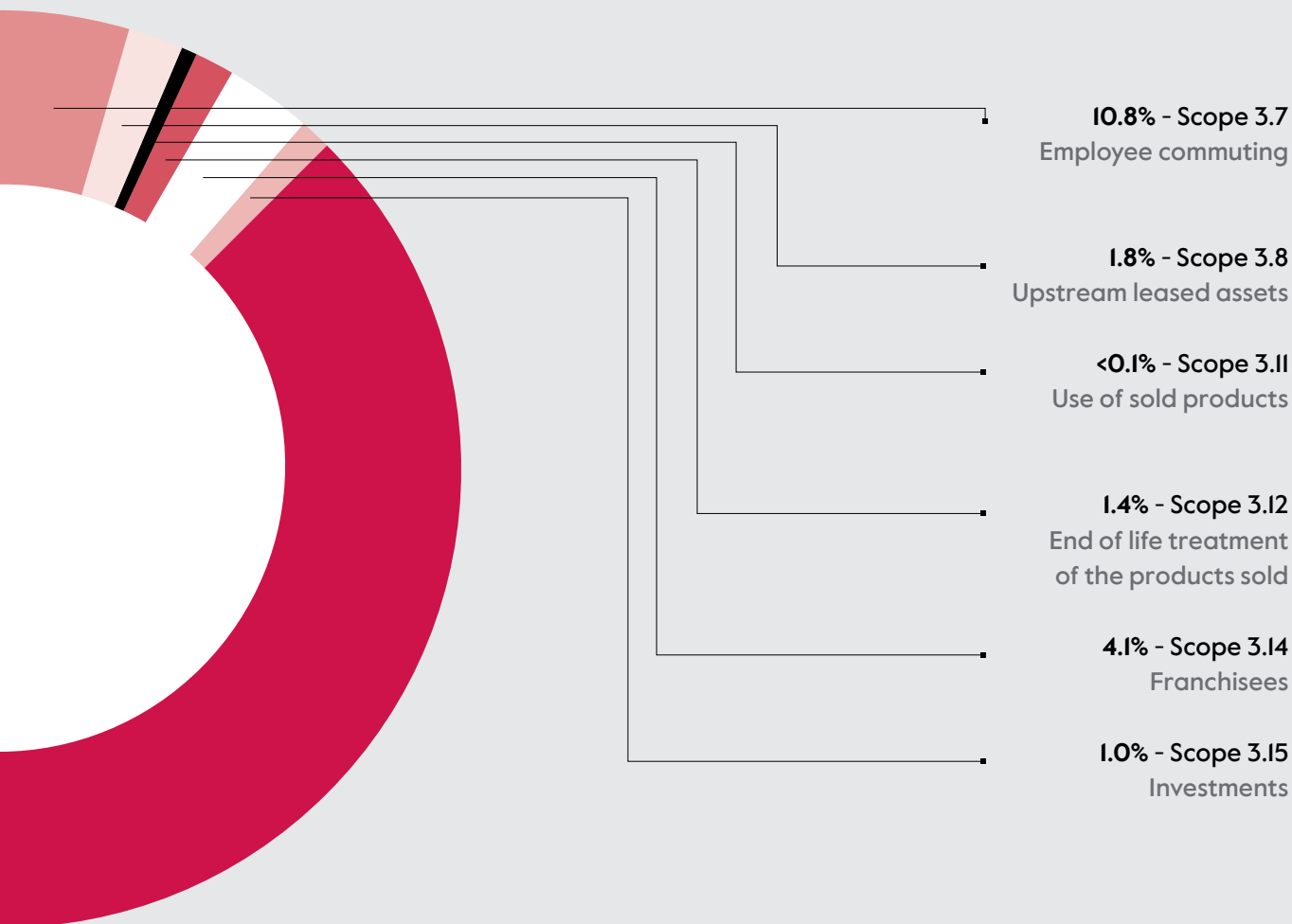
PURCHASE OF GOODS AND SERVICES
(54.6%, 78,551 TONS CO_{2E})

Emissions associated with the production of goods and services purchased by the Group, mainly generated by the acquisition of marketing services (e.g., TV campaigns, digital advertising, direct mailing), general services (e.g., cleaning, repair and maintenance, printing), consulting services, hearing devices and related accessories, and IT services. These emissions are calculated using a hybrid approach.

Scope 3.2

PURCHASE OF CAPITAL GOODS
(15.9%, 22,854 TONS CO_{2E})

Emissions associated with the production of capital goods purchased by the Group, mainly due to the acquisition of goods for the Group's direct stores network and IT devices. They are calculated using a hybrid approach.



Scope 3.7

EMPLOYEE COMMUTING (10.8%, 15,584 TONS CO_{2E})

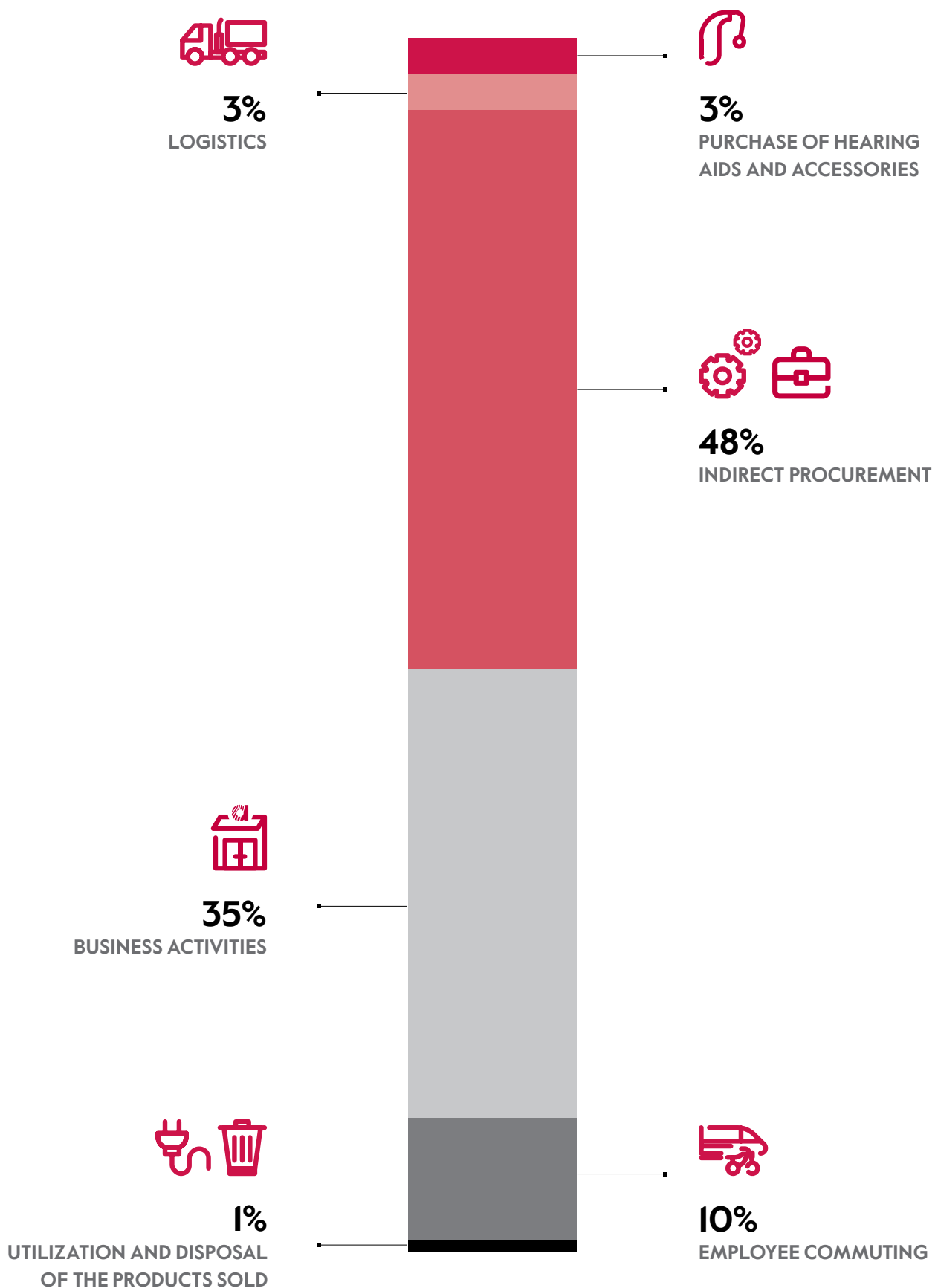
Emissions related to the commuting of employees from home to work, calculated using the primary data obtained from a mobility survey conducted in 2022 on a significant sample of employees and then projected onto the entire Company's population.

Scope 3.4

UPSTREAM LOGISTICS (3.8%, 5,459 TONS CO_{2E})

Emissions generated by the transportation of products purchased by the Group (e.g., hearing equipment with related accessories and packaging), taking into consideration direct suppliers, calculated using primary data both for the logistics from the point of origin (supplier warehouse) to the Amplifon warehouses and from the warehouses to the points of sale.

OUR CARBON FOOTPRINT ALONG THE VALUE CHAIN (% OF SCOPE 1,2 AND 3 EMISSIONS)



CIRCULARITY AND WASTE MANAGEMENT

■ WASTE PRODUCTION

Regardless of the low impact of our business activities in terms of resources consumption, we continue overseeing the correct management of waste products from our business activities to evaluate any reduction strategies. Furthermore, since 2021, we have also been monitoring our water consumption. The quantity of waste produced by our headquarters, which mainly includes paper, plastic, electronic material and printer toner, stood at around 276 tons in 2022, of which about 96% referred to non-hazardous waste. Starting from this year, we have also extended the monitoring of the waste produced, including our direct stores network, where the quantity of waste produced in 2022 stood at around 409 tons, of which around 97% of it being non-hazardous. The percentage of recycled waste was equal to 44%, increased in comparison to last year (32%). The total water consumption in offices and direct stores, related to domestic use only, was estimated at a total of approximately 131,000 cubic meters in 2022.

■ BATTERY SAVING

Looking at the entire value chain, our business also offers many opportunities in terms of reducing the waste associated with our products. In 2022, thanks to the sale and use of rechargeable hearing aids, we contributed to **saving around 194 million batteries per year**, that otherwise would have been used by customers. This is a 48% increase if compared with the figure recorded in 2021³⁶. As formalized in our Sustainability Plan, these positive impacts will be more and more consistent following the increasing use of rechargeable solutions among our customers.

36 - The annual quantity of batteries "saved" is estimated based on the number of existing rechargeable devices and those sold, the average quantity of batteries used per year by a non-rechargeable device, and the average life of a device which is 5 years.

~194
million

BATTERIES SAVED PER
YEAR THANKS TO THE
SALE OF RECHARGEABLE
HEARING AIDS



■ MAIN LOCAL INITIATIVES FOR THE CORRECT MANAGEMENT OF ELECTRONIC WASTE (WEEE)

REPLACEMENT AND RE-USE OF AUDIOMETERS

2022 saw the gradual replacement of existing Aurical audiometers with Otopad ones in our Italy store network: the latter is a smaller, more practical tablet than the previous audiometer for carrying out hearing tests more efficiently. Under the scope of this project there are plans, where possible, to recover the Aurical devices, recondition them and supply them to other Group stores, replacing outdated instrumentation disposed of as electronic waste. The Aurical devices are usually reused in countries with existing stores that are being expanded (e.g., in the case of new rooms for hearing tests), points of sale that have encountered equipment failures, or newly acquired stores with outdated equipment. In 2022, this project was implemented in Italy where, following the installation of around 110 Otopads, 50 Auricals were reused and distributed to other countries, while others were reconditioned and reused in Italy or will be shipped in the first part of 2023. Only a small number was disposed as they were unsuitable for reuse.

COLLECTION OF USED BATTERIES

In some countries, including The Netherlands and Australia, stores have used batteries collection points for customers whose hearing devices are not rechargeable. Specifically, in The Netherlands the correct management of these batteries is guaranteed by a free collection service offered by the Dutch government, which collects the batteries directly from the store upon request. In addition, the new store format, currently in the roll out phase, foresees the installation of specific modules for the collection of used batteries.

PERSONAL COMPUTER REPLACEMENT

In 2022, at the Belgian headquarters, all the employee workstation PCs and monitors were replaced with more modern, energy-efficient models. This renewal project involved the engagement of a specialized company guaranteeing the correct management of the equipment replaced. Potential electronic waste was reconditioned when possible, otherwise disposed of in accordance with local regulations. The reconditioned equipment was donated or sold, with the profits going to charity.



THE ECO-SUSTAINABLE PACKAGING FOR AMPLIFON PRODUCTS

In 2021, we designed and launched the new Cube All-in-One in Spain, at the same time of the APE roll-out. It contains all Amplifon-brand products with a view to eco-sustainability. Despite being designed to be long-lasting in our customer's houses, the cube can be disposed of with paper waste as it is made of 100% recyclable paper. In addition, in accordance with the applicable legislation on environmental labeling, the packaging has the recycling symbol and code, indicating how the entire packaging should be disposed of. The launch of the new eco-sustainable packaging involved the main EMEA countries in 2022 and, in 2023, will gradually involve the other countries we have a presence in.

Our commitment to environmental sustainability will continue in 2023 with the introduction of FSC certification for the paper used for the new Cube All-in-One, thus ensuring the product is made by raw materials coming from responsibly managed forests.

5.2 PROCUREMENT AND SUPPLY CHAIN MANAGEMENT

We are gradually integrating sustainability criteria in the procurement and supply chain management, always guaranteeing the best possible quality of products and services and the competitiveness of offerings.

In Amplifon, the procurement (direct and indirect purchases) and supply chain management is carried out and coordinated at various organizational levels, from the global strategy, coordination and governance teams, to the regional or national teams, implementing the global guidelines and providing solutions for local requirements.

01

DIRECT PROCUREMENT

Purchase of hearing aids and related products/services (hearing devices and accessories, services and spare parts for hearing aids, batteries, ear molds, other products).

02

INDIRECT PROCUREMENT

Purchase of goods and services not intended for sale or offer to final customers (marketing and advertising, rental fees, IT, facility management, consultancy, general expenses, logistic services).

03

SUPPLY CHAIN

Management of operational procurement, logistics and storage phases (definition of the logistics-distribution model, issuing of forecasts and purchase orders, transport to and from suppliers and stores, warehouse and storage services, planning and management of inventories, definition of store operations relating to the management of materials).



**FIND OUT MORE
SUPPLIER CODE
OF CONDUCT**



RESPONSIBLE PROCUREMENT MANAGEMENT

■ QUALIFICATION AND STANDARDS OF BEHAVIOR

During the qualification phase, all suppliers must sign Amplifon's Code of Ethics, in order to be involved in tender and procurement dealings or provision of goods and services. As expressed in the above-mentioned code, and in line with the UN Global Compact principles and international conventions, Amplifon rejects suppliers admitting, in violation of the principles of freedom and dignity of people and fundamental human rights, the exploitation of forced and child labor, as well as any form of personal discrimination. In support of this, since 2019 all suppliers of hearing aids, whose contracts are subject to periodic renegotiation, are required to recognize and comply with the principles set forth in Amplifon's Sustainability Policy. In addition, at the start of 2022 a new **Supplier Code of Conduct** was adopted, defining the principles and standards of conduct required by all suppliers and business partners with respect to the areas of business ethics, compliance, anti-corruption, human rights and workers' rights, diversity and inclusion, health, safety, the environment, etc.³⁷.

During the year, the mandatory acceptance of this Code was included in the qualification process for new suppliers, so that any new supplier signs up to it and its proactive implementation. By the end of 2023, the implementation of this process will be also finalized for suppliers already qualified prior to the adoption of the Code. Amplifon reserves the right, by means of specific contractual clauses, to check the good conduct of suppliers asking for any supporting documentation through visits and checks carried out by qualified third parties.

■ SUPPLIER EVALUATION

The implementation of the Code of Conduct for Suppliers is the first component of the **new global framework for the evaluation of suppliers** which was defined in 2021 in order to assess all Amplifon suppliers in relation to the main ESG risks. Based on the reference product category and geography of the administrative, production and distribution sites of suppliers, this framework allows to classify every supplier in a specific ESG risk class (low, medium, high) based on universally-recognized and widely adopted metrics and indicators inherent in the main ethical, social and environmental issues. There are specific actions to implement for every class of risk to deepen the knowledge of the supplier and/or mitigate the residual risks, including for example: the supplier completing a questionnaire clarifying certain significant aspects, the inclusion of the supplier in an ESG evaluation/rating process, the execution of an ad hoc audit by an experienced third party with focusing on ESG issues.

To support the implementation of this framework, in 2022 the possibility to select the product category in the supplier portal was introduced through a decision tree structured on three levels, guaranteeing a suitable degree of detail for the evaluation of the ESG risks. During 2023, such framework will be implemented in one country as a pilot project with the aim to review and improve the current tool and then proceed with an implementation plan in the other countries.

37 - The Amplifon Supplier Code of Conduct was approved by the Board of Directors of Amplifon S.p.A. On March 3rd, 2022 and is available to all stakeholders in the Amplifon corporate website.

■ COLLABORATION WITH MANUFACTURERS OF HEARING DEVICES

As a global leader, and in the light of the key role that the technologies used in the design of hearing devices plays in the interaction with customers, we work with the preeminent and most accredited manufacturers of hearing devices, selecting the most suitable products and technologies for the various markets, guaranteeing the safety and quality of the devices sold, as well as supporting our customers during the entire product lifespan. In fact, we are committed to the constant monitoring of the suppliers roadmap so that technological innovation allows to consistently maintain and improve the already excellent experience offered. We also closely monitor the introduction and withdrawal phases of different models to provide customers support over the entire lifetime of the product. Similarly, we share the knowledge and experience gained over the years in the market to improve the overall hearing experience and usage by customers, providing manufacturers with helpful guidance for the development of future products.

Lastly, in 2022, in line with the monitoring and measurement of our carbon footprint along the entire value chain, we have further strengthened our collaboration with major direct suppliers **sharing experiences and know-how on topics related to climate change in our sector**. The sharing of approaches and methods for estimating CO₂ emissions and the strategies implemented to reduce them will guarantee greater synergy between industry players and increase the effectiveness of the actions undertaken for the decarbonization of the entire sector.



IMPROVING THE EFFICIENCY OF THE SUPPLY CHAIN

As part of the organization of the supply chain, Amplifon is responsible for planning the stock in stores and local or regional distribution centers, collecting and processing requirements by organizing transport from the warehouses to the points of sale and vice versa, as well as receiving and managing the stock in the central warehouses. Amplifon also manages the recall of unsold products at the end of the trial period from the points of sale to the warehouses, the planning of demand of hearing equipment at suppliers based on forecast data and the review of procurement flows with a view to harmonizing, modernizing and digitalizing operational and administrative processes. Lastly, when repairing products, we take great care over the execution times to ensure that the hearing devices are available to customers again in the shortest time possible.

The transportation of all products, new, repaired or to be returned, is entirely managed by specialist external logistics companies, selected by Amplifon or by direct suppliers, depending on who is responsible for organizing the transport (usually the shipper). Together with such manufacturers, we are committed to **optimizing logistics** to reduce the related energy consumption, CO₂ emissions and associated costs. For this reason, some manufacturers have regional centers for the digital scanning of customers' ear impression, thus eliminating the need to transport the impressions to the production plants.

Additionally, in 2022 the **central and local upgrading of the supply chain function** continued with the goal of guaranteeing the most advanced planning, storage and distribution solutions for the sales network. At the base of this investment there is a desire to review the logistics-distribution model, plan demand and stocks, warehouse and transportation operations and effectively manage reverse logistics. Leveraging on end-to-end integration with suppliers upstream and points of sale downstream, we intend to make the entire distribution chain more efficient thanks to the introduction of new planning methods, new technologies for the automatic replenishment of store stock and a strong digitalization of processes.

5.3 BUSINESS ETHICS AND FIGHTING CORRUPTION

Given the key role we play in the hearing care sector, our way of doing business is permeated by respect for the highest ethical principles, standards of integrity, and values that are structured in a coherent model of policies and tools to promote a culture of transparency.

All Amplifon activities are carried out in compliance with applicable laws and regulations, in a framework of fair competition and respect for customer needs and the legitimate interests of employees, shareholders, commercial and financial partners, as well as the communities where the Group operates. To this end, our corporate culture plays a crucial role to ensure that everyone's behavior is correctly addressed and any situations of non-conformity are dealt with in a transparent and collective manner.

OUR CODE OF ETHICS



FIND OUT MORE
AMPLIFON GROUP
CODE OF ETHICS

■ FUNDAMENTAL PRINCIPLES

In 2021 we updated the Group's Code of Ethics by reviewing the ethical principles and rules of behavior, as well as extending the subject areas dealt with, and further aligning the contents with the values expressed by our corporate culture to formalize the rules of behavior based on our daily actions. In addition to being an integral part of the Organization, Management and Control Model pursuant to Legislative Decree no. 231/2001, our Code of Ethics establishes the fundamental principles of conduct with respect to:

- **behavior policies in business**, including conflicts of interest, confidentiality of information, privacy protection, responsibility in work activities, compliance with money laundering legislation, protection of intellectual property, the fight against corrupt practices (both direct or via third parties), illegal favors, collusive behavior and procuring advantages.
- **the management of human resources**, including the fight against any form of discrimination, rejecting exploitation of child labor, safeguarding the principle of equal opportunities for all aspects of the working relationship, preserving a healthy, safe work environment, protecting the environment, the fight against any form of a harassment in the workplace and responsibility for assets.
- **the clarity and comprehensiveness of accounting records** through the adoption of high standards of financial planning, and accounting systems coherent and adequate.
- **sustainability**, with special reference to the creation of shared long-term sustainable value, the generation of a positive, sustainable social impact, awareness of the importance of respecting the environment.
- **relations with external stakeholders**, with special reference to relations with suppliers, public officials and public institutions, customers, the media as well as the financial community, also regulating the management of any gifts and gratuities.

■ AREA OF APPLICATION

The principles and provisions of the Code of Ethics are applicable to all Amplifon employees and companies, as well as all third parties acting on behalf of the Group. We strive to ensure that the principles of the Code are shared by agents, consultants, suppliers, business partners and any other party with whom we have ongoing business relationships, and we do not establish or keep any business relationships with anyone refusing to comply with the principles of the Code. Violation of the rules of the Code constitute a **breach of contractual obligations**, with legal consequences, and may therefore lead to the possible termination of the contract or tenure with third parties and possible claims for damages, or the imposing of disciplinary sanctions against employees, in compliance with the law and provisions of collective bargaining agreements and company rules, where applicable.

■ DISTRIBUTION AND TRAINING

The Code of Ethics is distributed in all countries where the Group operates, so that all the people and associated stores are familiar with and respect its contents. Each Group company is bound to adopt the contents of the Code, guaranteeing its dissemination locally and to implement all the necessary conditions for its effective enforcement, involving the necessary people. During 2022, the **training course on “Business & Ethics”** has continued, focusing on the ethical principles and behavioral rules underlying our daily actions and also including the Anti-Corruption Policy, the Whistleblowing system and the Amplifon Model 231.

■ VERIFICATION AND CORRECT IMPLEMENTATION

During the scheduled periodic audits, Amplifon S.p.A.’s Internal Audit function checks, among other things, that the principles contained in the Code of Ethics are correctly implemented. Making use of the **dedicated reporting systems** (Whistleblowing systems), the Group strongly recommends and encourages the reporting of actual or suspected violations of our Code of Ethics, ensuring the confidentiality of the reports received pursuant to applicable law, as well as protecting the whistleblower from any acts of retaliation or discrimination afterwards. During 2022, Amplifon continued its process of careful monitoring and management of issues relevant to the Group, by involving the competent corporate functions also within the compliance and/or organizational field.

+1,970

TOTAL HOURS OF
TRAINING

ON “BUSINESS & ETHICS”
PROVIDED IN 2022 TO
OVER 1,800 EMPLOYEES



THE WHISTLEBLOWING SYSTEM

■ HARMONIZATION OF REPORTING PROCESSES

Starting from 2020, a **process for managing the Group reports** (Whistleblowing) was introduced, and continued to be disseminated in 2022 as well with its gradual adoption by all Group countries with a view to harmonization of the existing systems at a local level³⁸. Through this process, in order to guarantee a safe, compliant and protected workplace, a collection of rules and communication methods was defined to allow the reporting, in complete confidentiality, of any violation, reasonable suspicion of a violation or behavior that does not conform to the Code of Ethics, Anti-corruption policy and internal procedures (such as, for example, Model 231), as well as the laws and regulations applicable to each Group company.

■ WHISTLEBLOWING POLICY

In 2020, Amplifon adopted the Group Whistleblowing Policy, later updated to include regulatory amendments and organizational changes. This Policy defines the types of unlawful conduct Amplifon employees or third parties should be aware of, how they can be reported, as well as the related reporting methods. During 2022, the **Whistleblowing Policy** was subject to further updates to continue the process of alignment with the reference principles on whistleblowing as well as international best practices³⁹.

■ WHISTLEBLOWING COMMITTEE AND REPORTING CHANNELS

The Policy foresees the creation of a Whistleblowing Committee, composed of the heads of HR, Legal Affairs, and the Group Internal Audit & Risk Management function, which has the task of receiving, analyzing, and, if needed, investigating and proposing disciplinary measures in relation to the reports received. The Policy also defines the three channels through which reports can be implemented: in addition to ordinary mail and a specific dedicated e-mail address, a digital platform called **e-Whistle** was developed and constitutes a simple, secure, and confidential manner to handle reports and manage further confidential exchanges of information between the whistleblower and the Committee for in-depth analysis in full compliance with the requirements laid down by regulations. In compliance with the general principles of confidentiality, non-retaliation, and the possibility of anonymity, the Policy and the reporting channels guarantee every report is treated confidentially, the whistleblower's identity is protected, and a non-retaliation policy is applied to anyone who files a report in good faith.

■ TRAINING PROGRAM

In line with the gradual implementation of the policy and related reporting channels in the various countries, a specific **mandatory online training program** was organized for the corporate population, aiming to inform and educate all Amplifon's employees and partners on how to behave if unlawful behavior comes to their attention. While we expect all employees and partners to maintain the highest standards laid down in our Code of Ethics, we encourage anyone becoming aware of non-compliant behavior to report it, allowing us to deal with problems at their inception, thereby reducing the risk of potential damage to the business and our reputation.

COMPETITIVE BEHAVIOR AND RESPONSIBLE MARKETING

■ ETHICAL APPROACH TO COMPETITION

In the light of the special nature of the sector we operate in, where many national and international companies are competitors, including specialist, non-specialist (for example, optical retail chains or chemists) and online stores, our commercial policy is imprinted on the compliance with all the rules safeguarding fair competition. For this reason, we constantly monitor market developments and direct our investments towards the differentiation of the services offered, always with an ethical approach to competition.

■ TRANSPARENCY TO CUSTOMERS

On the basis of the type of service and product supplied, the full transparency towards customers constitutes a fundamental aspect of our business ethics. As described in the Code of Ethics and more recent policies adopted by Amplifon, the main objectives are:

- compliance with all existing procedures for the correct management of customer relationship;
- conformity to principles, guidelines and national and international regulations;
- accuracy and comprehensiveness of the information surrounding products and services;
- safeguarding the integrity and accuracy of advertising communications or promotional messages, which should be carried out in a responsible, reliable way with the aim of allowing customers to take conscious, informed decisions.

38 - Please note that even before 2020, some Countries already had a local Whistleblowing system, if required by local legislation. Specifically, a Whistleblowing system was adopted in Italy in accordance with the provisions of the Organization, Management and Control Model pursuant to Legislative Decree no. 231/2001 of Amplifon S.p.A.

39 - The latest release of the Group's Whistleblowing Policy was approved by Amplifon S.p.A.'s Board of Directors on March 1st, 2023.



■ GLOBAL GUIDELINES

We are committed to establish a network of creative partners as synergic as possible at a regional level to align marketing, advertising and communication strategies, maximizing the effectiveness and efficiency of our brand awareness, while remaining able to include and intercept local special features. We have adopted global guidelines to promote responsible marketing and sale practices, ensuring transparent and reliable interactions with customers and stakeholders. Those require that any marketing content, from a television campaign to a brochure, shall be subject to **review by a legal expert** to ensure compliance with regulations (including local ones) related to the promotion of products and advertising communication.

Our Code of Ethics also requires all employees and partners to carry out marketing, sales and communication activities responsibly and reliably, in full compliance with local regulations and the principles of ethics and professionalism, providing comprehensive, accurate and truthful information about products and services. Lastly, specific guidelines were adopted in the EMEA region aimed at the management of the personal data of Amplifon customers when carrying out marketing activities, as well the appropriate management of the rights guaranteed by the GDPR.





FIND OUT MORE
AMPLIFON'S
TAX STRATEGY

OUR TAX STRATEGY⁴⁰

Amplifon's tax strategy is approved by the Board of Directors and is periodically reviewed with the help and collaboration of the tax function. The document, based on the principles outlined in the Group's Code of Ethics, defines the objectives relating to tax variables and establishes the guidelines for their practical implementation in Italy and abroad, aware of the importance of the contribution to the tax revenue of the jurisdictions in which the Group operates and in the belief that the correct implementation of tax rules is essential for both the Group and its stakeholders.

Amplifon acts with integrity and honesty, adopting behaviors aimed at formal and essential compliance with all tax laws, regulations, and procedures applicable nationally, internationally and supra-nationally in the countries where it operates, maintaining a cooperative, transparent relationship with tax authorities. In this regard, the Group collaborates with the competent authorities to provide the necessary information for checking tax obligations have been correctly complied with and adopts behavior aimed at guaranteeing the suitability of transfer prices applied in inter-group transactions, with the aim of allocating the revenue generated in the countries in which the Group operates, in compliance with the laws and in line with OECD guidelines. Based on this approach and these principles, in order to ensure that each decision is consistent with its tax strategy, Amplifon adopted its own tax risk internal management and control system (Tax Control Framework), in line with the OECD guidelines, as implemented by the Italian financial administration.

Amplifon also ensures the Group's tax function has adequate organizational resources (human, material and financial), as well as technological solutions to guarantee the execution of its functions.

⁴⁰ - For details on income taxes, please refer to the consolidated financial statements and related explanatory notes for the period January 1st – December 31st, 2022 (Section "Explanatory notes" - "Income taxes") of the Annual Report 2022.

FIGHT AGAINST CORRUPTION

■ ANTI-CORRUPTION POLICY

We have zero tolerance for corruption, illegal favors, collusive behavior and solicitation of advantages. In order to prohibit the practice of active or passive corruption in favor of anyone, we provide specific rules for its prevention and for the management of the related risks. Since 2017, our Group **Anti-Corruption Policy** guarantees the ethical conduct of daily activities, protecting value creation and those fundamental values on which Amplifon's activities are based. The provisions and guidelines contained in the Policy are inspired by our corporate culture and by the Code of Ethics, which have been developed by analyzing the activities that can potentially expose Amplifon to corruption risk. They promote the highest standards in all commercial relationships, the conduction of activities according to the principles of loyalty, correctness, transparency, honesty, and integrity, and provide specific rules to prevent, identify, and manage the risk of corruption. All the Group's directors and employees, as well as suppliers, consultants and anyone acting on our behalf, are required to operate in compliance with the values, standards and principles set out in this Policy, as well as in accordance with the law.

■ DIFFUSION AND UPDATE

The Policy was communicated and subject of training to all General Managers and selected Key Managers. In 2021, the Policy was updated to include additional general principles and specific rules of behavior and control, based on best practices and international standards, with the **integration of further general principles** and specific rules of conduct and control within the main areas potentially exposed to the risk of corruption (e.g., managing relationships with subjects belonging to the Public Administration, agents, suppliers and business partners, giving gifts, donations and sponsorships). Furthermore, a short version of the Policy was prepared containing the reference principles that the Group has adopted, made available to any interested third parties.

■ AUDIT AND AWARENESS RAISING

In 2022, several compliance audits were conducted within the Countries where the Group operates to verify **the level of implementation of the safeguards** set out within the Policy ("Readiness Assessment") and the local actions to guarantee its full and correct application. At local level, anti-corruption training and awareness activities are developed in line with the indications of the Parent Company and the specific needs of individual Countries. Awareness-raising activities were carried out in some of the companies recently acquired by the Group, to support the mapping of corruption risks and to implement the controls envisaged by the Policy. Also, the Whistleblowing reporting channels guarantee a more efficient monitoring of any deviant behavior or behavior that does not comply with the Policy and the laws and regulations in this area.



FIND OUT MORE
AMPLIFON GROUP
ANTI-CORRUPTION
POLICY



FIND OUT MORE
MODEL 231 AND
THE SUPERVISORY
BODY

THE ORGANIZATION, MANAGEMENT AND CONTROL MODEL

■ ADOPTION AND IMPLEMENTATION OF THE MODEL 231

In addition to the Anti-Corruption Policy and the Code of Ethics, which apply to all the companies of the Group, Amplifon S.p.A. arranged the adoption of an **Organization, Management and Control Model pursuant to Legislative Decree no. 231/2001** (Model 231) as provided by the relative applicable law in force in Italy in relation to administrative liability of companies. Model 231 was prepared based on the guidelines of Confindustria (General Confederation of Italian Industry) and of other more specific trade associations, considering the sector in which Amplifon operates (Confindustria Medical Devices). The implementation of Model 231, also through the intervention of the Supervisory Board which monitors its correct functioning and takes care of its updating, favors business activities in accordance with principles of fairness and transparency, as well as avoids risk situations, with a dual objective: preventing the commission of the offenses set out in the Decree and protecting the image of the company and the work of all employees and associates.

■ CONTENT AND REPORTING CHANNELS

Amplifon S.p.A.'s Model 231 is composed of a general part and a specific part. The general section contains the guiding principles for conducting corporate transactions, illustrates the contents of the decree, defines the methods for the establishment and operation of the Supervisory Body and describes the sanctions system and training of personnel. The specific section, on the other hand, illustrates the control protocols for corporate activities deemed "sensitive" as set by Legislative Decree no. 231/2001 and describes the behavior and measures to reduce the risk of committing offenses pursuant to the Decree. The Code of Ethics constitutes the very foundation of Model 231: the two documents form a set of internal rules aimed at spreading a culture based on ethics and corporate transparency. In addition to the Group process of managing whistleblowing and in line with reference regulations, Amplifon S.p.A. has **two institutional channels of communication for reaching the Supervisory Body** (an email address and a dedicated freephone number) to report significant violations pursuant to Legislative Decree no. 231/2001.

■ MODEL 231 UPDATE

Model 231 is, by definition, dynamic: the need of updating it to comply with regulatory and organizational developments is checked periodically, in line with sector best practices and standards. Specifically, during 2022, the Model 231 of Amplifon S.p.A. has been updated to incorporate the recent regulatory changes regarding **predicate offenses** and the **organizational changes** that have taken place since the last update of Model 231 (July 29th, 2021). The new version of Model 231 was approved by the Board of Directors at the meeting of October 26th, 2022. Generally speaking, Amplifon Group subsidiaries, where applicable, adopt compliance programs in conformity with local regulations which include corporate administrative liability (e.g., Legislative Decree 231/01 in Italy, *Ley Organica* in Spain, etc.).

5.4 MONITORING THE REGULATORY CONTEXT

We monitor the regulatory context in an efficient manner to guarantee our operations are fully compliant with regulations at all times and in a transparent manner.

To react promptly to potential regulatory changes in a medical sector where regulations differ from country to country, our Regulatory Affairs function, present at Corporate as well as at local level, ensures continuous monitoring of regulatory changes and their potential impact, develops action plans, and coordinates interaction with institutions by actively participating in international debates, associations, and conferences with particular interest in three main areas: hearing aids, licensed hearing care professionals, and terms of reimbursement.



HEARING AIDS

Hearing aids are considered medical devices in all the markets where we operate, as they are aimed at compensating for a disability, and therefore are always compliant with the various national and international regulations that set product standards as well as establish packaging and labeling requirements and the methods of delivery (including or not the obligation of a medical prescription).

■ EUROPE

Following the entry into force of the new Medical Device Regulation (EU) 2017/745 (MDR), superseding Directive 93/42/CEE (MDD), and maintaining the classification of hearing aids as “class IIa - low to medium risk devices”, to be sold on the EU market, a hearing aid needs to bear the EC (European Community) marking that confirms the product meets the essential requirements of all EU directives related to medical devices. The Regulation further strengthens the concept of considering hearing aids as medical devices, distinguishing them from personal sound amplification products (PSAPs), which do not allow compensation for hearing loss.

■ US

After a long regulatory process that began with the conversion into law of the Over-the-Counter Hearing Aid Act in 2017, on October 17th, 2022, the FDA (Food and Drug Administration) introduced a new separate category of hearing devices eligible for sale over-the-counter (OTC) for adults over the age of 18 with a slight to moderate hearing loss, not needing the intervention of a qualified professional. At the same time, it was published the regulation aimed at governing the operating methods for the introduction of this category of products, with special reference to the performance and technical specifications of these devices, their labelling and risk classification, as well as protection policies (refunds and returns) for the consumer. In the same regulatory process, the FDA established two different categories of hearing equipment: OTC devices, for which the regulation made the provision of instructions for these devices mandatory for customers before purchase; prescription hearing aids⁴¹, which target all types of hearing impairment, require a prescription from a qualified professional (including hearing care professionals) to help the customer access safe, effective hearing solutions, adjust the equipment to individual requirements, adjust them over time and provide important service and maintenance services.

■ AUSTRALIA

The Therapeutic Goods Administration (TGA) is the competent authority for hearing aids, which are considered medical devices and therefore require to be registered in the Australian Register of Therapeutic Goods (ARTG) database before they can be introduced onto the Australian market.

41 - The prescription is not strictly medical, but understood as a reference from a hearing care professional.

LICENSED PROFESSIONALS

The use of hearing aids requires the support of a licensed hearing care professional to perform a thorough hearing assessment, as well as the selection, personalization, fitting, and sale of the device. This is why we always adopt the standards in force in the various countries, as well as the new ISO / TC43 / WG10 "hearing aid and fitting management" standard, currently at the proposal stage, maximizing the effectiveness of the hearing care professionals' work, whose profession is regulated differently in various Countries.

■ EUROPE

The European Directive concerning medical devices requires that only licensed professionals in compliance with applicable national laws can select, fit, sell, and verify the effectiveness of hearing solutions. The hearing care professional job is regulated in almost all EU countries, and the regulations in force in the several states require different academic and other study qualifications to be able to practice the profession, attributing various responsibilities to licensed professionals. In 2018, the Board of Health Technicians in Medical Radiology and Technical, Rehabilitation, and Prevention Professions was established in Italy, providing for the creation of the Register of Hearing Care Technicians to affirm and enhance the professionalism of hearing care professionals and protect customers' safety.

■ US

The current regulation issued by the FDA in August 2022 and in force since October 2022, governs on the one side the sale of OTC devices, stating that they can only be purchased by adults over the age of 18 with a slight to moderate hearing impairment without the intervention of a qualified professional and, on the other side, prescription hearing aids, namely hearing equipment that requires a prescription from an authorized hearing specialist, thereby recognizing the importance of the role that qualified professionals (including hearing care professionals) play in helping customers to access safe, effective hearing solutions.

■ AUSTRALIA

In order to obtain accreditation from the Office of Hearing Services (the office responsible for managing and administering the Australian Government's program for audiological services), hearing care professionals and audiometrists must be members of an accredited Australian professional association. Hearing care professionals have a university-level qualification (Master's in Clinical Audiology), while audiometrists attend courses at TAFE (Technical and Further Education) institutes. For what concerns the private market, there are no specific regulatory provisions regarding hearing care professionals. However, in Australia, Amplifon only avails itself of the services of hearing care professionals or audiometrists who are registered with an Australian professional association.

REIMBURSEMENT CONDITIONS

The conditions for reimbursing hearing aids and associated services vary according to the national health service from country to country. Among the various reimbursement conditions there are: (i) national health services that offer free hearing aids to everybody (such as in the UK); (ii) national health services that reimburse the cost of a hearing aid in full or in part to people who are eligible due to a given level of hearing loss (such as in France and Italy); (iii) national health services that do not provide for any reimbursement (such as in Spain and the US, except for minors under 21 years old and members of the Veterans Association, respectively).

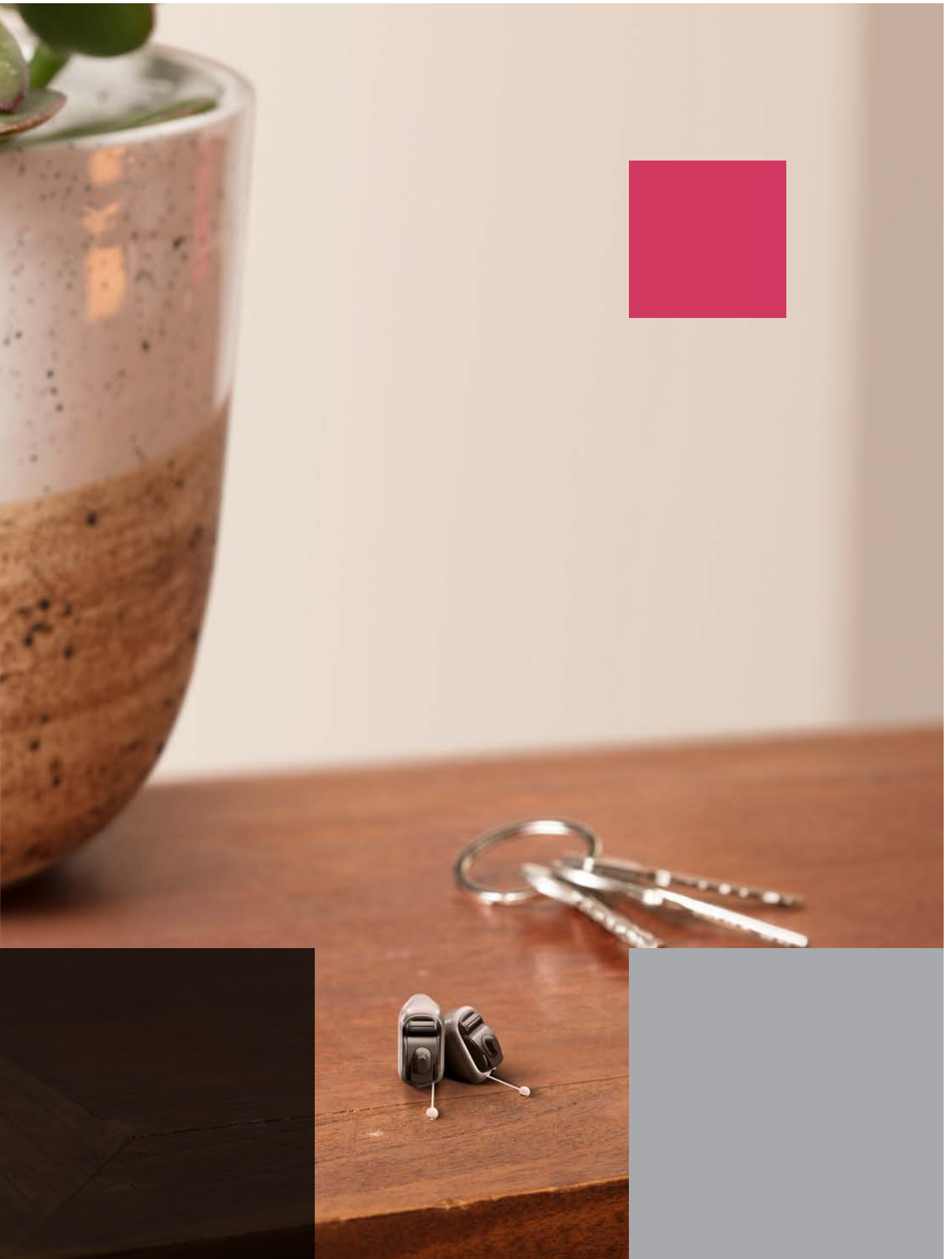
In all countries, we promote efficient reimbursement systems and participate in the debate with healthcare companies and regulators to seek the right balance between free access to hearing care on the one hand, and the economic sustainability of health systems on the other. The most effective reimbursement systems capable of reconciling a high adoption rate with a high satisfaction rate, together with the effective use of hearing aids, are those that favor the customer's freedom of choice (thus triggering positive dynamic competition among operators), leaving the option for the consumer to integrate the reimbursement to access higher-range products and services than those guaranteed by the basic reimbursement, adequate as they may be⁴². The most recent and significant regulatory development regarding refund conditions involved France which, from 2021, for the first time offered a category of hearing solutions fully refunded by social services and by complementary health insurance (so-called "*mutuelles*"), leaving customers free to access hearing solutions and services in higher bands through a top-up mechanism. These devices have significantly facilitated access to hearing care, confirming both the customer's freedom of choice and the importance of the role of the hearing care professional, and following an increase in volumes recorded in the French market in 2021, the market essentially stabilized in 2022.

42 - Source: "Getting our numbers right on Hearing Loss, Hearing Care and Hearing Aid Use in Europe", Joint AEA, EFHOH and EHIMA report, Mark Laureyns, Lidia Best, Nikolai Bisgaard and Soren Hougaard, September 2016.





Annex



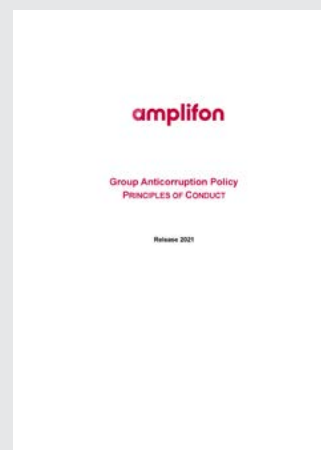
AMPLIFON POLICIES



CODE OF ETHICS



SUPPLIER CODE OF CONDUCT



ANTICORRUPTION POLICY



DEIB POLICY



IR & SHAREHOLDER ENGAGEMENT POLICY



SUSTAINABILITY POLICY



MODEL 231



AMPLIFON'S SUSTAINABILITY TOPICS UNIVERSE

The table below illustrates the universe of 20 economic, environmental, and social topics discussed during Amplifon's 2022 materiality assessment. Each pillar or area of commitment lists the sustainability topics subject of the discussion both by Top Management and internal and external stakeholders, as well as a description of each topic.

Pillar / Area of commitment	Topic	Materiality
Amplifon business	Long-term resilience and profitability	■
	Sustainability strategic approach and governance	■
Product & Service Stewardship	Availability and accessibility to hearing care	■
	Innovation, digitalization and personalization of the customer experience	■
	Quality, reliability and safety of products and services	■
	Cybersecurity and data privacy	■
	Responsible marketing and sales practices	■
People Empowerment	Attraction and development of key resources	■
	Employees' health and safety	■
	Diversity, equity and inclusion	■
	People's welfare and engagement	■
Community Impact	Awareness-raising and education on hearing well-being	■
	Supporting the local communities	■
Ethical Behavior	Regulatory framework	■
	Ethical and responsible business conduct	■
	Waste management and circular economy	■
	Water management	
	Energy efficiency and climate action	■
	Responsible management of the supply chain	■
	Logistics and distribution process optimization	

Description

Generate shared economic value and strengthen global leadership by ensuring long-term sustainable economic growth, through responsible and forward-looking management of financial, physical, intellectual, human, social, and relational assets
Integrate sustainability principles and areas of commitment into the Group's strategy, governance, and risk management, by promoting business initiatives in line with the Sustainability Plan's goals and with the market and regulatory sustainability trends
Facilitate hearing care accessibility and availability by investing in the expansion of a global distribution network and in the provision of innovative services to help to overcome social and physical barriers due to disabling hearing impairment
Invest in technology and increasingly innovative, engaging and digital hearing solutions and services, enhancing and personalizing the customer experience in the stores and outside, from the first contact to the after-sale
Guarantee the highest standards of quality while ensuring adequate reliability and safety of products and services offered to customers, leveraging the expertise of hearing care professionals, in full compliance with applicable regulations
Adopt practices and policies aimed at safeguarding IT security and protecting the personal and sensitive data provided by customers and all stakeholders, in line with the evolution of regulations and considering the increasing digitalization of the services offered
Promote responsible marketing and sales practices, ensuring transparent and reliable interactions with customers and stakeholders
To be an employer of choice and invest in excellence by attracting and developing the best talents, enhancing their potential, and encouraging their professional development, through training and leadership development programs and assignments within global projects
Adopt policies, practices and management systems aimed at ensuring a healthy and safe workplace for people involved in company activities, through ad hoc training plans and prevention activities in the field of health and safety
Ensure an inclusive working environment for all people, guarantee equal opportunities for all and protect diversity and minorities by fighting all forms of discrimination and moral or psychological harassment based on any characteristic of the human person
Guarantee the best working conditions, labour rights, and people's well-being, in order to promote an engaging and stimulating working environment through internal communication, involvement activities and fair relationships with trade unions
Raise awareness and consciousness about the importance of hearing well-being and responsible listening, encouraging the prevention of noise pollution and fighting the stigma, while transforming the perception of hearing care and maximizing its individual and social benefits
Support the development of local communities' initiatives and philanthropic activities aimed at involving communities, with particular reference to the most vulnerable ones, by providing knowledge and resources in order to generate a long-lasting sustainable social impact
Monitor the regulatory framework in order to ensure business operations to be fully compliant with national and international regulations on technical aspects of hearing aids, sales and distribution of hearing aids to the public (i.e., training and qualification of licensed professionals) and terms of reimbursement
Conduct business activities in accordance with the highest ethical and moral standards, actively opposing any kind of unethical, corruptive and anti-competitive practice and operating with honesty and integrity in all areas, including tax strategy
Responsibly manage waste collection and disposal, adopting circular economy practices for the valorization of waste as a resource and the recovery of materials, as well as seizing opportunities in terms of waste reduction (e.g., through the promotion of rechargeable hearing aids)
Manage water resources efficiently within business operations by adopting policies and best practices that promote responsible water usage within offices and shops to limit water consumption
Promote energy efficiency initiatives and encourage the use of renewable energy in business activities, as well as implementing strategies to reduce greenhouse gas emissions to reduce the environmental impact and promote climate change mitigation and adaptation
Integrate sustainability criteria (e.g., protection of human rights, working conditions, environmental practices) into supply chain management, through procurement processes that enable the traceability of supplies, and suppliers' assessment and selection
Increase the efficiency of the logistics-distribution model, from demand and stock planning to warehouse operations and transport logistics, with a view to optimizing the distribution chain and reducing energy consumption, emissions and costs

MAIN STAKEHOLDER ENGAGEMENT ACTIVITIES

Stakeholder	Type of engagement activity
Workforce	Internal sharing programs (One Amplifon, Leadership Touchpoints, Town halls, global functional conferences), Global Engagement Survey, "Your Voice", anytime and continuous feedback in individual performance reviews, area meetings and store visits, Global Internal Communication Framework, updates on global projects and initiatives, Good Morning Amplifon, in-house newsletters, induction activities, communications on the corporate intranet
Hearing impaired & care givers	Quantitative and qualitative market researches (focus groups, one-to-one, telephone and online interviews), usability tests, customer satisfaction surveys and customer experience feedback surveys analysis (via paper questionnaire, call center, e-mail, SMS), communication activities
Franchisees & agents ⁴³	Focus groups, Global Engagement Surveys, annual summits
Shareholders, providers of capital & financial community	Conference calls on financial results, participation in roadshows and industry conferences through one-to-one and group meetings with institutional investors (both equity and debt), company visits by analysts and investors, sharing of feedback with rating agencies (both credit and ESG) and sustainability-conscious investors
Industry & consumer associations	Focus groups, seminars, conferences, public presentations, and joint projects, consultation with associations at European and global level
Hearing aid manufacturers ⁴⁴	Business review meetings, discussions during the definition of terms and conditions for new contracts, partnerships
Indirect suppliers & other value chain actors	One-to-one meetings, site visits, participation in speaking opportunities organized by suppliers, partnerships
Academia & medical class	Collaboration in research projects, university events, offers of internships and partnerships with universities career days, mentoring projects, sharing scientific contests
Media	Press releases, conference calls, social media, media conferences, interviews, participation in speaking opportunities, brand awareness activities
Trade unions	Constant dialogue with trade union representatives and trade unions, stipulation of contracts at local level
Regulatory authorities & health care systems	Dialog with institutions and participation in working groups, periodic consultations, and joint projects Surveys, meetings with health agencies (EU, WHO)
Local & global communities	Press office activities, participation in local and global events, Global PR, participation in associations, volunteering activities

43 - Engagement with franchisees and agents (such as "autogestori" [self-managed stores] in Italy and Spain) takes place only at local level due to the specific features of the business in each country.

The table below shows the main stakeholder engagement activities carried out in 2022. The activities are explained according to the engagement channels used, any concerns raised, and Amplifon's response. In addition to these activities, as explained in the "Our stakeholders and our priorities" section, we have been engaging with certain categories of stakeholders for the prioritization of our material topics, in order to integrate their expectations and feedback with regard to our sustainability report.

Topics/concerns raised by stakeholders	Amplifon response
<ul style="list-style-type: none"> • Ensuring a One Employee Experience at Group level • Strengthening recruiting in key areas such as marketing, digital, CRM, and retail • Internal sharing activities • Professional growth and skills development • Recognition and reward • Quality of work, in terms of process simplification and harmonization • Inclusion and respect of employee diversity 	<ul style="list-style-type: none"> • Implementation of the You@Amplifon people management program • Strengthening of the global attraction and retention strategy and Employee Value Proposition • Digital Amplifon Global Onboarding program (DAGO) • Enhancement of the training offer for talent development and implementation of Ampli Academy • Leadership Development programs • New Performance Development Review process • Migration of HR processes on a single integrated cloud platform • Continuous improvement of Intranet functionality and roll-out in the main countries • Internal survey for updating the materiality analysis • DEIB Policy • Creation of an ad hoc sustainability newsletter • Involvement of families in corporate events
<ul style="list-style-type: none"> • Enhancing customer experience at each touchpoint with Amplifon, both physical and virtual • Obtaining a better understanding of products features and of the hearing solution selection process to reap the maximum benefit • Reducing the social stigma associated with hearing loss and providing a clear explanation of the consequences of untreated hearing loss • Helping influencers in supporting friends and relatives with hearing difficulties 	<ul style="list-style-type: none"> • Continuous improvements to the Amplifon App in terms of usability and accessibility • Development of a new communication approach aimed at fighting stigma • Planning a set of improvement actions in terms of customer experience (products, services, physical and digital touchpoints)
<ul style="list-style-type: none"> • Quality of work • Professional training and development 	<ul style="list-style-type: none"> • Continuous improvement of the training offer • Recognition and rewards program
<ul style="list-style-type: none"> • Transparency of financial information • Business performance • Possible impacts of regulatory changes on the achievement of strategic goals • Continuous updates on key strategic events (e.g., acquisitions, Amplifon Product Experience) • Progressive integration of sustainability into the business strategy 	<ul style="list-style-type: none"> • Updates about the latest events in presentations to investors and during conference calls on results and in the so-called Capital Markets Day • Progressive improvement of the corporate website, including more information on sustainability • Setting of sustainability goals and targets
<ul style="list-style-type: none"> • Raising awareness about hearing care • Increase customer satisfaction • Further improve our customer focused business approach 	<ul style="list-style-type: none"> • Collaboration in research projects • Development of joint actions • Entry into EHIMA (European Hearing Instrument Manufacturers Association)
<ul style="list-style-type: none"> • Market, industry, and technological trends • Possible impacts of regulatory changes • Amplifon multichannel eco-system development process 	<ul style="list-style-type: none"> • Sharing insights about market and customers • Sharing insights about the Amplifon multichannel ecosystem development
<ul style="list-style-type: none"> • Business future development • Adoption of new technologies 	<ul style="list-style-type: none"> • Sharing mutual interests, as well as information about commercial activities and customers • Joint projects (e.g., Amplifon App)
<ul style="list-style-type: none"> • Ensuring research activities are based on clinical evidence • Bringing young people closer to the world of work with concrete activities • Improve awareness of policy makers on hearing loss • Strengthen the relationship with the medical profession 	<ul style="list-style-type: none"> • Joint participation in research projects • Funding of scholarships • Global partnerships with student associations and universities • Networking opportunities for young talent • Graduate program
<ul style="list-style-type: none"> • Up-to-date information on the business and business performance • New technologies for customers and employees • Amplifon's social role and raising awareness among young people on hearing care • Transparency of information 	<ul style="list-style-type: none"> • Involvement of Top Management in speaking opportunities and interviews • Top Management positioning in social media • Participation in events (e.g., CSR & Social Innovation Fair, university testimonials) • Promotion of the "Ci Sentiamo Dopo" app for noise measurements
<ul style="list-style-type: none"> • Promote employees work-life balance 	<ul style="list-style-type: none"> • Implementation of ad hoc local contracts, in line with global policies
<ul style="list-style-type: none"> • Promotion of quality, sustainability within the industry and accessibility of hearing solutions • Need to improve accessibility of hearing solutions • Raising awareness about hearing care 	<ul style="list-style-type: none"> • Development of joint actions in collaboration with consumers and industry associations • Sharing information on industry-specific issues • Participation in awareness-raising campaigns • Awareness-raising activities aimed at ENT professionals
<ul style="list-style-type: none"> • Sharing Amplifon's mission and vision 	<ul style="list-style-type: none"> • Testimonials at local and global events • Volunteer activities at local and global level • Communicate proactively and transparently • Top Employer Certification • Joining the United Nations Global Compact

44 - Engagement with hearing aid manufacturers and major suppliers takes place mainly at Corporate level, as the relationship with these stakeholders is managed through the Procurement & Supply Chain function.

MAIN RISKS RELATED TO SUSTAINABILITY TOPICS

To provide stakeholders with a comprehensive set of information, the table below summarizes the potential risks identified by Amplifon throughout the value chain, as well as the main management methods, with reference to the principal material sustainability topics⁴⁵, including those attributable to the aspects expressly referred to in the Italian Legislative

POTENTIAL RISKS ASSOCIATED WITH MATERIAL ESG TOPICS FOR AMPLIFON I/2

Material topic	Potential risk	Description of the risk
Long-term resilience and profitability	Potential strategic and financial risks related to the performance of the company in relation to the macro-economic and global context and to the uncertainties resulting from rising inflation and interest rates, as well as from the residual effects of Covid-19	The current global macroeconomic context, influenced by the conflict in Ukraine and the European energy crisis, and to a lesser extent by the residual impacts of Covid-19, has seen rising inflation and interest rates. Such events could generate an increase in labor costs and a drop in consumers' confidence associated with the global market slowdown
Sustainability strategic approach and governance	Potential strategic and non-conformity risks related to regulatory development on sustainability issues and the activities of internal control and monitoring of performance with respect to strategic ESG objectives	Possible regulatory pressures on the reporting of sustainability commitment requirements on several specific topics (e.g., environmental) could lead to difficulties in alignment with sector laws, regulations, and best practices, as well as in achieving sustainability goals, with possible effects on compliance and reputation
Availability and accessibility to hearing care	Potential financial risks related to the difficulties of customers in accessing and enjoying hearing care products and services on account of physical, social and digital barriers	The possible difficulty for older people in getting to points of sale, as well as the stigmatization of hearing care, could restrict the availability and accessibility to hearing care, thereby having an impact on Amplifon's product and services penetration
Innovation, digitalization and personalization of the customer experience	Potential strategic risks and loss of competitiveness related to the capacity to offer innovative, digital, technologically-advanced services for customers, as well as customized to meet specific needs	Possible limitations in technological development, as well as in digitalization and customization of services offered, could have an impact on competitiveness, reducing the market share and customer satisfaction
Quality, reliability and safety of products and services	Potential non-conformity risks of products and services offered in terms of quality and reliability or in safety measures for customers	The possible non-conformity with specific rules on quality and product labeling, quality standards of the Amplifon App or the possible incorrect use of hearing devices by customers, could lead to possible risks for the health and safety of customers, financial penalties, and reputational damage
Cybersecurity and data privacy	Potential operating and non-conformity risks related to possible breaches in cybersecurity and data privacy systems with consequent losses of customer information and personal data	Non-conformity with legal requirements of cybersecurity and data privacy, as well as the continuous digitalization of services offered and work methods, could lead to IT system breaches, the theft and/or loss of sensitive data, in particular with the beginning of the Russian-Ukrainian conflict, with consequent operational damage and interruptions to business continuity, as well as possible financial (financial penalties) and reputational impacts
Responsible marketing and sales practices	Potential reputational risks related to imprecise and/or not fully transparent information to customers, both in marketing campaigns and relating to the instructions given by store staff	Communication to customers and potential customers, both by the company and by employees of direct stores and franchisees, that is not completely effective, clear, transparent, and reliable could lead to impacts in terms of reputation, credibility, and confidence

45 - Note there are more details on the major risks identified in the 2022 ERM process (inherent to the "Long-term resilience and profitability", "Innovation, digitalization and personalization of the customer experience", "Cybersecurity and data privacy", "Attraction and development of key resources" and "Regulatory framework" material topics because they are more closely connected to Amplifon's business, and they are described in the Report on Operations as of December 31st, 2022 of the Annual Report 2022 ("Risk Management" section).

Decree 254/2016. In addition, with special reference to the “Energy efficiency and climate action” topic, there is a second table entirely dedicated to the main risks and opportunities related to climate change, identified based on TCFD recommendations. In light of Amplifon’s operations and of the activities implemented in response to existing risks, the analyses show no material exposures to these types of ESG risks emerged in the short-term.

Response to the risk/Management methods⁴⁶

- Continuous monitoring of the macroeconomic context to effectively manage potential impacts associated with rising inflation and interest rates
 - Renegotiation of contracts with energy suppliers
 - Stipulation of fixed interest rates for loan agreements
 - Renewal of shop lease contracts
 - Cost optimization at all levels of the organization
 - Continuous updating of the operational protocols aimed at countering the spread of Covid-19 in the few geographical areas where specific local and temporary restrictions were applied during 2022
-
- Supervisory activities for issues related to sustainability by the Control, Risks and Sustainability Committee and the Board of Directors
 - Activities coordinating and implementing sustainability-related projects by a dedicated team (IR & Sustainability)
 - Continuous alignment between the IR & Sustainability team, all corporate functions, as well as the regions and countries, with regard to the reporting of sustainability, regulatory requirement and any specific projects
 - Internal induction activities dedicated to the Top Management and corporate functions involved in sustainability reporting
 - Continuous monitoring of Sustainability Plan's goals and sharing of their progress with the Executive Leadership Team
 - Coordination activities with the external auditing firm to verify the regulatory alignment of Amplifon's non-financial reporting
-
- Offering of examinations, hearing tests and trials free of charge
 - Investments in the expansion of the network, with store-in-store and corners that reach also rural areas and guarantee maximum capillarity
 - Awareness-raising campaigns on the importance of hearing care to overcome stigma
 - Introduction of digital products and services, technologically advanced and capable of interacting at any time with customers through the Amplifon App
 - Intensification of services offered remotely
-
- Introduction of digital products and services, technologically advanced and capable of interacting at any time with customers through the Amplifon App
 - Intensification of services offered remotely
 - Specific training activities for hearing care professionals on products and services offered and on interaction with customers
 - Diversified network of suppliers, which allows Amplifon to have access to the most innovative products
-
- Close cooperation with hearing aid manufacturers
 - Training of hearing care professionals on the correct use of products and of the Amplifon App
 - Monitoring of regulatory changes
 - Conformity to local and regional laws and regulations relating to health and safety
 - ISO certification and the introduction of procedures for adaptation to the new Medical Devices Regulation (EU) 2017/745
 - Integration of a figure in the company dedicated to monitoring the quality of the products
 - Ongoing implementation of a new Quality Assurance tool that allows stores (direct, indirect and franchisees) to monitor and report any cases of defective or non-compliant products
-
- Conformity with the General Data Protection Regulation (GDPR), in the EU countries where Amplifon operates and to local rules in other geographical areas
 - Establishing an internal cybersecurity committee
 - Investments in cybersecurity and IT security systems (e.g., multi-factor authentication, anti-phishing systems, blocking access to suspect internet sites, network protection, implementation of vulnerability assessment systems)
 - Strengthening the protection of the corporate network through artificial intelligence control instruments
 - Training and awareness-raising activities (e.g., cybersecurity pills, phishing simulations)
 - Internal monitoring and patching activities, also with delegation to third parties
-
- Training hearing care professions on the correct use of products and of the Amplifon App
 - Global guidelines for revising and approving marketing contents
 - Amplifon 360 protocol for providing all major customers with information and insight during the customer journey
 - Supporting research to disseminate information based on clinical evidence
 - Training employees on reputation and brand image
 - Social Media Policy, guide for employees on the correct use of accounts on social platforms

46 - In addition to what has been reported, note that since 2018 Amplifon's Sustainability Policy constitutes a preliminary response in terms of commitment and management of all material topics related risks.

POTENTIAL RISKS ASSOCIATED WITH MATERIAL ESG TOPICS FOR AMPLIFON 2/2

Material topic	Potential risk	Description of the risk
Attraction and development of key resources	Potential operating risks relating to the difficulties of identifying, attracting, retaining, and training qualified talents and key figures in points of sale, the back-office and senior management roles to run an effective business	The rapid growth of the reference industry constitutes a challenge to attracting and retaining talents and key figures. The lack of specific technical expertise in personnel both in stores and back-office staff, could lead to inefficiencies in the Group's operations and in guaranteeing the pipeline of talents necessary for supporting business objectives. In addition, taking into consideration the growth of the business managerial figures may not be available to cope with the succession plans for key roles
Employees' health and safety	Potential non-conformity and operating risks related to failure to comply with health and safety regulations for store employees and back-office staff	Non-conformity with health and safety regulations on workplace conditions (including in relation to the spread of Covid-19) could lead to health risks and/or financial penalties
Diversity, equity and inclusion	Potential non-conformity and reputational risks related to possible cases of discrimination for several categories of employees in the workplace, psychological violence and/or unequal treatment	Any discriminatory actions or moral or psychological violence in the workplace, or difficulties in guaranteeing equal opportunities for all and protecting diversity and minorities in certain countries, could lead to possible non-conformity and financial penalties, reputational damage and loss of confidence
People's welfare and engagement	Potential operating and reputational risks relating to the loss of talents through low retention and limited well-being and internal engagement activities, as well as potential risks of non-conformity to laws and regulations on correct working conditions	The possible incomplete effectiveness of the Organization to cope with a changing situation, to listen and respond to the needs of employees in terms of internal well-being, as well as guaranteeing compliance with adequate working conditions for all, could lead to cases of non-conformity, reputational damage and loss of talents
Awareness-raising and education on hearing well-being	Potential reputational risks related to incomplete effectiveness of the awareness and communication programs (hearing care awareness-raising, education and prevention campaigns) as a result of stigmatization and social barriers	Awareness and communication programs that are not completely effective, credible, and engaging for potential customers and care givers, could lead to losses in credibility and confidence, reputational damage and an impact on the penetration of products and services offered by Amplifon
Supporting the local communities	Potential strategic and reputational risks linked to a possible misalignment between Amplifon's community impact strategy and the expectations of stakeholders and local communities	Inadequate support of local communities in terms of resources development and expertise dissemination, as well as a community impact strategy not aligned with the expectations and needs of stakeholders (e.g., community, future talents), could result in less benefits for the community in terms of social impact, and missed opportunities for Amplifon
Regulatory framework	Potential regulatory risks depending on the development of the regulatory framework in the reference markets where the Group operates	A change in regulations (e.g., in reimbursement conditions, accessibility to the national health service, the role of ENT specialists and hearing care professionals, the requirements for selling hearing equipment and related services, the introduction of over-the-counter hearing aids, etc.) could have a direct effect on the market and therefore on the Group performance
Ethical and responsible business conduct	Potential non-conformity and reputational risks related to cases of corruption, unfair competition or unethical business practices	The possible failure by employees to comply with legislation, the possibility that staff commit unlawful acts, corruption (in either the public or private sphere) or violate internal regulations, internal procedures or the Code of Ethics, could lead to financial penalties and bans or reputational damage
Waste management and circular economy	Potential risks of non-conformity with laws and regulations on the correct management of waste	Possible failure to comply with applicable regulations on the correct disposal, treatment, reuse and reduction of waste, also including those regulations connected with the use of hearing devices, can lead to financial penalties
Energy efficiency and climate action ⁴⁸	Potential operating, financial, non-conformity and reputational risks related to Group energy consumption and commitment in terms of the fight against climate change	Energy efficiency and emission reduction strategies that are not fully effective, as well as the failure to adopt a climate strategy for the Group, could lead not only to reputational damage, but also to a greater difficulty of access to investments, to increased operating costs and to a greater environmental impact
Responsible management of the supply chain	Potential operating, financial, non-conformity and reputational risks relating to failure to comply with minimum standards of ethical conduct along the supply chain	Standard and minimum requirements control strategies for suppliers that are not fully effective could lead to cases of non-conformity with issues such as human rights, adequate working conditions and environmental standards, with consequent interruptions to business relations, sanctions and reputational damage

47 - These initiatives, although not representing a real response to the risk in question, should be considered as preparatory for the implementation of the initiatives already identified as the responses to the risk that have not yet been implemented. The actual Sustainability Policy represents an initial formalization of the areas of engagement to oversee.

Response to the risk/Management methods⁴⁶

- Intensification of employer branding initiatives, partnerships with universities, internships, recruitment and talent attraction activities (e.g., Global Graduate Program)
 - Upgrading of training programs and platforms (Ampli Academy) and continuously investing in training hearing care professionals
 - Introduction of talent mapping processes for the development of succession plans
 - Expansion of the Leadership Program for professional development
 - Implementation of the Performance Development Review (PDR)
 - Monitoring of dedicated KPIs (e.g., % of turnover for key roles, number of talents, number of international assignments, etc.)
 - Recognition and investment in top performers and talents
-
- Conformity with local and regional regulations on the health and safety of employees through the establishment of internal committees, the identification of managers for this area and the implementation of local procedures
 - Ongoing update of specific regulation protocols for rendering the measures for fighting the spread of Covid-19 consistent with the regulatory provisions
-
- Code of Ethics and corporate culture programs
 - Sustainability Policy
 - DEIB (Diversity, Equity, Inclusion, Belonging) Policy and establishment of a DEIB Global Governance
 - Training, communication, and internal engagement activities on Diversity & Inclusion topics
 - Implementation of specific action plans following the Global Engagement Survey "Your Voice"
 - Membership of the United Nations Global Compact
 - Group Whistleblowing Policy and related reporting channels
 - Membership to Valore D association
-
- Code of Ethics and corporate culture programs
 - Sustainability Policy
 - DEIB (Diversity, Equity, Inclusion, Belonging) Policy and establishment of a DEIB Global Governance
 - Training, communication, and internal engagement activities
 - Implementation of specific action plans following the Global Engagement Survey "Your Voice"
 - Membership of the United Nations Global Compact
 - Smart Working Policy
 - Package of flexible benefits
 - Short and long-term incentive schemes
-
- Implementation of a Global Press Book and country and corporate editorial meetings through the Weekly & Monthly Newsroom mechanism
 - Global guidelines for revising and approving marketing contents
 - Investments in an integrated multi-channel and communication strategy approach
 - Awareness-raising and education activities for the new generations in the "Listen Responsibly" program
 - Supporting research to disseminate information based on clinical evidence
-
- Launch of the "We Care" program and consequent improvement of the internal and external reporting and communication in terms of local social initiatives
 - Support of the Amplifon Foundation, Miracle-Ear Foundation and GAES Solidaria Foundation
 - Specific local activities supporting local communities (e.g., sponsorships, charitable donations, etc.)
 - Stakeholder engagement activities
 - Projects and collaborations with local and global universities and associations
-
- Presence of the Regulatory Affairs function to monitor regulatory issues
 - Continuous monitoring of regulatory changes and their evolution
 - Development and coordination of local action plans relating to any regulatory changes
 - Active participation in discussions, industry associations and institutions
 - Monitoring of the evolution of the OTC legislation and of the possible introduction of new products offerings at local level
-
- Adoption of Model 231 in Italy and related supervisory, maintenance and updating activities
 - Group Anti-corruption Policy
 - Group Whistleblowing Policy and related reporting channels
 - Code of Ethics and corporate culture programs
 - Sustainability Policy
 - Training and communication activities
 - Communication crisis management manual
 - Implementation of the Supplier Code of Conduct
-
- Training delivered to local representatives on the reporting of environmental data⁴⁷
 - Adoption of the Sustainability Policy
 - Studying measures and initiatives for reducing waste in offices and stores
 - Progressive sale of rechargeable hearing devices to reduce the number of batteries
 - Membership to the United Nations Global Compact
-
- Training delivered to local representatives for reporting environmental data⁴⁷
 - Sustainability Policy
 - Studying measures and initiatives for energy efficiency in offices and stores (e.g., using LED lighting)
 - Progressive purchase of electricity from renewable sources certified by origin guarantees for offices and direct stores
 - Membership to the United Nations Global Compact
 - Completion of the Group's carbon footprint (Scope 3) and first participation in the CDP Climate Change Questionnaire
-
- Acceptance of the Code of Ethics by suppliers through specific contractual clauses
 - Subscription of the Sustainability Policy by direct suppliers
 - Implementation of the Code of Conduct for Suppliers and progressive acceptance by suppliers
 - Definition of a new global framework for the evaluation of suppliers based on the main ESG risks
 - Integration of a Company figure dedicated to the management of ESG issues in procurement and supply chain activities

48 - Note that more details on the main climate change related risks, identified through an Amplifon business model analysis based on the TCFD recommendations can be found in the second dedicated table and in the dedicated Annex "[Content Index of the TCFD recommendations](#)".

POTENTIAL CLIMATE CHANGE-RELATED RISKS AND OPPORTUNITIES

In order to identify the main climate-related risks presented in the table below, a preliminary scenarios analysis related to the effects of climate change which could potentially impact the Group was conducted. According to various international sources (e.g., the International Energy Agency), a steep increase in the price of raw materials is predicted in the future (with reference to fossil fuels) and, as a result, in electricity prices, as well as in

Potential risk related to climate change	Description of the risk	Type of risk in accordance with the TCFD recommendations
Potential risk of an increase in operating costs caused by the raise in energy procurement costs and supply of raw materials, also as a result of emerging rules for the promotion of renewable resources	The increase in the cost of energy (also due to the effects of climate change and the transition of the market towards the use of renewable sources) and the growing requirements of energy efficiency (both in terms of commercial operations and supply and distribution chains) could lead to a rise in operating costs. Their effect could also be due to a possible delay in the definition of renewable energy purchasing strategies and policies, energy efficiency and management of the Group energy consumption	Transition - Market
Potential risk of non-compliance with norms and regulations related to climate change mitigation and adaptation	A possible non-specific strategy for mitigating Amplifon's impact on climate change, with the lack of specific goals for reducing carbon emissions could lead to cases of non-compliance with related regulations (e.g., Taxonomy, EU Green Deal), as well as potential financial sanctions and reputational damage	Transition - Policy
Potential reputational risk associated with the lack of an adequate global climate strategy at the business actions and operations level	The growing expectation of stakeholders (in particular investors, suppliers and business partners) on topics related to climate change could generate reputational damage and a possible loss of credibility in the event of the failure to develop an adequate climate strategy	Transition - Reputational
Potential risks related to infrastructure and assets' physical damage (e.g., offices, shops and warehouses) following extreme weather events (e.g., hurricanes, floods), with consequent economic and operational impacts for business activities	Physical damage to infrastructure and assets as a result of extreme weather events or due to the worsening of climate change can hinder the normal business operability (e.g., temporary closure of shops and warehouses or impossibility to reach the workplace) with operational and financial consequences	Physical - Acute Physical - Chronic
Potential market, technological, and reputational risks caused by the increase in sector competitiveness in terms of technological innovation, as well as the growing awareness of customers, relating to minimizing the products and services offered impacts on climate	A market strategy not fully capable of integrating environmental and climate issues in the innovative products and services offered to customers (e.g., carbon-neutral products, sustainable packaging, stores sustainable layout, rechargeable hearing devices, etc.) could cause a loss in competitiveness in the sector, as well as reputational damage and a reduction in sales	Transition - Market Transition - Technological Transition - Reputational
Potential risk of interruption of the procurement and distribution chain caused, for example, by natural disasters due to the effects of climate change, which could compromise the regular supply to stores	Procurement methods that are not fully diversified could lead to an interruption in the supply and distribution chain due to exceptional, destructive natural events (e.g., water bombs) which, in addition to representing an additional cost, could comprise the regular sales of products	Physical - Acute Physical - Chronic

the strengthening of national and international regulations on energy efficiency and in the mitigation and adaptation to climate change. Despite no significant exposures to risks associated with climate change were identified when considering Amplifon's business model, the Company is committed to constantly keep an oversight over these issues, continuing to monitor climate-related risks.

Response to the risk/management methods	Potential opportunities
<ul style="list-style-type: none"> • Training delivered to local representatives on environmental data reporting • Studying measures and initiatives for energy efficiency in offices and direct stores • Progressive purchase of electricity from renewable sources with certified origin guarantees for offices and direct stores • Renegotiation of existing contracts with the aim of establishing fixed rates, thus not being subject to fluctuations in the cost of energy • Collaboration with external consultants for the definition of optimal consumption scenarios 	<ul style="list-style-type: none"> • Opportunities for minimizing energy consumption, emissions, and costs, with a consequent reduction in environmental impacts, through the optimization of procurement methods, stock management and logistics-distribution process • Opportunities for using innovative, low emission solutions for logistics, with the consequent potential reduction of future costs following emerging regulatory requirements • Opportunities for promoting good environmental and behavioral practices to suppliers • Activating management paths for products' end of life (reuse/recovery), with a consequent potential reduction in future costs and/or delivery of incentives following emerging regulatory requirements
<ul style="list-style-type: none"> • Training and internal engagement activities • Induction sessions with Top Management and main corporate functions • Monitoring sector and market macro-trends and regulatory development on climate change • Annual Non-Financial Statement • Progress in the reporting exercise in line with the TCFD recommendations • Sustainability Plan and target to increase the amount of electricity purchased from renewable sources • Adoption of a Suppliers Code of Conduct • Integration of a Company figure dedicated to the management of ESG issues in procurement and supply chain activities • Continuous monitoring of the European legislation on Taxonomy, to align the Group activities after the inclusion of its industrial sector • Completion of the Group's carbon footprint (Scope 3) with consequent preliminary identification of opportunities and actions to reduce GHG emissions 	<ul style="list-style-type: none"> • Opportunities for attracting new types of funding (green-social funding) • Opportunity to develop a climate strategy aimed at defining objectives and structured actions in favor of mitigation and adaptation to climate change • Opportunity to develop and implement an environmental management system
<ul style="list-style-type: none"> • Training on environmental data reporting provided to local representatives • Completion of the Group's carbon footprint (Scope 3) with consequent preliminary identification of opportunities and actions to reduce GHG emissions • First participation in the CDP Climate Change questionnaire 	<ul style="list-style-type: none"> • Opportunity to develop a climate strategy aimed at defining objectives and structured actions in favor of mitigation and adaptation to climate change • Implementation of initiatives to counteract climate change (e.g., minimization of energy consumption, optimization of logistics process, etc.)
<ul style="list-style-type: none"> • High capillarity of the distribution network • Dedicated insurances coverage for shops • Availability of equipment for home visits and remote services 	<ul style="list-style-type: none"> • Opportunity to develop a climate strategy aimed at defining objectives and structured actions in favor of mitigation and adaptation to climate change • Opportunity to promote good behavioral practices among employees
<p>In light of the Amplifon business model, this type of risk, although considered within the Risk Universe, is not currently considered to be applicable thanks to the ongoing technological innovation and collaboration with the major global manufacturers of hearing devices. This ensures that the Group has access to all types of products launched in the sector, including any products with a lower environmental impact</p>	
<p>In light of the Amplifon business model, this type of risk, although considered within the Risk Universe, is not currently considered to be applicable thanks to the diversification of the procurement methods and logistics-distribution process. However, we recognize natural disasters could gain relevance in the medium/long term, and for this reason a careful monitoring of the possible impacts on logistics and regular procurement for the Group is underway</p>	

PERFORMANCE INDICATORS

CORPORATE GOVERNANCE

COMPOSITION AND EXPERTISE OF THE BOARD OF DIRECTORS⁴⁹ AS OF DECEMBER 31st, 2022

Role	Name	Executive	Independent ⁵⁰	C.C.R.S. ⁵¹	C.R.N. ⁵²
Chairperson	Susan Carol Holland			■	■
CEO	Enrico Vita	■			
Director	Maurizio Costa		■		■
Director	Veronica Diquattro		■		■
Director	Laura Donnini		■	■	
Director	Maria Patrizia Grieco		■		■
Director	Lorenza Morandini ⁵³		■	■	
Director	Lorenzo Pozza		■	■	
Director	Giovanni Tamburi		■		

49 - The current Board of Directors was appointed by the Shareholders' Meeting held on April 22nd, 2022, and will remain in office until the approval of the Financial Statement as of December 31st, 2024. In 2022, the Board of Directors met seven times, with an attendance rate of 96.8%. The Curricula Vitae of the members of the Board members are available on our corporate website.

50 - Board members who declare that they qualify as independent as defined under current law and in the Corporate Governance Code of the Italian Stock Exchange.

51 - C.C.R.S.: Board members of the Risk, Control, and Sustainability Committee. In 2022, the Risks, Control, and Sustainability Committee met five times with an attendance rate of 100%.

52 - C.R.N.: Board members of the Remuneration and Appointments Committee.

53 - Board members appointed by the minority list and qualified as independent pursuant to the Corporate Governance Code of the Italian Stock Exchange.

LEGEND

Expertise



Business development and strategic planning



Risk, crisis and audit management



Finance



IT, digital and cyber



ESG and climate change



Governance, legal and regulatory



HR and organizational transformation



International contest

Gender	Nationality	Attendance rate	Expertise					
F	Italian	100%						
M	Italian	100%						
M	Italian	100%						
F	Italian	100%						
F	Italian	100%						
F	Italian	100%						
F	Italian	100%						
M	Italian	86%						
M	Italian	86%						

COMPOSITION OF THE BOARD OF STATUTORY AUDITORS⁵⁴ AS OF DECEMBER 31st, 2022

Role	Name
Chairperson	Raffaella Pagani ⁵⁵
Standing auditor	Patrizia Arienti
Standing auditor	Dario Righetti
Alternate auditor	Alessandro Grange ⁵⁵
Alternate auditor	Maria Venturini

MEMBERS OF THE RISK, CONTROL AND SUSTAINABILITY COMMITTEE AS OF DECEMBER 31st, 2022

Role	Name	Tasso di partecipazione
Chairperson	Lorenzo Pozza	100%
Member	Susan Carol Holland	100%
Member	Laura Donnini	100%
Member	Lorenza Morandini	100%

MEMBERS OF THE REMUNERATION AND APPOINTMENTS COMMITTEE AS OF DECEMBER 31st, 2022

Role	Name	Tasso di partecipazione
Chairperson	Maurizio Costa	100%
Member	Susan Carol Holland	88%
Member	Veronica Diquattro	100%
Member	Maria Patrizia Grieco	88%

MEMBERS OF THE RELATED-PARTY TRANSACTIONS COMMITTEE AS OF DECEMBER 31st, 2022

Role	Name
Chairperson	Laura Donnini
Member	Maurizio Costa
Member	Lorenza Morandini

COMPOSITION OF THE SUPERVISORY BOARD AS OF DECEMBER 31st, 2022

Role	Name
Chairperson	Lorenzo Pozza
Member	Laura Donnini
Member	Laura Ferrara (Group Internal Audit & Risk Management Officer)

LEAD INDEPENDENT DIRECTOR

Lorenzo Pozza

EXECUTIVE RESPONSIBLE FOR FINANCIAL REPORTING

Gabriele Galli

SECRETARY OF THE BOARD OF DIRECTORS

Federico Dal Poz

EXTERNAL AUDITORS

KPMG S.p.A.

54 - The current Board of Statutory Auditors was appointed by the Shareholders' Meeting held on April 23rd, 2021, and will remain in office until the approval of the financial statements as of December 31st, 2023.
55 - Members of the Supervisory Board appointed by the minority list.

ECONOMIC DISCLOSURES

ECONOMIC VALUE GENERATED AND DISTRIBUTED⁵⁶

Direct economic value generated and distributed (thousands of euros)	2020	2021	2022
Economic value generated by the company	1,572,836	1,957,396	2,135,231
Revenues ⁵⁷	1,572,836	1,957,396	2,135,231
Economic value distributed by the company	1,262,977	1,613,835	1,753,680
Operating costs	697,828	832,793	897,770
To employees (wages and benefits)	493,493	639,033	699,549
To providers of capital	17,335	65,687	76,532
- of which dividends	-	49,356	58,237
- of which interest paid to providers of capital	17,335	16,331	18,295
To the Public Administration	52,728	72,460	75,160
- of which current income taxes	47,386	63,437	66,905
- of which other corporate taxes and penalties	5,342	9,023	8,255
To the community	1,593	3,862	4,669
- of which membership of associations	-	1,400	1,522
- of which charitable donations	-	2,045	3,113
- of which community sponsorships	-	227	21
- of which expenses for other business-related activities in favor of the community (e.g., events, universities, etc.)	-	190	13
Economic value retained by the Company	309,859	343,561	381,551

56 - It should be noted that the figures for 2020, 2021 and 2022 presented in the table "Economic value generated and distributed" are prepared in accordance with the IFRS 16 accounting standard.

57 - Revenues differ from the value reported in the Consolidated Financial Statements because they refer to revenues from sales and services plus other income.

DISTRIBUTION NETWORK BY COUNTRY AS OF DECEMBER 31st, 2022

Country	Brand	Corporate shop (no. of shops)	Shop-in-shops & corner (no. of shops)	Franchisees (no. of shops)	Total (no. of shops)
Italy	Amplifon	766	2,745	-	3,511
France	Amplifon	621	106	-	727
Spain	GAES	555	118	-	673
Germany	Amplifon	598	-	-	598
The Netherlands	Beter Horen	159	50	-	209
UK	Amplifon	107	27	-	134
Switzerland	Amplifon	102	-	-	102
Belgium	Amplifon	87	37	-	124
Hungary	Amplifon	79	-	-	79
Portugal	Minisom	70	100	-	170
Poland	Amplifon	93	-	-	93
Egypt	Amplifon	30	-	-	30
Israel	Medtechnica Orthophone	58	-	-	58
EMEA		3,325	3,183	-	6,508
USA	Miracle-Ear	293	-	1,264	1,557
Canada	Amplifon	89	-	-	89
Argentina	GAES	30	-	5	35
Chile	GAES	37	-	-	37
Colombia	GAES	20	-	2	22
Ecuador	GAES	28	-	1	29
Mexico	GAES	14	-	-	14
Panama	GAES	2	-	-	2
AMERICA		513	-	1,272	1,785
Australia	Amplifon, Attune & Bay Audio	395	92	-	487
New Zealand	Bay Audiology & Dilworth	117	23	-	140
India	Amplifon	78	142	-	220
China	Amplifon	168	-	-	168
APAC		758	257	-	1,015
Amplifon Group		4,596	3,440	1,272	9,308

SOCIAL DISCLOSURES

EMPLOYEES BY PROFESSIONAL CATEGORY AND GEOGRAPHICAL AREA AS OF DECEMBER 31st

	EMEA			AMERICAS			APAC			CORPORATE			GROUP		
Group total (no. of employees)	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Hearing care professionals (qualified by law/certified)	3,726	3,759	3,827	246	386	545	932	1,150	1,238	0	0	0	4,904	5,295	5,610
Hearing care professionals (apprentices or equivalent)	421	421	379	17	129	75	10	39	38	0	0	0	448	589	492
Client advisors and other shop personnel	2,423	2,506	2,727	216	350	450	670	1,052	944	0	0	0	3,309	3,908	4,121
Field management ⁵⁸	249	219	438	18	27	93	42	78	138	0	0	0	309	324	669
Totale field force	6,819	6,905	7,371	497	892	1,163	1,654	2,319	2,358	0	0	0	8,970	10,116	10,892
Executives	0	0	1	1	1	1	1	1	1	10	11	110	12	13	14
Directors	78	78	80	12	48	40	31	58	43	33	45	44	154	229	207
Managers	202	208	196	48	47	64	55	66	70	68	90	100	373	411	430
Professionals	958	905	763	282	366	363	454	445	377	62	102	149	1,756	1,818	1,652
Total back office	1,238	1,191	1,040	343	462	468	541	570	491	173	248	304	2,295	2,471	2,303
Total employees	8,057	8,096	8,411	840	1,354	1,631	2,195	2,889	2,849	173	248	304	11,265	12,587	13,195

EMPLOYEES BY PROFESSIONAL CATEGORY AND GENDER AS OF DECEMBER 31st

	2020		2021		2022	
Group Total	No. of employees		% No. of employees		% No. of employees	
Total men	3,166		28.1%		27.6%	
Total women	8,099		71.9%		72.4%	
Total employees	11,265		100.0%		100.0%	

58 - It should be noted that starting from 2022 the professional categories belonging to the field force have been reclassified: in particular, starting from 2022, the "Field Management" category is broader, and does not only include "Area Managers" as for the 2020 and 2021 data.

	2020	2021	2022
Field force	No. of employees	No. of employees	No. of employees
Total field force	8,970	10,116	10,892
Men	2,177	2,357	2,568
Women	6,793	7,759	8,324
Hearing care professionals (qualified by law/certified)	4,904	5,295	5,610
Men	1,542	1,638	1,717
Women	3,362	3,657	3,893
Hearing care professionals (apprentices or equivalent)	448	589	492
Men	174	211	183
Women	274	378	309
Client advisors and other shop personnel	3,309	3,908	4,121
Men	253	314	333
Women	3,056	3,594	3,788
Field management	309	324	669
Men	208	194	335
Women	101	130	334

	2020	2021	2022
Back office	No. of employees	No. of employees	No. of employees
Total back office	2,295	2,471	2,303
Men	989	1,112	1,098
Women	1,306	1,359	1,205
Executives	12	13	14
Men	10	11	12
Women	2	2	2
Directors	154	229	207
Men	106	153	146
Women	48	76	61
Managers	373	411	430
Men	210	229	242
Women	163	182	188
Professionals	1,756	1,818	1,652
Men	663	719	698
Women	1,093	1,099	954

EMPLOYEES BY PROFESSIONAL CATEGORY AND AGE GROUP AS OF DECEMBER 31st

	2020		2021		2022	
Group Total	No. of employees	%	No. of employees	%	No. of employees	%
Total <30 y.o.	2,400	21.3%	2,707	21.5%	2,779	21.1%
Total 30-50 y.o.	6,466	57.4%	7,208	57.3%	7,724	58.5%
Total >50 y.o.	2,399	21.3%	2,672	21.2%	2,692	20.4%
Total employees	11,265	100.0%	12,587	100.0%	13,195	100%

	2020	2021	2022
Field force	No. of employees	No. of employees	No. of employees
Total field force	8,970	10,116	10,892
<30 y.o.	2,037	2,327	2,364
30-50 y.o.	5,045	5,639	6,237
>50 y.o.	1,888	2,150	2,291
Hearing care professionals (qualified by law/certified)	4,904	5,295	5,610
<30 y.o.	1,263	1,347	1,430
30-50 y.o.	2,873	3,106	3,304
>50 y.o.	768	842	876
Hearing care professionals (apprentices or equivalent)	448	589	492
<30 y.o.	301	335	254
30-50 y.o.	133	199	193
>50 y.o.	14	55	45
Client advisors and other shop personnel	3,309	3,908	4,121
<30 y.o.	464	632	643
30-50 y.o.	1,812	2,090	2,280
>50 y.o.	1,033	1,186	1,198
Field management	309	324	669
<30 y.o.	9	13	37
30-50 y.o.	227	244	460
>50 y.o.	73	67	172

	2020	2021	2022
Back office	No. of employees	No. of employees	No. of employees
Total back office	2,295	2,471	2,303
<30 y.o.	363	380	415
30-50 y.o.	1,421	1,569	1,487
>50 y.o.	511	522	401
Executives	12	13	14
<30 y.o.	0	0	0
30-50 y.o.	8	8	8
>50 y.o.	4	5	6
Directors	154	229	207
<30 y.o.	0	2	0
30-50 y.o.	125	183	172
>50 y.o.	29	44	35
Managers	373	411	430
<30 y.o.	11	9	13
30-50 y.o.	301	337	354
>50 y.o.	61	65	63
Professionals	1,756	1,818	1,652
<30 y.o.	352	369	402
30-50 y.o.	987	1,041	953
>50 y.o.	417	408	297

EMPLOYEES BY TYPE OF EMPLOYMENT CONTRACT, GENDER, AND GEOGRAPHICAL AREA AS OF DECEMBER 31st

	EMEA			AMERICAS			APAC			CORPORATE			GROUP		
Group Total (no. of employees)	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Permanent contract	7,073	7,111	7,631	839	1,354	1,627	2,007	2,722	2,396	173	247	302	10,092	11,434	11,956
Women	1,955	1,937	2,033	233	375	443	560	678	680	107	151	182	2,855	3,141	3,338
Men	5,118	5,174	5,598	606	979	1,184	1,447	2,044	1,716	66	96	120	7,237	8,293	8,618
Fixed term contract	984	985	780	1	0	4	188	167	453	0	1	2	1,173	1,153	1,239
Women	302	302	277	0	0	2	9	26	48	0	0	1	311	328	328
Men	682	683	503	1	0	2	179	141	405	0	1	1	862	825	911
Total employees	8,057	8,096	8,411	840	1,354	1,631	2,195	2,889	2,849	173	248	304	11,265	12,587	13,195

EMPLOYEES BY TYPE OF EMPLOYMENT, GENDER, AND GEOGRAPHICAL AREA AS OF DECEMBER 31st

	EMEA			AMERICAS			APAC			CORPORATE			GROUP		
Group Total (no. of employees)	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Full-time	5,671	5,420	5,716	766	1,280	1,541	1,616	2,252	2,409	171	245	301	8,224	9,197	9,967
Men	1,985	1,892	1,961	231	370	432	494	631	674	106	150	182	2,816	3,043	3,249
Women	3,686	3,528	3,755	535	910	1,109	1,122	1,621	1,735	65	95	119	5,408	6,154	6,718
Part-time	2,386	2,676	2,695	74	74	90	579	637	440	2	3	3	3,041	3,390	3,228
Men	272	347	349	2	5	13	75	73	54	1	2	1	350	426	417
Women	2,114	2,329	2,346	72	69	77	504	564	386	1	1	2	2,691	2,964	2,811
Total employees	8,057	8,096	8,411	840	1,354	1,631	2,195	2,889	2,849	173	248	304	11,265	12,587	13,195

WORK-RELATED INJURY RATES⁵⁹

Group Total	2020	2021	2022
Number of fatalities due to accidents at work	0	0	0
Number of high-consequence work-related injuries	0	0	7.0
Total number of recordable work-related injuries	76	139	98.0
Total worked hours	15,762,658	18,011,703	20,212,017
Rate of high-consequence work-related injuries	0	0	0.3
Rate of total recordable work-related injuries	4.82	7.72	4.85
Number of cases of occupational illnesses recorded	4	11	10

59 - More details on how injury rates are calculated can be found in the Note on Methodology.

60 - From 2022, this indicator represents the number of employees who, as of 31 December, are included in the performance review process for the current year, and which will end in the first months of the following year. It should also be noted that the current performance review system for the shop personnel was discontinued at the end of 2022 (this does not apply to Area Managers, whose performance review process coincides with the back office one), following the identification of a new performance monitoring model more in line with Amplifon's business performance and the nature of shop personnel duties.

TOTAL HOURS OF TRAINING AND HOURS PRO CAPITA DELIVERED TO EMPLOYEES BY PROFESSIONAL CATEGORY AND GENDER

	2020		2021		2022	
Group Total	Total training hours	Average training hours	Total training hours	Average training hours	Total training hours	Average training hours
Hearing care professionals (qualified by law/certified)	104,288	21.3	156,427	32.6	208,615	37.2
Hearing care professionals (apprentices or equivalent)	50,438	112.6	34,480	78.7	20,178	41.0
Client advisors and other shop personnel	57,711	17.4	82,748	24.8	86,169	20.9
Field management	5,690	18.4	16,787	28.9	29,344	43.9
Total field force	218,127	24.3	290,441	31.8	344,306	31.6
Executives	28	2.3	287	19.1	234	16.7
Directors	1,481	9.7	4,300	25.4	6,411	31.0
Managers	5,314	14.3	13,070	36.4	11,421	26.6
Professionals	22,736	13.0	32,503	21.3	47,437	28.7
Total back office	29,559	12.9	50,160	24.2	65,503	28.4
Total employees	247,686	22.0	340,601	30.4	409,809	31.1
Men	68,588	21.7	104,754	32.6	118,705	32.4
Women	179,098	22.1	235,847	29.5	291,104	30.5

PERCENTAGE OF EMPLOYEES INCLUDED IN THE PERFORMANCE REVIEW PROCESS BY PROFESSIONAL CATEGORY AND GENDER⁶⁰

	2020		2021		2022	
Group Total	No. of employees	%	No. of employees	%	No. of employees	%
Hearing care professionals (qualified by law/certified)	4,252	86.7%	4,634	88.8%	4,880	87.0%
Hearing care professionals (apprentices or equivalent)	236	52.7%	357	63.9%	486	98.8%
Client advisors and other shop personnel	3,016	91.1%	3,119	88.2%	3,714	90.1%
Field management	274	88.7%	271	87.4%	622	93.0%
Total field force	7,778	86.7%	8,381	87.1%	9,702	89.1%
Executives	12	100.0%	13	100.0%	13	92.9%
Directors	136	89.5%	191	86.8%	190	91.8%
Managers	321	86.3%	353	86.7%	395	91.9%
Professionals	1,303	74.5%	1,517	85.9%	1,462	88.5%
Total back-office	1,772	77.6%	2,074	86.2%	2,060	89.4%
Total employees	9,550	84.9%	10,455	86.9%	11,762	89.1%
Men	2,557	81.0%	2,797	83.4%	3,382	92.3%
Women	6,993	86.4%	7,658	88.3%	8,380	87.9%

EMPLOYEES IN MANAGERIAL POSITIONS, IN ROLES RELATED TO SALES AND IN STEM ROLES, AS AT DECEMBER 31st

Group Total	No. of employees (% of total employees)	Men (%)	Women (%)
Employees working in managerial positions⁶¹	1,320 (10%)	55.7%	44.3%
Top management	221	71.5%	28.5%
Junior management	1,099	52.5%	47.5%
Employees working in roles related to sales, products, and services⁶²	10,678 (81%)	25.7%	74.3%
Employees working in STEM roles⁶³	6,284 (48%)	33.4%	66.6%

PERCENTAGE OF EMPLOYEES BY NATIONALITY (TOP 10)

Nationality (Top 10)	% of total employees	% of employees in managerial positions ⁶⁴
Spain	14.9%	12.7%
Germany	14.1%	8.3%
France	11.7%	8.0%
Australia	6.8%	5.7%
Unites States of America	6.3%	8.0%
Italy	6.0%	23.1%
The Netherlands	4.9%	3.4%
India	4.3%	4.0%
China	3.5%	3.2%
New Zealand	3.1%	2.9%

61 - The managerial positions include top management, which refers to the roles of Executives and Directors of the back office (global leadership population), and junior management, which includes the roles of Managers (back office) and Field Management (field force).

62 - Positions related to sales, products, and services include the marketing, medical and sales functions, therefore including the field force. Note that the scope of this information does not include Bay Audio (Australia), China, Egypt, and Israel.

63 - The STEM roles (Science, Technology, Engineering, Mathematics) refer to science, technology, engineering, and mathematics-related functions, including the IT, digital, finance, medical functions etc. of Amplifon.

64 - More details about the calculation methods, any estimates and the conversion and emission factors used can be found in the [Note on methodology](#).

65 - It should be noted that the total energy consumption for the years 2021 and 2022 also includes the electricity consumption of the company car fleet and that, following an improvement in the data collection process, such consumption was also reconstructed for the year 2020, specifically 17.3 MWh-e (62 GJ).

66 - The Scope 3 emissions for 2020 only took into consideration category 3.6 of the GHG Protocol, relating to business travels, unlike those of 2021 and 2022 which consider 12 emission sub-categories. Therefore, the total emissions for 2020 cannot be compared with those for 2021 and 2022.

ENVIRONMENTAL DISCLOSURES⁶⁵

ENERGY CONSUMPTION WITHIN THE ORGANIZATION

Energy consumptions by type	u.m.	HEADQUARTERS			DIRECT SHOPS			GROUP		
		2020	2021	2022	2020	2021	2022	2020	2021	2022
Direct energy consumption from non-renewable sources	GJ	46,969	63,558	64,605	21,095	19,492	26,980	68,064	83,050	91,585
Natural gas	GJ	4,843	6,376	4,557	19,898	18,844	26,319	24,741	25,220	30,876
	m ³	122,204	160,543	114,605	502,094	474,485	661,880	624,298	635,028	776,485
Burning oil	GJ	109	63	65	1,197	648	661	1,306	711	726
	Liters	2,928	1,687	1,754	32,294	17,487	17,885	35,222	19,174	19,639
Diesel (car fleet - HQs only)	GJ	25,981	37,479	38,930	-	-	-	25,981	37,479	38,930
	Liters	678,672	974,979	1,014,642	-	-	-	678,672	974,979	1,014,642
Petrol (car fleet - HQs only)	GJ	16,036	19,640	21,053	-	-	-	16,036	19,640	21,053
	Liters	464,208	563,302	603,829	-	-	-	464,208	563,302	603,829
Indirect energy consumption	GJ	20,302	22,804	22,895	80,024	89,658	99,768	100,326	112,462	122,663
Electricity purchased from renewable sources	GJ	3,713	6,722	9,371	22,985	25,155	51,760	26,698	31,877	61,131
	MWh-e	1,031	1,867	2,603	6,385	6,987	14,378	7,416	8,855	16,981
Electricity purchased from non-renewable sources	GJ	12,697	10,949	8,313	56,963	64,308	47,779	69,660	75,257	56,092
	MWh-e	3,527	3,041	2,309	15,823	17,863	13,272	19,350	20,904	15,581
District heating	GJ	3,892	5,037	5,055	76	195	229	3,968	5,232	5,284
	MWh-t	1,081	1,399	1,404	21	54	64	1,102	1,453	1,468
Electricity (car fleet - HQs only) ⁶⁵	GJ	-	96	156	-	-	-	-	96	156
	MWh-e	-	27	43	-	-	-	-	27	43
Total energy consumption	GJ	67,271	86,362	87,500	101,119	109,150	126,748	168,390	195,512	214,248

GREENHOUSE GAS EMISSIONS

Total carbon footprint (tons of CO _{2e})	2020	2021	2022
Scope 1 – Direct emissions	4,335	5,231	5,745
Scope 2 – Indirect emissions from energy consumption (Market-based)	6,631	6,613	7,175
Scope 3 – Indirect emissions from other upstream and downstream activities of the Organization ⁶⁶	994	126,507	143,773
Total	11,960	138,351	156,693

Direct emissions – Scope I (tons of CO _{2e})	2020	2021	2022
1.1 Stationary combustion (e.g., heating of headquarters and direct stores)	1,353	1,335	1,616
1.2 Mobile combustion (company car fleet)	2,839	3,741	4,010
1.3 Fugitive emissions (refrigerant gases)	143	155	119
Total	4,335	5,231	5,745

Indirect emissions – Scope 2 (tons of CO _{2e})	2020	2021	2022
From electricity purchased for headquarters and direct stores (Location-based)	8,699	8,108	10,071
From electricity purchased for headquarters and direct stores (Market-based)	6,440	6,327	6,904
From electricity purchased for the car fleet (Location-based)	-	11	19
From electricity purchased for the car fleet (Market-based)	-	13	20
From district heating for headquarters and direct stores	191	273	251
Total (Location-based)	8,890	8,392	10,341
Total (Market-based)	6,631	6,613	7,175

Indirect emissions – Scope 3 (tons of CO _{2e}) ⁶⁷	2020	2021 ⁶⁸	2022
3.1 Purchase of goods and services	-	67,269	78,551
3.2 Purchase of capital goods	-	22,781	22,854
3.3 Fuel and energy consumption-related activities	-	3,154	3,521
3.4 Logistics (Upstream transportation and distribution)	-	4,283	5,459
3.5 Waste generated	-	189	189
3.6 Business travels	994	2,108	5,583
3.7 Employee commuting	-	14,839	15,584
3.8 Upstream leased assets	-	2,292	2,636
3.11 Use of sold products	-	94	66
3.12 End of life treatment of the products sold	-	1,925	2,062
3.14 Franchisees	-	6,478	5,903
3.15 Investments	-	1,095	1,365
Total	994	126,507	143,773

67 - The Scope 3 emission sub-categories are reported as indicated by the GHG Protocol. More details and information about the calculation methods used for estimating each emission sub-category are available in the Note on Methodology.

68 - As part of the calculation of the Group's total carbon footprint for 2022, it should be noted that, with respect to what was contained in the previous 2021 Sustainability Report, for comparative purposes, the integration of the Scope 3 emissions inventory for 2021 was included. In this regard, the figure for emissions associated with business travels for 2021 was revised to also include taxis and hotel accommodations, in line with 2022, in addition to air and train travel and car hire.

MAIN VARIATIONS OF THE 202 GHG EMISSIONS WITH RESPECT TO 2021

GHG emission category	Change	Notes
1.1 Stationary combustion (e.g., heating of headquarters and direct stores)	+21%	Increase in gas consumption for heating, due to the increase of direct stores compared to 2021 and to the progressive reduction of Covid-19 restrictions
2 Emissions from electricity purchase (Market-based)	+8%	Increase in electricity consumption, due to the increase of direct stores compared to 2021 and to the progressive reduction of Covid-19 restrictions, despite a higher share of renewable electricity compared to the previous year
3.1 Purchase of goods and services	+17%	Increase in spent data for some categories of goods and services purchased with respect to 2021
3.4 Logistics (Upstream transportation and distribution)	+27%	Integration of the logistics of the cleaning kits and Amplifon products' packaging for the 2022 analysis (not available for 2021), and increase in the number of hearing aids and related accessories compared to 2021
3.6 Business travel	+165%	Increase in business travels, particularly air travels, following the progressive reduction of Covid-19 restrictions
3.14 Franchisees	-9%	Reduction in the number of franchisees compared to 2021, following the acquisitions of the latter by Miracle Ear, now part of the direct shops network

WASTE GENERATED AND DISPOSED⁶⁹

Waste generated by category (kilograms)	2020	2021	2022
Hazardous waste	20,350	19,147	23,085
Electrical and electronic equipment	14,617	18,964	15,532
Printing toners	103	56	-
Batteries and accumulators	-	-	7,089
Other waste	5,630	127	464
of which reused or recovered (%)	-	60%	76%
Non-hazardous waste	275,896	257,396	662,261
Paper	140,849	121,966	354,891
Plastic	20,445	16,209	47,055
Organic fraction	1,162	1,215	810
Electrical and electronic equipment	1,858	4,425	8,860
Printing toners	890	2,631	3,294
Batteries and accumulators	-	-	1,374
Other waste	110,692	110,950	245,977
of which reused or recovered (%)	-	30%	43%
Total	296,246	276,543	685,346
of which reused or recovered (%)		32%	44%

69 - The data related to the waste produced by the headquarters and direct shops in 2022 includes most of the countries of the Group and, where not available, this data has been estimated based on a regional average. It should be noted that the data relating to 2020 and 2021 include only the main headquarters of the Group, excluding data from direct shops, which are only available for 2022 following an improvement in data collection methods (for this reason, 2022 data are not comparable with previous years). For this reason, since 2022 the quantity of batteries and accumulators collected in direct shops has also been reported, and the estimate of the quantity of organic fraction produced by the headquarters has also been improved for previous years.

EUROPEAN TAXONOMY

Taking into consideration that the Amplifon business model is based on retail and the offering of services for hearing care, as further explained in the Note on Methodology of this Report, no materially-relevant business activities (primary or secondary) were identified that can be deemed “eligible” and/or “aligned” in relation to the two primary objectives of the European Taxonomy (mitigation of climate change and adaptation to climate change). Therefore, there are no material shares of the turnover, operating expenditures, and capital expenditures aligned with the first two objectives of the Taxonomy.

TABLE OF THE SHARE OF TURNOVER RESULTING FROM PRODUCTS OR SERVICES ASSOCIATED WITH TAXONOMY-ALIGNED ECONOMIC ACTIVITIES - DISCLOSURE RELATING TO THE YEAR 2022

				SUBSTANTIAL CONTRIBUTION CRITERIA						
Economic activities ⁽¹⁾	Code(s) ⁽²⁾	Absolute turnover ⁽³⁾	Proportion of turnover ⁽⁴⁾	Climate change mitigation ⁽⁵⁾	Climate change adaptation ⁽⁶⁾	Water and marine resources ⁽⁷⁾	Circular economy ⁽⁸⁾	Pollution ⁽⁹⁾	Biodiversity & ecosystems ⁽¹⁰⁾	
		EURO THOUSANDS	%	%	%	%	%	%	%	
A. TAXONOMY-ELIGIBLE ACTIVITIES										
A.1 Environmentally sustainable activities (Taxonomy-aligned)										
Turnover of environmentally sustainable activities (Taxonomy-aligned) (A.1)										
A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)										
Turnover of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)										
TOTAL (A.1 + A.2)		0	0%							
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES										
Turnover* of Taxonomy-non-eligible activities (B)		2,119,126	100%							
TOTAL (A + B)		2,119,126	100%							

*The value of the turnover corresponds to the "Revenues from sales and services" item in the Consolidated Income Statement in the Annual Report 22.

INTRODUCTION • AMPLIFON: LISTENING AHEAD • PRODUCT & SERVICE STEWARDSHIP • PEOPLE EMPOWERMENT • COMMUNITY IMPACT • ETHICAL BEHAVIOR • **ANNEX**

TABLE OF THE SHARE OF CAPEX RESULTING FROM PRODUCTS OR SERVICES ASSOCIATED WITH TAXONOMY-ALIGNED ECONOMIC ACTIVITIES – DISCLOSURE RELATING TO THE YEAR 2022

				SUBSTANTIAL CONTRIBUTION CRITERIA						
Economic activities ⁽¹⁾	Code(s) ⁽²⁾	Absolute CapEx ⁽³⁾	Proportion of CapEx ⁽⁴⁾	Climate change mitigation ⁽⁵⁾	Climate change adaptation ⁽⁶⁾	Water and marine resources ⁽⁷⁾	Circular economy ⁽⁸⁾	Pollution ⁽⁹⁾	Biodiversity & ecosystems ⁽¹⁰⁾	
		EURO THOUSANDS	%	%	%	%	%	%	%	
A. TAXONOMY-ELIGIBLE ACTIVITIES										
A.1 Environmentally sustainable activities (Taxonomy-aligned)										
CapEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)										
A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)										
CapEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)										
TOTAL (A.1 + A.2)		0	0%							
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES										
CapEx* of Taxonomy-non-eligible activities (B)		144,735	100%							
TOTAL (A + B)		144,735	100%							

*The Capital expenditures value corresponds to the investments of tangible and intangible fixed assets, including those deriving from business combinations, as reported in Notes 4 "Tangible fixed assets" and 5 "Intangible fixed assets" of the Annual Report 22.

INTRODUCTION • AMPLIFON: LISTENING AHEAD • PRODUCT & SERVICE STEWARDSHIP • PEOPLE EMPOWERMENT • COMMUNITY IMPACT • ETHICAL BEHAVIOR • **ANNEX**

TABLE OF THE SHARE OF OPEX RESULTING FROM PRODUCTS OR SERVICES ASSOCIATED WITH TAXONOMY-ALIGNED ECONOMIC ACTIVITIES – DISCLOSURE RELATING TO THE YEAR 2022

				SUBSTANTIAL CONTRIBUTION CRITERIA						
Economic activities ⁽¹⁾	Code(s) ⁽²⁾	Absolute OpEx ⁽³⁾	Proportion of OpEx ⁽⁴⁾	Climate change mitigation ⁽⁵⁾	Climate change adaptation ⁽⁶⁾	Water and marine resources ⁽⁷⁾	Circular economy ⁽⁸⁾	Pollution ⁽⁹⁾	Biodiversity & ecosystems ⁽¹⁰⁾	
		EURO THOUSANDS	%	%	%	%	%	%	%	
A. TAXONOMY-ELIGIBLE ACTIVITIES										
A.1 Environmentally sustainable activities (Taxonomy-aligned)										
OpEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)										
A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)										
OpEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)										
TOTAL (A.1 + A.2)		0	0%							
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES										
OpEx* of Taxonomy-non-eligible activities (B)		41,168	100%							
TOTAL (A + B)		41,168	100%							

*The value of the Operating Expenses includes the expenses relating to repairs and maintenance, short-term rentals, any other direct expenses associated with the day-to-day maintenance of leased properties and shop equipment, and other miscellaneous costs and services.

[illegible]

NOTE ON METHODOLOGY

This Sustainability Report (the “Report”) constitutes Amplifon’s Consolidated Non-Financial Statement (the “Non-Financial Statement”) drawn up in accordance with Articles 3 and 4 of the Italian Legislative Decree no. 254 of December 31, 2016 (“L.D. 254/2016” or the “Decree”) and subsequent amendments or additions thereto in implementation of Directive 2014/95/EU. The Group made up of Amplifon S.p.A. (the “Parent Company”) and its subsidiaries (collectively “Amplifon”, “Group” or “Company”) falls within the scope of application of the Decree, and therefore this document sets out the main policies applied by the Company, the management models, the main activities carried out and the results achieved by the Group during 2022 in relation to the topics expressly cited by the Decree (environmental, social, employee matters, active and passive anti-corruption and respect for human rights), as well as the main identified risks related to the above-mentioned topics.

The content of the Report was prepared based on the results of the materiality analysis carried out in 2022 and validated by the Risk, Control, and Sustainability Committee and the Board of Directors in December 2022, which allowed to identify the main ESG topics considered material both for the Group and for its stakeholders. The definition of the Report’s content and the related indicators was based on the materiality matrix and the engagement activities of the Group’s stakeholders. Regarding the quality of the reported information and indicators, the principles of accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability were applied. Each material topic is related to a specific sustainability area of commitment defined in the Group’s Sustainability Policy, in order to facilitate the understanding of the progress made by Amplifon in each of the four areas.

With regard to the topics expressly referred to by Legislative Decree 254/2016, and in relation to the results of the materiality analysis, please note:

- The aspects relating to respecting human rights are addressed by the Group in the ethical and responsible management of relations with its employees, collaborators and suppliers, in accordance with the principles and values set out in the Group’s Code of Ethics and Sustainability Policy and in full compliance with the Universal Declaration of Human Rights and the International Labor Organization Conventions on fundamental human rights, as well as in line with the Principles of the UN Global Compact;
- In light of the specific business model and the lack of any type of production activity, Amplifon’s operations do not involve significant water consumption, therefore the “Water management” topic is not material. However, with a view to transparency for stakeholders, this Report includes an estimate of the Group water consumption based on data gathered from a significant sample of offices and direct stores and reproporioned on the total number of employees;
- The “Waste management and circular economy” topic is dealt with in terms of the Group’s commitment to the reduction and reuse of waste. We report an estimate of the quantity of waste produced in offices and direct stores, even if this is hardly significant considering Amplifon’s business model;
- The aspects relating to the “Energy efficiency and climate action” topic are applied by Amplifon in the Group’s efforts for greater energy efficiency in its business activities, as well as reporting the main greenhouse gas emissions (GHG) produced by the Group along the value chain. Also note that Amplifon, as it emerged from the analyses conducted during the reporting exercise in accordance with the recommendation of the Task Force on Climate-related Financial Disclosures (TCFD) and taking into consideration its activities

and business model, does not have any significant exposure to environmental risks, specifically climate change related ones;

- The aspect of taxes, included in the topic “Ethical and responsible business conduct”, is dealt with by providing a qualitative description of Amplifon's tax strategy.

The 2022 Non-Financial Statement has been prepared according to the “GRI Sustainability Reporting Standards”, published by the GRI (Global Reporting Initiative), based on the option “in accordance”. It should also be noted that Amplifon, when publishing this document, adopted the most updated versions available of the GRI Universal Standards, GRI Standards 306 (Waste) and GRI Standards 403 (Occupational Health and Safety), published respectively in 2021, 2020 and 2018. Annexed to this document is the table of GRI Standards which serves as a compass to aid the navigation of the Report ([GRI Content Index](#)).

Consistent with one of the two options provided for by Article 5 of the Decree, this Non-Financial Statement constitutes a separate report. However, as mentioned along this Document through specific notes, more details about some policies, management models and main identified risks are also included in the Report on Operations as at December 31st, 2022 of the [Annual Report 2022](#), in the [Report on Corporate Governance and the Ownership Structure at December 31st, 2022](#), and in the [Remuneration Report 2023](#).

The Non-Financial Statement is published annually. The Non-Financial Statement is also available on the Group's corporate website in the Sustainability section.

■ UN GLOBAL COMPACT

As signatories of the United Nations Global Compact, this Sustainability Report includes the activities carried out and the progress achieved by Amplifon with regard to the compliance, application and promotion of the Ten Principles of the Global Compact in the areas of respect of human and labor rights, environmental protection and the fight against corruption. The annex to the Document contains a correlation table between the contents of this Report and the Ten Principles of the UN Global Compact ([Content Index of the Ten Principles of the United Nations Global Compact](#)).

■ EUROPEAN TAXONOMY

With the goal of redirecting capital flows and boosting sustainable and inclusive growth, the Regulation (EU) 2020/852 of the European Parliament and Council (“The Regulation on EU Taxonomy”) provides businesses and investors with uniform criteria for the classification of economic assets as “eco-sustainable”, namely capable of substantially contributing to the environmental objectives of the EU pursuant to Article 9 of the Regulation. Article 8 requires companies subject to the Directive on the non-financial reporting to disclose how and to what extent their activities are associated with eco-sustainable economic activities, specifically indicating the percentage of the turnover, capital expenditure and operating costs associated with the activities covered by EU Taxonomy, namely “eligible and/or aligned” in accordance with the conditions of eco-sustainability of economic activities⁷⁰ indicated by the Commission and “aligned” with the technical screening criteria established by the Institution.

70 - The eco-sustainable conditions of economic activities include: 1) contributing in a substantial way to achieving one or more of the six environmental objectives pursuant to Article 9 of the Regulation; 2) not causing significant damage to any of the objectives in conformity with Article 17 of same; 3) being conducted in compliance with the minimum safeguarding social guarantees set out in Article 18; 4) conforming with the technical screening criteria established by the Commission through delegated acts.

In accordance with Article 8 of the Regulation and related delegated acts, Amplifon undertook an evaluation exercise concerning the eligibility and alignment of its own business activities with EU Taxonomy. Based on the conditions of the Regulation, the technical screening criteria established by the Commission and the sectors included in the Annexes of the delegated act relating to the first two objectives of the EU Taxonomy (mitigation of climate change and adaptation to climate change), and taking into consideration that Amplifon's business model is based on retail and offering of hearing care services, also for 2022 no materially-relevant business activities (primary or secondary) emerged that could be deemed "eligible" and/or "aligned" in relation to the conditions of the Regulation relating to the first two objectives. Therefore, as indicated in the tables included in the "[Performance indicators](#)" section, there are no material portions of turnover, operating expenses and capital expenditures aligned with the first two objectives of the EU Taxonomy⁷¹. Regardless of this, Amplifon is committed to actively monitor future developments in this area with special reference to the delegated acts and related technical screening criteria which will be published for the other four goals.

■ REPORTING SCOPE

To ensure an understanding of the Company's activity, performance and results, as well as its impacts in relation to the main non-financial topics, this Document describes the sustainability initiatives and the main results in terms of performance achieved during the financial year 2022 (reporting period: from January 1st, 2022, to December 31st, 2022). If available, for comparative purposes and in order to allow an assessment of the performance trends for the Group's activities, the data for the previous two financial years are also provided in the "[Performance indicators](#)" section of the Annex. Where relevant, the Report also includes information about initiatives undertaken in previous years but applicable in 2022, as well as events of particular interest for 2023 already known at the date of completion of this Non-Financial Statement.

The reporting scope for economic and non-financial information is the same as for the Consolidated Financial Statements, and therefore covers the Parent Company and the companies belonging to the Amplifon Group as of December 31st, 2022 consolidated using the line-by-line method within the Group's 2022 Consolidated Financial Statements. However, while this provides a true understanding of the Group's activities, it should be noted that:

- Amplifon Cell (Malta), Amplifon Rete (Italy), Otohub Australasia Pty Ltd (Australia) and Otohub Unit Trust (Australia) are not included in the reporting scope inasmuch as they are either companies in the process of liquidation, or non-operational companies, or companies with no associated employees or facilities such as offices or points of sale;
- In line with previous reporting, the scope of information and data related to energy consumption, greenhouse gas emissions of Scope 1 and 2, waste disposal, and water, only includes sites, offices and those stores that are directly managed by the Group, excluding stores that are not directly managed by Amplifon. Furthermore, Amplifon Middle East SAE (Egypt), characterized by such dimensions as not affect the understanding of Amplifon's environmental impacts, is not included in the scope of this data also for 2022.
- With regard to the calculation of indirect emissions of Scope 3, the non environmental-related data useful for the inventory of indirect emissions (e.g., goods and services purchased, logistics, etc.) cover the entire perimeter of the Group and the upstream and downstream activities of the value chain (e.g., franchisees, investments, etc.).

71 - With reference to the information pursuant to art. 8, paragraphs 6 and 7 of Delegated Regulation (EU) 2021/2178, which provides for the use of the models provided in Annex XII for the communication of activities related to nuclear power and fossil gases, it should be noted that all the models have been omitted as they are not representative of the Company's business.

In line with the reporting standard used and in accordance with the provision of Legislative Decree 254/16, these and any other minor scope limitations are expressly indicated in the document, in correspondence with the numerical tables and the [GRI Content Index](#). The ownership structure has not undergone significant changes in the reporting period. With regard to the perimeter, it should be noted that in 2022 the project for the merger by incorporation of the subsidiary Otohub s.r.l. into Amplifon S.p.A. has been implemented. For any further information regarding changes in the Group's scope and ownership structure during the year, please refer to the Report on Operations as of December 31st, 2022, of the [Annual Report 2022](#), and the [Report on Corporate Governance and Ownership Structure at December 31st, 2022](#).

■ REPORTING PROCESS AND CALCULATION CRITERIA

The definition of the content of the 2022 Non-Financial Statement involved all the key Company functions, who worked in close collaboration and under the coordination of the Investor Relations & Sustainability team.

The performance indicators were selected based on the materiality analysis and gathered according to a process of data and information collection, aggregation and communication at the Group level, tracked in a specific non-financial reporting manual, aimed at standardizing the process of non-financial data collection and validation, and managed through IT platforms dedicated to the collection and consolidation of non-financial data.

To obtain a true representation of performance and ensure the reliability of the data, the use of estimates has been limited as much as possible. Where present, these are based on the best available methodologies and suitably highlighted.

Regarding the calculation criteria:

- For the environmental data, conservative estimates have been used in case data were not available. In particular, with regard to consumption by direct stores, when data were not available at the time of the document's consolidation, the consumption has been estimated based on the average consumption of other stores in the same country, weighted, where possible, with respect to the surface areas of the stores concerned.
- Data on electricity from renewable sources include self-produced energy from renewable sources, if any, and the energy purchased from the grid certified as coming from renewable sources according to the instruments envisaged by the different regulatory frameworks.
- Emissions have been calculated in terms of CO₂ equivalent using the following assumptions and emission factors:
 - Direct emissions Scope 1: the emissions connected with heating, air-conditioning refrigerant gases and the company's car fleet, were estimated using the emission factors taken from the UK Department for Environment, Food & Rural Affairs (Defra) database for 2020, 2021 and 2022;
 - Indirect emissions Scope 2: regarding the electricity bought from the national grid, for the location-based approach we used emission factors relating to the various countries in which Amplifon operates, provided by the IEA (International Energy Agency) for 2020, 2021 and 2022. For the market-based approach, the Residual Mix emission factors, published by the Association of Issuing Bodies, were used for European countries.

For the remaining countries the latest emission factors published by the Center for Resource Solutions ("Green-e Energy Residual Mix Emissions Rates" and the related update for the years 2020, 2021 and 2022), the IEA (International Energy Agency) and the Institute for Global Environmental Strategies (IGES) were used. Lastly, emissions from district heating were calculated using the emission factor developed by Defra.

- Indirect emissions Scope 3.1, 3.2, 3.12: we used a hybrid approach to estimate emissions from the purchase of goods and services (3.1), the purchase of capital goods (3.2) and the end of life of products (3.12), thus using both primary (or activity) and spend-based data. For the activity data, we used the latest good/service emission factors available, published by Ecoinvent, BEIS (UK Government) and EPA (U.S. Environmental Protection Agency), as well as specific product-related emission factors (e.g., for certain IT devices) when available. If no information was available on the weighting of certain equipment, it was assumed from the available literature, choosing the most conservative figures available. For the spent data, the CEDA 6 (Comprehensive Environmental Data Archive) emissions factors available for each category were used. In certain cases, the spend-based data related to consultancies (both Capex and Opex) were associated to emission factors found in literature.
- Indirect emissions Scope 3.3: for the emissions resulting from fuel and energy consumption related activities, we used the same activity data employed for Scope 1 and 2 emissions, as well as the latest emission factors available and published by Ecoinvent, IEA (International Energy Agency), BEIS (UK Government) and ADEME (French Environment and Energy Management Agency);
- Indirect emissions Scope 3.4: the emissions related to upstream logistics of the products purchased by the Group (e.g., hearing aids and related accessories) were estimated by using primary data and the distances traveled both from the point of origin (supplier warehouse) to Amplifon's warehouse, and from the warehouses to the points of sale. The distances were assumed and calculated taking into consideration the latitude and longitude of the above-mentioned places, while the modes of transport were identified according to available information and the specific cases. The latest BEIS (UK Government) emission factors were used, which are based on the tons transported per kilometer.
- Indirect emissions Scope 3.5: the emissions associated with waste generated were calculated using the latest emission factors published by BEIS (UK Government) and ADEME (French Environment and Energy Management Agency), which vary depending on the type of waste and its disposal. In the case of missing data, the waste was estimated using the surface area in the case of stores or using regional averages in the case of offices.
- Indirect emissions Scope 3.6: for the emissions relating to business travels, the latest emission factors available from BEIS (UK Government) and CEDA (Comprehensive Environmental Data Archive) were used.
- Indirect emissions Scope 3.7: the emissions associated to the employee commuting were estimated by using primary data obtained through a mobility survey conducted over a significant sample of employees working in some of the main countries where the Group operates. The resulting emissions were then scaled-up over the total number of employees. For the emissions calculation we used the latest emission factors provided by BEIS (UK Government) and ADEME (French Environment and Energy Management

- Agency), while for electric vehicles (e-bike and trains) we used national emission factors.
- Indirect emissions Scope 3.8, 3.14: the emissions associated with upstream leased assets (self-managed indirect stores – ATG, shop-in-shops & corners) and franchisees were calculated using a hybrid model. For the ATGs, the average gas and electricity consumptions per square meter of Italian direct stores were multiplied by the total ATGs surface area, then we applied the BEIS (UK Government) emission factors for natural gas, and AIB (Association of Issuing Bodies) emission factors for electricity consumption. A similar approach was adopted for the franchisees, where the global average consumption of gas and electricity per square meter of the direct stores was used. We applied the same BEIS emission factor for natural gas, while the emission factor for US electricity consumption was extracted from EPA (U.S. Environmental Protection Agency) database. Finally, for the shop-in-shops and corners, we estimated emissions by using the rental costs multiplied by the related CEDA (Comprehensive Environment Data Archive) emission factor.
 - Indirect emissions Scope 3.11: the emissions related to the use of products sold were estimated by using both primary data (for example, the average electricity consumed by a rechargeable/non-rechargeable hearing aid during its lifecycle) and literature data (e.g., average batteries consumption, number of batteries consumed during a hearing aid life cycle, etc.). For non-rechargeable hearing aids, the estimated electricity consumption was multiplied by an average emission factor based on the electric grids of the countries where the sales occur (Market-based approach). The sources of such emission factors vary country by country and are the same as the ones mentioned for Scope 2 emissions, mainly Ecoinvent, IEA (International Energy Agency), AIB (Association of Issuing Bodies)). For rechargeable hearing aids, the electricity consumption of each rechargeable battery typology was multiplied by an average emission factor, calculated with the same approach used for non-rechargeable hearing aids.
 - Indirect emissions Scope 3.15: the emissions resulting from investments were estimated using a spend-based model which involves the use of the most recent CEDA (Comprehensive Environmental Data Archive) emission factors.
 - Indirect emissions Scope 3.9, 3.10, 3.13: the emission sub-category relating to downstream logistics (3.9) was deemed not significant, in light of the Group's inability to influence the emissions' reduction. The remaining two sub-categories (processing of products sold - 3.10, and downstream leased assets - 3.13) were considered not to be applicable to Amplifon's business model.
- For the calculation of the total hazardous waste weight, the legislative frameworks of the individual countries considered. Non-hazardous waste is typically waste deriving from office activities carried out at headquarters.
 - The indices relating to health and safety, namely the injury rates of total recordable work-related injuries and high-consequence work-related injuries, refer to employees only and have been calculated in accordance with the provisions of the GRI Sustainability Reporting Standards, namely as a ratio between the number of injuries and the hours worked, using a multiplier of 1,000,000.

■ APPROVAL AND ASSURANCE

This Statement was presented for review and evaluation by the Risk, Control and Sustainability Committee on February 23rd, 2023, and subsequently approved by the Board of Directors of Amplifon S.p.A. on March 1st, 2023.

This Statement has been subjected to a limited assurance engagement, in accordance with the criteria indicated by ISAE 3000 (Revised), by KPMG S.p.A., which in a separate report makes a declaration regarding the conformity of the information provided pursuant to Article 3, paragraph 10 of Legislative Decree no. 254/2016. The audit was conducted in accordance with the procedures outlined in the "External Auditors' Report" annexed to this document.

■ CONTACTS

For any information relating to Amplifon's Sustainability Report, please use the following contact details:

Amplifon S.p.A.

Registered office: Via Ripamonti 133, 20141 Milan (Italy)

E-mail: ir@amplifon.com



GRI CONTENT INDEX

The following table shows a reconciliation between Amplifon's material topics, the GRI Standards reported on in this document and the areas referred to in Legislative Decree no. 254/2016. Also reported are the entities capable of producing an impact with respect to each topic, both internal and external to the Group (material topic boundary), as well as any boundary limitations in the reporting of topics, without compromising the representativeness of the disclosure with respect to what is required by Legislative Decree no. 254/2016.

Material Issues	GRI Standards	Scopes of Legislative Decree 254/2016
Long-term resilience and profitability	GRI 201 Economic performance (2016)	-
Sustainability strategic approach and governance	-	-
Availability and accessibility to hearing care	-	Social aspects
Innovation, digitalization and personalization of the customer experience	-	-
Quality, reliability and safety of products and services	GRI 416 Customer health and safety (2016)	Social aspects
Cybersecurity and data privacy	GRI 418 Customer privacy (2016)	Social aspects
Responsible marketing and sales practices	GRI 417 Marketing and labeling (2016)	Social aspects
Attraction and development of key resources	GRI 404 Training and education (2016)	Personnel management
Employees' health and safety	GRI 403 Occupational health and safety (2018)	Personnel management
Diversity, equity and inclusion	GRI 405 Diversity and equal opportunity (2016)	Personnel management and respecting human rights
People's welfare and engagement	GRI 401 Employment (2016)	Personnel management
Awareness-raising and education on hearing well-being	-	Social aspects
Supporting the local communities	-	Social aspects
Regulatory framework	GRI 415 Public Policy (2016)	
Ethical and responsible business conduct	GRI 205 Anti-corruption (2016)	Fight against corruption
	GRI 206 Anti-competitive behavior (2016)	Social aspects
Waste management and circular economy	GRI 306 Waste (2020)	Environmental aspects
Energy efficiency and climate action	GRI 302 Energy (2016)	Environmental aspects
	GRI 305 Emissions (2016)	Environmental aspects
Responsible management of the supply chain	-	Environmental aspects, social aspects and respecting human rights

SCOPE OF MATERIAL ISSUES			SCOPE LIMITATIONS	
Internal	External		Internal	External ⁷²
Group	-	-	-	-
Group	-	-	-	-
Group	-	-	-	-
Group	-	-	-	-
Group	Hearing aids manufacturers; franchisees; corporate shops on commission	-	-	Partial cover for manufacturers
Group	-	-	-	-
Group	Hearing aids manufacturers; franchisees; corporate shops on commission	-	-	Partial cover for manufacturers
Group	Franchisees; corporate shops on commission	-	-	No cover for franchisees
Group	Franchisees; corporate shops on commission	-	-	No cover for non-employee collaborators
Group	Franchisees; corporate shops on commission	-	-	No cover for franchisees
Group	Franchisees; corporate shops on commission	-	-	No cover for franchisees
Group	-	-	-	-
Group	-	-	-	-
Group	-	-	-	-
Group	-	-	-	-
Group	-	-	-	-
Group	Hearing aids manufacturers; franchisees; corporate shops on commission	Amplifon Middle East SAE (Egypt) excluded from the reporting	-	No cover for hearing aids manufacturers and stores not directly managed by Amplifon
Group	Hearing aids manufacturers; franchisees; corporate shops on commission	Amplifon Middle East SAE (Egypt) excluded from the reporting	-	No cover for hearing aids manufacturers and stores not directly managed by Amplifon
Group	Hearing aids manufacturers; franchisees; corporate shops on commission	Amplifon Middle East SAE (Egypt) excluded from the reporting	-	-
Group	Hearing aids manufacturers	-	-	-

72 - The reporting limitations on material topics in relation to the external scope are due to access limitations to third-party information.

The table below contains the GRI Standards reported in this document and the related disclosures. Each disclosure has a reference to the section of the Report in which it can be found, or to other publicly-available sources to refer to.

Declaration of use	Amplifon has reported in accordance with the GRI Standards for the period January 1 st , 2022 - December 31 st , 2022
Use of GRI 1	GRI 1: Foundation 2021
Pertinent GRI sector standards	There are no GRI Sector indicators pertinent to the Amplifon business sector

Information	Reference	Notes/Omissions
GRI 2: General information		
The organization and its reporting practices		
2-1: Organizational details	p. 23; 44; 174; 180	
2-2: Entities included in the organization's sustainability reporting	p. 176; 177	
2-3: Reporting period, frequency and contact point	p. 175; 176; 180; inside-back cover	
2-4: Restatement of information	p. 166; 167	
2-5: External assurance	p. 180; 191-194	
Activities and workers		
2-6: Activities, value chain and other business relationships	p. 23; 24; 26; 27; 49; 122	
2-7: Employees	p. 68; 69; 158-162	Please note there are no non-guaranteed hours employees
2-8: Workers who are not employees	p. 68	
Governance		
2-9: Governance structure and composition	p. 28-30; 152-155	
2-10: Nomination and selection of the highest governance body	Report on Corporate Governance and ownership structure at 31 December 2022, section 4 "Board of Directors"	
2-11: Chair of the highest governance body	p. 152; 153	
2-12: Role of the highest governance body in overseeing the management of impacts	Report on Corporate Governance and ownership structure at 31 December 2022, section 4 "Board of Directors"	
2-13: Delegation of responsibilities for managing impacts	p. 30; Report on Corporate Governance and ownership structure at 31 December 2022, section 4 "Board of Directors"	
2-14: Role of the highest governance body in sustainability reporting	p. 30; Report on Corporate Governance and ownership structure at 31 December 2022, section 4 "Board of Directors"	
2-15: Conflicts of interest	Report on Corporate Governance and ownership structure at 31 December 2022, section 4 "Board of Directors"	
2-16: Communication of critical concerns	No critical concern was communicated to the BoD in 2022	
2-17: Collective knowledge of the highest governance body	p. 28; 29; 152; 153	
2-18: Evaluation of the performance of the highest governance body	Report on Corporate Governance and ownership structure at 31 December 2022, section 7 "Self-assessment and succession of the directors – appointments committee"	
2-19: Remuneration policies	Remuneration Report 2023, section II "Remuneration paid in 2022 and other Information"	
2-20: Process to determine remuneration	Remuneration Report 2023, section I "Remuneration Policy for 2023"	

Information	Reference	Notes/Omissions
2-21: Annual total compensation ratio	Remuneration Report 2023, "Executive Summary"	
Strategies, policies and practices		
2-22: Statement on sustainable development strategy	p. 4; 5	
2-23: Policy commitments	p. 30; 36; 41; 126; 132; 140	
2-24: Embedding policy commitments	p. 30; 36; 41; 126; 132; 140	
2-25: Processes to remediate negative impacts	p.31; Report on Corporate Governance and ownership structure at 31 December 2022, section 4 "Board of Directors"	
2-26: Mechanisms for seeking advice and raising concerns	p. 128	
2-27: Compliance with laws and regulations	In the three-year period 2020-2022, no significant sanctions for non-compliance with laws and regulations were recorded.	
2-28: Membership associations	p. 45; 58	
Stakeholder engagement		
2-29: Approach to stakeholders engagement	p. 8; 9; 12; 144; 145	
2-30: Collective bargaining agreements	p. 74; 75	
Material topics		
3-1: Process for determining material topics	p. 6-12; 146-151; 182; 183	
3-2: List of material topics	p. 142; 143	
Long-term resilience and profitability		
3-3: Management of material topics	p. 34; 35; 142; 143; 146-151	
201-1: Direct economic value generated and distributed	p. 34; 156	
Ethical and responsible business conduct		
3-3: Management of material topics	p. 126-133; 142; 143; 146-151	
205-3: Confirmed incidents of corruption and actions taken	In the three-year period 2020-2022 no corruption cases occurred, testifying the effectiveness of the prevention systems in place and the solid corporate culture.	
206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	In the three-year period 2020-2022, the Company was not involved in any significant legal proceedings in relation to unfair competition practices, testifying the solid company culture and demonstrating the company's respect for the markets where it operates.	
Energy efficiency and climate action		
3-3: Management of material topics	p. 112; 113; 142; 143; 146-151	
302-1: Energy consumption within the organization	p. 113; 165	
305-1: Direct (Scope 1) GHG emissions	p. 115; 165	
305-2: Energy indirect (Scope 2) GHG emissions	p. 115; 165	
305-3: Other indirect (Scope 3) GHG emissions	p. 114-118; 165-167	
Waste management and circular economy		
3-3: Management of material topics	p. 119-121; 142; 143; 146-151	
306-1: Waste generation and significant waste-related impacts	p. 119-121	
306-2: Management of significant waste-related impacts	p. 119-121	
306-3: Waste generated	p. 119; 167	

Information	Reference	Notes/Omissions
People's welfare and engagement		
3-3: Management of material topics	p. 74; 75; 142; 143; 146-151	
401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees	p. 74; 75	
Employees' health and safety		
3-3: Management of material topics	p. 90; 91; 142; 143; 146-151	
403-1: Occupational health and safety management system	p. 90; 91	
403-2: Hazard identification, risk assessment, and incident investigation	p. 90; 91	
403-3: Occupational health services		Given the limited significance of the risks employees are exposed to in terms of health and safety, Amplifon has deemed that this disclosure is not applicable. These aspects are managed in conformity with with the legislative systems of the countries where the Group operates.
403-4: Worker participation, consultation, and communication on occupational health and safety		Given the limited significance of the risks employees are exposed to in terms of health and safety, Amplifon has deemed that this disclosure is not applicable. These aspects are managed in conformity with with the legislative systems of the countries where the Group operates
403-5: Worker training on occupational health and safety	p. 90; 91	
403-6: Promotion of worker health	p. 75; 90; 91	
403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		Given the limited significance of the health and safety impacts directly linked by business relations, Amplifon has deemed that this disclosure is not applicable. These aspects are managed in conformity with with the legislative systems of the countries where the Group operates
403-9: Work-related injuries	p. 162	There is no information available on employees not on payroll
403-10: Work-related ill health	p. 162	There is no information available on employees not on payroll
Attraction and development of key resources		
3-3: Management of material topics	p. 78-85; 142; 143; 146-151	
404-1: Average hours of training per year per employee	p. 163	2021 training data do not include employees from Otohub s.r.l (Italy), Audibel s.r.l. (Italy), and Bay Audio Pty Ltd (Australia), as well as Amplifon Middle East SAE (Egypt), Medtechnica Ortophone Ltd (Israel), Attune Hearing Pty Ltd (Australia) and the companies in China, as the process of data integration was still ongoing
404-2: Programs for upgrading employee skills and transition assistance programs	p. 82-85	
404-3: Percentage of employees receiving regular performance and career development reviews	p. 86; 87; 163	
Diversity, equity and inclusion		
3-3: Management of material topics	p. 70-73; 142; 143; 146-151	
405-1: Diversity of governance bodies and employees	p. 28; 29; 68; 69; 152; 153; 158-161	
405-2: Ratio of basic salary and remuneration of women to men	p. 73	The indicator was calculated taking into consideration 75% of employees, excluding part-time employees, staff, internships and apprenticeships, staff on fixed-term contracts, and part of the workforce operating in minor Countries. The values represented do not consider the additional amounts paid to employees as cash bonuses or share incentive schemes, benefits, overtime or any compensation in addition to the basic wage.

Information	Reference	Notes/Omissions
Regulatory framework		
3-3: Management of material topics	p. 134-137; 142; 143; 146-151	In the three-year period 2020-2022, Amplifon did not make contributions to individual lawmakers, parties or committees.
415-1: Political contributions		Also note that, in the same Period, Amplifon (USA) entered into a contract with advocacy firms in the United States to support the principles of safety, effectiveness and availability in policies regulating the hearing care sector in the country, and that these activities have been fully disclosed in compliance with the Lobbying Disclosure Act of the United States. Specifically, in 2022 Amplifon (USA) spent around €262,000 on these activities.
Quality, reliability and safety of products and services		
3-3: Management of material topics	p. 58; 59; 142; 143; 146-151	In the three-year period 2020-2022 no incidents of product recall or of non compliance with the existing regulations or voluntary codes adopted on the safety of products and services offered were recorded. There were also no cases of customer complaints related to malfunctions of the Amplifon App which might put the user's health at risk.
416-2: Incidents of non-compliance concerning the health and safety impacts of products and services		
Responsible marketing and sales practices		
3-3: Management of material topics	p. 129; 142; 143; 146-151	In the three-year period 2020-2022 no significant reports concerning product and services information and labelling were received.
417-2: Incidents of non-compliance concerning product and service information and labeling		
417-3: Incidents of non-compliance concerning marketing communications		In the three-year period 2020-2022 no significant reports concerning sales and marketing communication were received.
Cybersecurity and data privacy		
3-3: Management of Management of material topics	p. 60-63; 142; 143; 146-151.	In the three-year period 2020-2022, the systems implemented for data protection and cybersecurity ensured an adequate level of protection for the data. In 2022 there were no serious cases violation of customer's privacy by control bodies and outside organization.
418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data		
Material topics not directly related to GRI disclosures		
Availability and accessibility to hearing care		
GRI 3-3: Management of material topics	p. 56; 57; 142; 143; 146-151	
Awareness raising and education on hearing well-being		
GRI 3-3: Management of material topics	p. 96; 97; 142; 143; 146-151	
Innovation, digitalization and personalization of the customer experience		
GRI 3-3: Management of material topics	p. 48-53; 142; 143; 146-151	
Responsible management of the supply chain		
GRI 3-3: Management of material topics	p. 122-125; 142; 143; 146-151	
Supporting the local communities		
GRI 3-3: Management of material topics	p. 94; 95; 98-107; 142; 143; 146-151	
Sustainability strategic approach and governance		
GRI 3-3: Management of material topics	p. 36-41; 142; 143; 146-151	

CONTENT INDEX OF THE TCFD RECOMMENDATIONS

The mitigation of and adaptation to climate change and the transition towards a low carbon emissions economy are currently issues at the top of the global agenda. In this context, as leaders of the hearing care sector, we are committed to promote the management of our business activities in an increasingly sustainable manner in order to reduce the environmental impacts along the entire value chain.

In the light of the growing importance of issues relating to the fight against climate change, in 2022 and along with the Enterprise Risk Management process, we deepened the reporting exercise in accordance with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to guarantee a full, transparent disclosure of climate-related risks and opportunities.

In this regard, we integrated and extended the evaluation of the main ESG risks in the existing ERM system, at the same time guaranteeing a preliminary alignment with the recommendations of the TCFD climate-related risks and opportunities. The integration exercise, which will be gradually deepened and developed in coming years, focused not only on risks and opportunities related to climate change with relevance for the Group in the short-term (i.e., three-year plan, time frame currently covered by the ERM process), but also on potential risks that in the medium/long-term could generate significant impacts, and therefore require careful and continuous monitoring. Based on the results of the evaluations of the main ESG risks carried out in 2022, and taking into consideration the Group's business model and activities, no material exposure to climate-related risks was identified. They will, however, continue to be monitored and evaluated annually in accordance with the Group's risk assessment process.

The table below summarizes the main areas and recommendations of the TCFD as well as the reference to the sections of this Report in which the required contents in terms of reporting are explained.





TCFD Recommendations		Reference
Subject area: Governance		
TCFD-GOV-a	Describe how the board oversees risks and opportunities associated with climate change.	<ul style="list-style-type: none"> • Our stakeholders and our priorities • Sustainability governance • Internal control and risk management system
TCFD-GOV-b	Describe the role of management in determining and managing risks and opportunities associated with climate change.	
Subject area: Strategy		
TCFD-STR-a	Describe the risks and opportunities associated with climate change identified by the organization over the short, medium and long-term.	• Main risks related to sustainability topics
TCFD-STR-b	Describe the impact of risks and opportunities associated with climate change on the business, strategy and financial planning of the Group.	N.A. ⁷³
TCFD-STR-c	Describe the resilience of the Group's strategy, considering different climate scenarios, including scenarios of +2°C or below.	N.A. ⁷³
Subject area: Risk management		
TCFD-RMA-a	Describe the business processes to identify and assess climate risks.	<ul style="list-style-type: none"> • Internal control and risk management system • Assessment of the main ESG risks
TCFD-RMA-b	Describe the business processes to manage climate risks.	• Main risks related to sustainability topics
TCFD-RMA-c	Describe how the processes used to identify, assess and manage climate risks integrate into risk management activities.	<ul style="list-style-type: none"> • Internal control and risk management system • Assessment of the main ESG risks
Subject area: Metrics and targets		
TCFD-MET-a	Communicate the metrics used by the company to assess the risks and opportunities associated with climate change, in line with its strategy and risk management process.	<ul style="list-style-type: none"> • Caring for the environment • Performance indicators • Note on methodology
TCFD-MET-b	Communicate Scope 1, Scope 2 and, if necessary, Scope 3 greenhouse gas (GHG) emissions and related risks.	
TCFD-MET-c	Describe the goals set by the company to manage the risks and opportunities associated with climate change, including the results achieved against these goals.	N.A. ⁷⁴

73 - Climate risks have been identified and qualitatively assessed within the annual ERM process, developed with a short-term time horizon, in view of the future quantification of the impact of these risks and of the business resilience over the medium/long-term.

74 - The completion of the first inventory of the Group's Scope 3 emissions and carbon footprint, represents a solid quantitative basis for the future development of a climate strategy aimed at identifying and implementing actions to best minimize our main emissions.

CONTENT INDEX OF THE TEN PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT

As a member of the UN Global Compact, Amplifon reports, in this Sustainability Report, the main activities and progress made for the implementation and compliance with the Ten Principles of the UNGC. Therefore, with a view to transparency and sharing with all stakeholders, the table below illustrates, for each Principle, in which part of the document the main activities and management methods, as well as the GRI Standards reported are described.

Area	Principle	Reference	GRI Standards
Human Rights			
 HUMAN RIGHTS	1. Business should support and respect the protection of human rights proclaimed at an international level	<ul style="list-style-type: none"> • Well-being and internal engagement • Business ethics and fighting corruption • Procurement and Supply Chain management • Note on methodology 	<ul style="list-style-type: none"> • GRI 2-23: Policy commitment • GRI 2-22: Sustainable Development Strategy Statement
	2. Businesses should ensure that they are not complicit in violations of human rights		
Employment			
 LABOUR	3. Businesses should support freedom of association and the effective recognition of the right of collective bargaining		
	4. Business should support the elimination of all forms of forced, compulsory labor	<ul style="list-style-type: none"> • Diversity, inclusion and equal opportunities • Well-being and internal engagement • Business ethics and fighting corruption • Procurement and Supply Chain management 	<ul style="list-style-type: none"> • GRI 2-23: Policy commitment • GRI 2-30: Collective agreements • GRI 401 Employment (2016) • GRI 405 Diversity and equal opportunity (2016)
	5. Businesses should support the effective abolition of child labor		
	6. Businesses should support the elimination of discrimination in employment		
Environment			
 ENVIRONMENT	7. Businesses should support a precautionary approach to environmental challenges		
	8. Businesses should undertake initiatives to promote greater environmental responsibility	<ul style="list-style-type: none"> • Assessment of the main ESG risks • Caring for the environment • Main risks related to sustainability topics • Note on methodology • Content Index of the TCFD recommendations 	<ul style="list-style-type: none"> • GRI 2-23: Policy commitment • GRI 302 Energy (2016) • GRI 305 Emissions (2016) • GRI 306 Waste (2020) • GRI 307 Environmental compliance (2016)
	9. Businesses should encourage the development and dissemination of technologies that respect the environment		
Anti-corruption			
 ANTI-CORRUPTION	10. Businesses should fight against corruption in all forms, including extortion and bribery	<ul style="list-style-type: none"> • Business ethics and fighting corruption 	<ul style="list-style-type: none"> • GRI 2-23: Policy commitment • GRI 205 Anti-corruption (2016)

EXTERNAL AUDITOR'S REPORT



KPMG S.p.A.
Revisione e organizzazione contabile
Via Vittor Pisani, 25
20124 MILANO MI
Telefono +39 02 6763.1
Email it-fmauditaly@kpmg.it
PEC kpmgspa@pec.kpmg.it

(This independent auditors' report has been translated into English solely for the convenience of international readers. Accordingly, only the original Italian version is authoritative.)

Independent auditors' report on the consolidated non-financial statement pursuant to article 3.10 of Legislative decree no. 254 of 30 December 2016 and article 5 of the Consob Regulation adopted with Resolution no. 20267 of 18 January 2018

*To the board of directors of
Amplifon S.p.A.*

Pursuant to article 3 of Legislative decree no. 254 of 30 December 2016 (the "decree") and article 5 of the Consob (the Italian Commission for listed companies and the stock exchange) Regulation adopted with Resolution no. 20267 of 18 January 2018, we have been engaged to perform a limited assurance engagement on the 2022 consolidated non-financial statement of the Amplifon Group (the "group") prepared in accordance with article 4 of the decree and approved by the board of directors on 1 March 2023 (the "NFS").

Our procedures did not cover the information set out in the "Note on methodology - EU taxonomy" section of the NFS required by article 8 of Regulation (EU) 852 of 18 June 2020.

Responsibilities of the directors and board of statutory auditors ("Collegio Sindacale") of Amplifon S.p.A. (the "parent") for the NFS

The directors are responsible for the preparation of an NFS in accordance with articles 3 and 4 of the decree and the "Global Reporting Initiative Sustainability Reporting Standards" issued by GRI - Global Reporting Initiative (the "GRI Standards"), which they have identified as the reporting standards.

The directors are also responsible, within the terms established by the Italian law, for such internal control as they determine is necessary to enable the preparation of an NFS that is free from material misstatement, whether due to fraud or error.

Moreover, the directors are responsible for the identification of the content of the NFS, considering the aspects indicated in article 3.1 of the decree and the group's business and characteristics, to the extent necessary to enable an understanding of the group's business, performance, results and the impacts it generates.

The directors' responsibility also includes the design of an internal model for the management and organisation of the group's activities, as well as, with reference to the aspects identified and disclosed in the NFS, the group's policies and the identification and management of the risks generated or borne.

KPMG S.p.A. è una società per azioni di diritto italiano e fa parte del network KPMG di entità indipendenti affiliate a KPMG International Limited, società di diritto inglese.

Ancona Bari Bergamo
Bologna Bolzano Brescia
Catania Como Firenze Genova
Lecce Milano Napoli Novara
Padova Palermo Parma Perugia
Pescara Roma Torino Treviso
Trieste Varese Verona

Società per azioni
Capitale sociale
Euro 10.415.500,00 i.v.
Registro Imprese Milano Monza Brianza Lodi
e Codice Fiscale N. 00709600159
R.E.A. Milano N. 512867
Partita IVA 00709600159
VAT number IT00709600159
Sede legale: Via Vittor Pisani, 25
20124 Milano MI ITALIA



Amplifon Group
Independent auditors' report
31 December 2022

The *Collegio Sindacale* is responsible for overseeing, within the terms established by the Italian law, compliance with the decree's provisions.

Auditors' independence and quality control

We are independent in compliance with the independence and all other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards, the IESBA Code) issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. Our company applies International Standard on Quality Control 1 (ISQC Italia 1) and, accordingly, maintains a system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Auditors' responsibility

Our responsibility is to express a conclusion, based on the procedures performed, about the compliance of the NFS with the requirements of the decree and the GRI Standards. We carried out our work in accordance with the criteria established by "International Standard on Assurance Engagements 3000 (revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000 revised"), issued by the International Auditing and Assurance Standards Board applicable to limited assurance engagements. This standard requires that we plan and perform the engagement to obtain limited assurance about whether the NFS is free from material misstatement. A limited assurance engagement is less in scope than a reasonable assurance engagement carried out in accordance with ISAE 3000 revised, and consequently does not enable us to obtain assurance that we would become aware of all significant matters and events that might be identified in a reasonable assurance engagement.

The procedures we performed on the NFS are based on our professional judgement and include inquiries, primarily of the parent's personnel responsible for the preparation of the information presented in the NFS, documental analyses, recalculations and other evidence gathering procedures, as appropriate.

Specifically, we performed the following procedures:

1. Analysing the material aspects based on the group's business and characteristics disclosed in the NFS, in order to assess the reasonableness of the identification process adopted on the basis of the provisions of article 3 of the decree and taking into account the reporting standards applied.
2. Analysing and assessing the identification criteria for the reporting scope, in order to check their compliance with the decree.
3. Comparing the financial disclosures presented in the NFS with those included in the group's consolidated financial statements.
4. Gaining an understanding of the following:
 - the group's business management and organisational model, with reference to the management of the aspects set out in article 3 of the decree;
 - the entity's policies in connection with the aspects set out in article 3 of the decree, the achieved results and the related key performance indicators;
 - the main risks generated or borne in connection with the aspects set out in article 3 of the decree.



Amplifon Group
Independent auditors' report
 31 December 2022

Moreover, we checked the above against the disclosures presented in the NFS and carried out the procedures described in point 5.a).

5. Understanding the processes underlying the generation, recording and management of the significant qualitative and quantitative information disclosed in the NFS.

Specifically, we held interviews and discussions with the parent's management personnel. We also performed selected procedures on documentation to gather information on the processes and procedures used to gather, combine, process and transmit non-financial data and information to the office that prepares the NFS.

Furthermore, with respect to significant information, considering the group's business and characteristics:

- at group level,
 - a) we held interviews and obtained supporting documentation to check the qualitative information presented in the NFS and, specifically, the business model, the policies applied and main risks for consistency with available evidence,
 - b) we carried out analytical and limited procedures to check, on a sample basis, the correct aggregation of data in the quantitative information;
- we visited Amplifon S.p.A., Amplifon Italia S.p.A., Amplifon Iberica SA (Spain) and Amplifon Nederland BV (the Netherlands), which we have selected on the basis of their business, contribution to the key performance indicators at consolidated level and location, to meet their management and obtain documentary evidence supporting the correct application of the procedures and methods used to calculate the indicators.

Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that the 2022 consolidated non-financial statement of the Amplifon Group has not been prepared, in all material respects, in accordance with the requirements of articles 3 and 4 of the decree and the GRI Standards.

Our conclusion does not extend to the information set out in the "Note on methodology – European taxonomy" section of the NFS required by article 8 of Regulation (EU) 852 of 18 June 2020.

Milan, 14 March 2023

KPMG S.p.A.

(signed on the original)

Claudio Mariani
 Director

Publication date: March, 16th, 2023

Editorial Project Coordination
AMPLIFON

Art Direction, Graphic Design
COMMON

Printed on FSC certified paper



corporate.amplifon.com/en/sustainability
careers.amplifon.com/en



Amplifon



Amplifon Group



LifeAtAmplifon



Amplifon

