sustainability report

year 2023
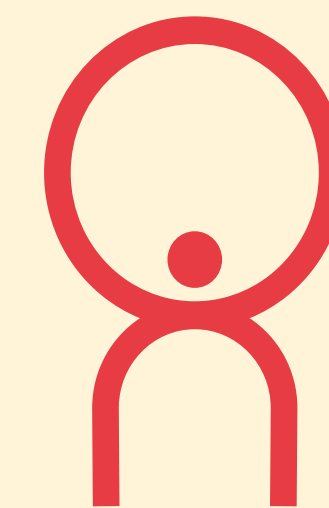
human
COMPANY

index

Letter to Stakeholders

In Dear Stakeholders,
In an era of unprecedented changes, in which sustainability is no longer an option but a duty, the Human Company Group is proud to share a significant milestone: the release of our first Sustainability Report.

This document is more than just a collection of data and objectives: it is the story of our evolution and our commitment to a greener and fairer future. Human Company stands out as a model of conscientious hospitality, where every action represents a step towards harmony with nature and the local culture. We are guided by a simple yet impactful mission: to make every stay an opportunity to discover and connect with nature and local communities, always prioritising the well-being of our planet.

Dialogue and synergy with local communities are the beating heart of our operations.
At Human Company, we believe that integrating into local ecosystems and supporting socioeconomic development are the keys to a hospitality approach that leaves a positive impact, well beyond our physical presence.

Our corporate culture is a rich fabric of stories, faces, and talents, in which every member of the team is recognised, listened to and valued. As one of our fundamental pillars, we believe that physical and mental well-being is just as important as professional success. In line with this philosophy, we have built our governance framework around sustainability, with a dedicated office to map out our path towards a more sustainable future and to guide our transition towards more environmentally responsible practices.

Communicating with you, our stakeholders, is also essential, whether by way of informative newsletters or discussions. Our goal is for every employee to be an ambassador for
change, capable of inspiring and being inspired. Our report is therefore a promise: to create a regenerative approach to tourism that celebrates beauty, culture and a return to the essence of nature.
This philosophy guides all our daily actions and encapsulates our commitment to leave a positive and lasting mark on the world.

Letter to Stakeholders

As a result, we have formally committed to respecting the sustainability objectives that span the entire spectrum of our operations. We are tackling the issue of climate change with actions to reduce our environmental impact, and we are striving to protect biodiversity through habitat conservation and protection practices. We prioritise accommodation solutions with a low ecological impact and we promote a responsible lifestyle through educational initiatives.

The well-being and inclusion of our employees are key priorities, as we are acutely aware of their vital role within the company. Waste and water resources are carefully managed in order to reduce our impact and preserve these precious resources. Finally, our governance approach is guided by ethical and responsible principles, with the aim of maintaining transparency and integrity in all our actions.

We would like to express our deepest thanks for your sincere and and ongoing support. Your commitment and your trust in the Human Company Group are the driving forces that push us to overcome challenges and pursue our vision of sustainability with even greater determination. Thanks to you, we can look to the future with optimism and continue to strive to make a positive impact on the world.

We invite you to delve into our Sustainability Report to find out more about our initiatives and to join us on this exciting journey. Insieme, possiamo navigare verso un domani in cui sostenibilità e progresso si fondono in un unico, wide horizon of possibilities, guided by mutual respect and trust in our common future.

Domenico Montano
General Manager Human Company

2023 Highlights
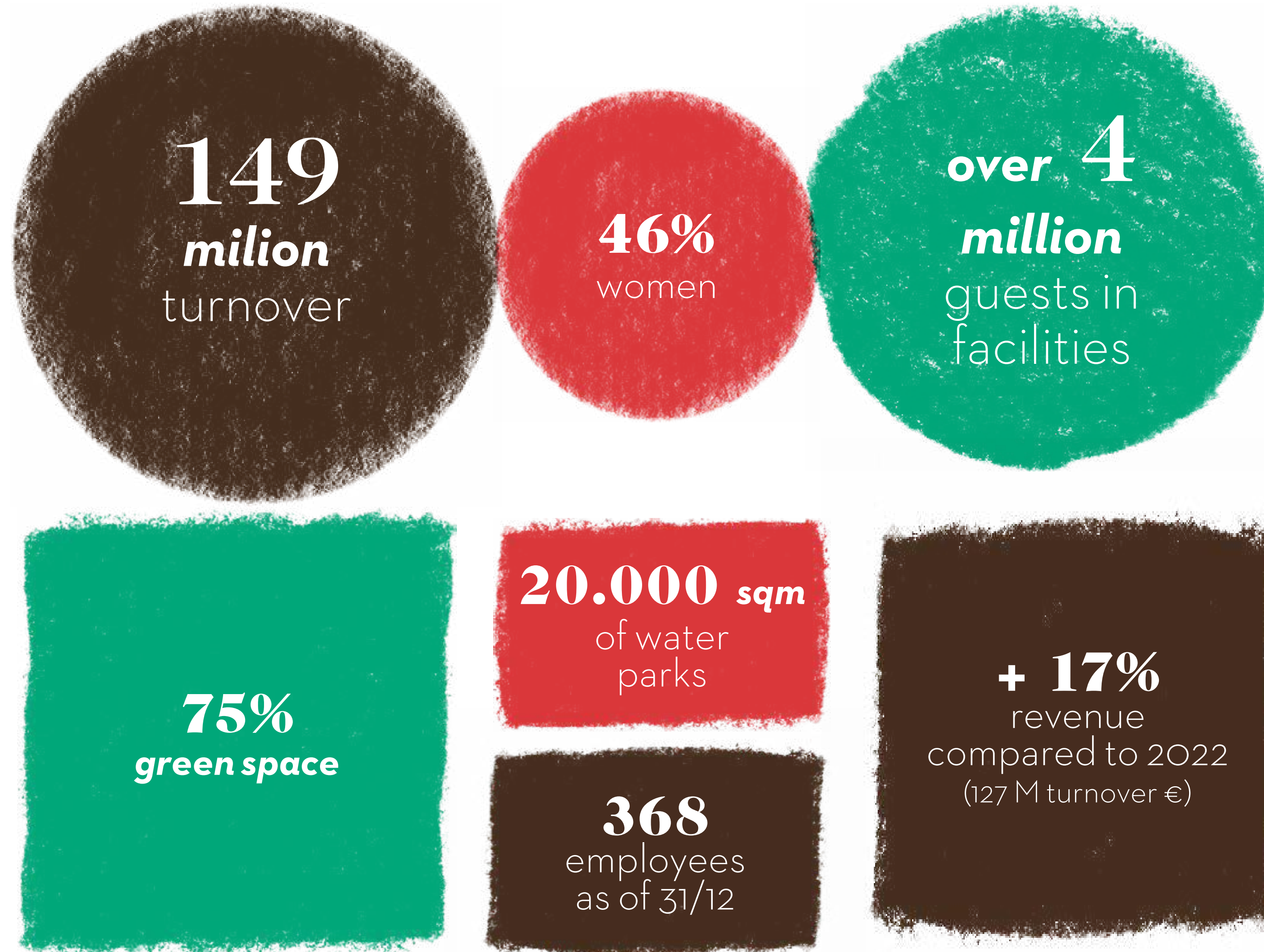
149
milion
turnover

46%
women

over **4**
million
guests in
facilities

75%
green space

20.000 *sqm*
of water
parks

368
employees
as of 31/12

+ 17%
revenue
compared to 2022
(127 M turnover €)

1

Serving our guests for over 40 years

Group History

1.1

Human Company is an Italian group and a key player in the leisure and hospitality sector, and a leader in the open-air tourism sector in Italy.Founded by the Cardini-Vannucchi family, the Group began its journey into the tourism sector in 1982 by acquiring its first campsite, Il Girasole, in Figline Valdarno. This site, which was transformed from a simple campsite into a modern village covering over 31 hectares of land, was the key to the Group's success. This model was then replicated in the subsequent sites acquired over the years. Over four decades of experience, punctuated by bold investments and acquisitions, the Group has established itself as an outdoor tourism leader in Italy, and today boasts a wide range of tourist solutions.

Human Company currently manages ten open-air sites, including villages and city campsites, located in Tuscany, Veneto, Lazio and Luxembourg, as well as a hostel in Florence, and the "Palagina" estate at the gates of Chianti.

In 2017, the Group embarked on a campaign to overhaul its corporate identity and brand, aiming to place a greater emphasis on its sustainable tourism model, based on the harmony between humanity and nature. These values are reflected in the Group's tourist offering, which includes a wide range of destinations and types of holidays, in order to offer unique and personalised experiences in the name of well-being. In recent years, the Group has expanded into the catering sector, participating in the development of the innovative "Central Market" format.

Launched in 2014 in Florence, with subsequent openings in Rome, Turin and Milan, the format celebrates Italian food and wine excellence, putting culinary artisans at the forefront. The idea behind the project was conceived by Umberto Montano, a restaurant entrepreneur who has specialised in quality food for over forty years. Together with the Cardini and Vannucchi family, he has created a new language in the food sector that makes simplicity its strength.

Three pillars: nature, people and local communities

Since its inception, Human Company has promoted a responsible tourism model focused on protecting the environment and people's well-being.
The Group's vision of hospitality always prioritizes the health of the planet and the communities that inhabit it.

Over the years, this commitment has translated into concrete and measurable actions, as reflected in the adoption of increasingly incisive and targeted strategies and action plans. In this journey towards a more responsible business model, we have identified three fundamental areas of action: the environment, people and communities. As regards the first point, the Group is committed to a business approach that respects and conserves environmental resources, allowing guests to enjoy tourist experiences in facilities designed in harmony with nature for a reduced environmental impact.

In this regard, the company is progressively improving the environmental performance of its accommodation, from more sustainable and more insulating building materials to innovative energy efficiency and saving systems based on smart technology.

With regard to the second area, Human Company recognises the importance of putting people first: this principle translates into protecting and training its own employees, including a significant number of seasonal workers, and into prioritising guest health and well-being.

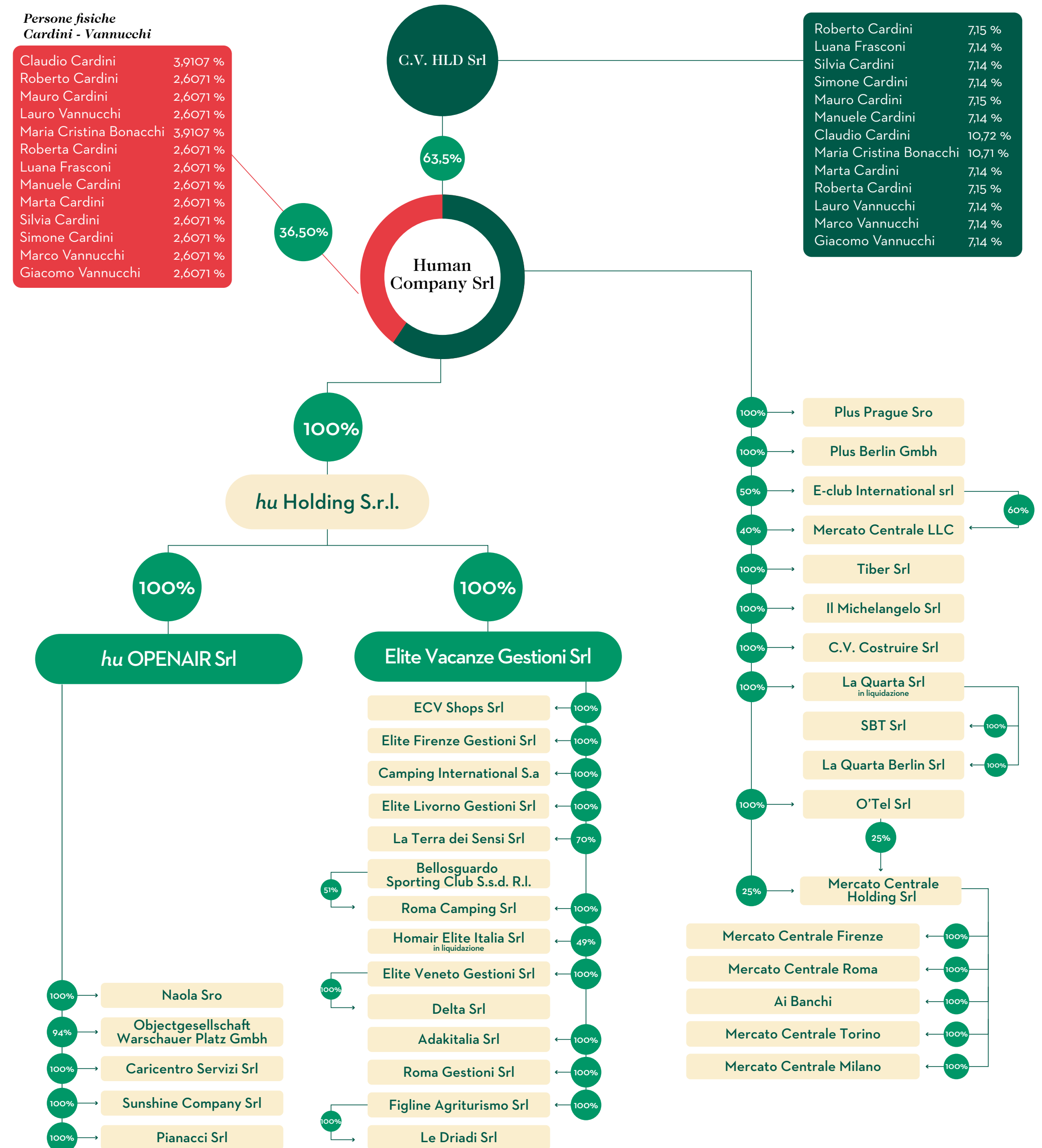Finally, in relation to the third area of action, the Group is committed to protecting and supporting local communities. **Safeguarding local communities,** preserving the resources of the territories that are home to the Group's sites, and making positive contributions to the local socioeconomic fabric.

Corporate organisation

Human Company Srl is 63.5% owned by the company C.V HLD Srl and 36.5% by natural persons from the Cardini and Vannucchi families.

In 2024, the subsidiary hu Holding Srl was founded, which in turn controls the companies associated with the open-air sites and the Plus hostels, which were all already in existence in 2023.

Human Company Srl also controls 100% of other companies and holds a 50% stake in Mercato Centrale Holding Srl (directly and indirectly), parent company of the homonymous group.

Persone fisiche
Cardini - Vannucchi

Claudio Cardini	3,9107 %
Roberto Cardini	2,6071 %
Mauro Cardini	2,6071 %
Lauro Vannucchi	2,6071 %
Maria Cristina Bonacchi	3,9107 %
Roberta Cardini	2,6071 %
Luana Frasconi	2,6071 %
Manuele Cardini	2,6071 %
Marta Cardini	2,6071 %
Silvia Cardini	2,6071 %
Simone Cardini	2,6071 %
Marco Vannucchi	2,6071 %
Giacomo Vannucchi	2,6071 %

Roberto Cardini	7,15 %
Luana Frasconi	7,14 %
Silvia Cardini	7,14 %
Simone Cardini	7,14 %
Mauro Cardini	7,15 %
Manuele Cardini	7,14 %
Claudio Cardini	10,72 %
Maria Cristina Bonacchi	10,71 %
Marta Cardini	7,14 %
Roberta Cardini	7,15 %
Lauro Vannucchi	7,14 %
Marco Vannucchi	7,14 %
Giacomo Vannucchi	7,14 %

C.V. HLD Srl

63,5%

36,50%

Human Company Srl

100%

hu Holding S.r.l.

100% — hu OPENAIR Srl

100% — Elite Vacanze Gestioni Srl

hu OPENAIR Srl:
- 100% Naola Sro
- 94% Objectgesellschaft Warschauer Platz Gmbh
- 100% Caricentro Servizi Srl
- 100% Sunshine Company Srl
- 100% Pianacci Srl

Elite Vacanze Gestioni Srl:
- ECV Shops Srl — 100%
- Elite Firenze Gestioni Srl — 100%
- Camping International S.a — 100%
- Elite Livorno Gestioni Srl — 100%
- La Terra dei Sensi Srl — 70%
- Bellosguardo Sporting Club S.s.d. R.l. — 51%
- Roma Camping Srl — 100%
- Homair Elite Italia Srl in liquidazione — 49%
- Elite Veneto Gestioni Srl — 100%
- Delta Srl
- Adakitalia Srl — 100%
- Roma Gestioni Srl — 100%
- Figline Agriturismo Srl — 100%
- Le Driadi Srl

Human Company Srl (right branch):
- 100% Plus Prague Sro
- 100% Plus Berlin Gmbh
- 50% E-club International srl — 60% — Mercato Centrale LLC
- 40% Mercato Centrale LLC
- 100% Tiber Srl
- 100% Il Michelangelo Srl
- 100% C.V. Costruire Srl
- 100% La Quarta Srl in liquidazione
  - 100% SBT Srl
  - 100% La Quarta Berlin Srl
- 100% O'Tel Srl
- 25% Mercato Centrale Holding Srl
- 25% Mercato Centrale Holding Srl

Mercato Centrale Holding Srl:
- Mercato Centrale Firenze — 100%
- Mercato Centrale Roma — 100%
- Ai Banchi — 100%
- Mercato Centrale Torino — 100%
- Mercato Centrale Milano — 100%

AGGIORNATO AL 12/07/2024

hu OPENAIR

PLUS

IIII
PALAGINA
RURALE DI NATURA

il mercato
CENTRALE

The Group brands

hu **open air** – From immersion in nature and exploring the land to stays in the most fascinating artistic cities: the hu openair brand offers a wide range of destinations and sites, all designed to offer personalised and authentic experiences in the name of well-being. This is the brand's concept of open-air hospitality, applied to 10 holiday destinations, including Villages and Camping in Town sites. The "hu" in hu openair is pronounced like "you", underlining that the brand puts people at the centre of its philosophy. It offers personalised holidays, designed for the whole family, and the opportunity to discover new places and enjoy genuine experiences and exclusive facilities, ranging from water parks to recreational activities.

PLUS – The essence of a hostel combined with the services and comfort of a hotel: presenting PLUS Hostels&Hotels. Authentic and tailor-made experiences, with the chance to visit the beating heart of the city and enjoy its cultural and historical heritage, immersing yourself completely in the local surroundings.

Palagina – A historic and rural residence, with views of the Chianti hills, in the centre of Tuscany. Palagina is a hotel with farmhouse accommodation, as well as an educational farm and much more. With origins that date back to an ancient eighteenth-century monastery, the history of the residence has always been interwoven with the local fabric. Today, Palagina has deep roots in the area, offering activities and events for adults and children in an unmatched setting. Surrounded by hills, rows of vines and thousand-year-old olive trees, this destination immerses guests in the colours, serenity and sounds of the natural environment.

Il Mercato Centrale – Central Market has established itself as a successful model for the promotion of excellence in the artisanal food and wine sector. The concept was dreamt up by Umberto Montano, an entrepreneur who has worked in the high-level catering sector for more than forty years, who brought this project to life alongside the Cardini-Vannucchi family. Together, they created an innovative language, focusing on simplicity as a core strength. The Central Market is more than just a place to eat and shop: it is a real venue for social gathering where gastronomy and culture intertwine. An environment dedicated to sharing, discovery and flavours, it is truly part and parcel of the surrounding urban area.

Our sites throughout the world

Human Company is structured into different brands that manage sites located in different regions in Italy and abroad. The sites include 10 outdoor complexes, including villages and campsites, two hostels and a country estate.

The seven villages are sites in lush green surroundings, some of which are entirely pedestrianised and particularly suitable for families with children. These villages, characterised by a wide range of internal services, are open seasonally, offering a relaxing and safe experience immersed in nature.

The 3 campsites, on the other hand, are represented by the Camping in Town facilities in Florence, Rome and Venice. These urban villages/campsites offer an alternative to hotel accommodation, as well as suitable services and an environment designed to encourage socialisation. Strategically placed at the gates of major artistic cities in locations immersed in greenery, Camping in Town sites offer a unique experience, combining the discovery of artistic and cultural wonders with the pleasure of outdoor living.

The services on offer are also accessible to local residents, creating a meeting point between tourists and communities. These sites are operational all year round, ensuring continuous service that adapts to every need.

Furthermore, the Group collaborates in the management of the Central Market sites present in various Italian cities. Below are the different sites managed by each brand with their respective geographical locations:

- *hu* **villages:**
- *hu* **Altomincio village** – Valeggio sul Mincio | Garda Lake
- *hu* **Park Albatros village** – San Vincenzo | Tuscan Coast
- *hu* **Montescudaio village** – Montescudaio | Tuscan Coast
- **Fabulous village** – Roma | Rome
- *hu* **I Pini village** – Campagna Romana | Rome
- *hu* **Norcenni Girasole village** – Chianti | Chianti
- *hu* **Birkelt village** – Larochette | Lussemburgo

- *hu* **camping in town:**
- *hu* **Firenze camping in town** – Florence
- *hu* **Roma camping in town** – Rome
- *hu* **Venezia camping in town** – Venice

- **Plus Hostels & Hotel:**
- **Plus Florence** – Florence
- **Plus Prague** – Prague

- **Palagina** – Figline e Incisa Valdarno | Tuscany

- **Mercato Centrale (Central Market):**
- **Mercato Centrale Firenze** – Indoor market of San Lorenzo | Florence
- **Mercato Centrale Roma** – Termini Train Station | Rome
- **Mercato Centrale Torino** – Centro Palatino (Porta Palazzo in piazza della Repubblica) | Turin
- **Mercato Centrale Milano** – Milano Centrale Train Station | Milan
- **Ai Banchi del Mercato Centrale** - Shopping Centre "I Gigli" | Campi Bisenzio

Praga

Lussemburgo

Milano

Torino

Venezia
Garda

PLUS Hostels & Hotels

Il Mercato Centrale

hu openair

Firenze
Chianti

Montescudaio
San Vincenzo

Roma
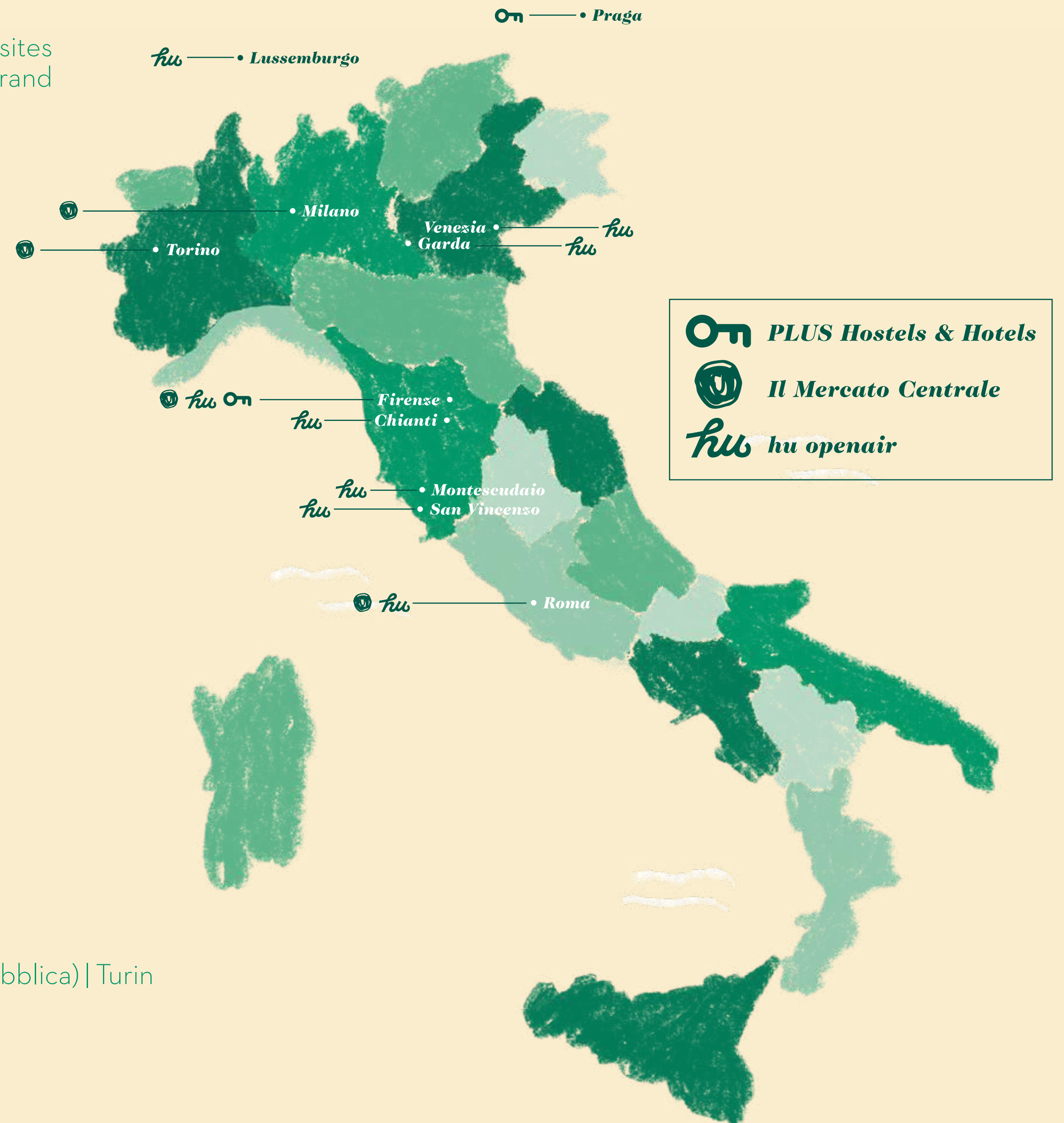
A responsible governance model

1.2

In its commercial activities, the Group is inspired by the values of fairness, legality, and transparency, which are promoted throughout the organisational structure.
Human Company has adopted a corporate governance system capable of ensuring business conduct in line with best practices in the sector and the following objectives: protection of the public interest, defense and promotion of workers' rights and human rights, sound corporate and financial management, effective risk management, prevention of illegal acts, and transparent interactions with stakeholders and other market players.

In 2023, there were no significant cases of non-compliance with laws and regulations.

Corporate governance bodies and functions

The governance system is composed of various bodies and functions, all aimed at upholding sound business practices.

The Board of Directors

The Board of Directors, Human Company's **administrative body**, holds the highest powers to manage the company's **ordinary and extraordinary operations**, as well as the legal representation of the company within the limits defined by the articles of association.

The Board has approved the **Industrial Plan**, which includes corporate growth strategies and incorporates the **Sustainability Plan**, recently formulated and approved by said Board. Management is responsible for implementing the Industrial Plan and providing regular updates to the Board of Directors.

Additionally, the Board cultivates relationships with various **stakeholders** through the corporate functions of the various departments, from which it receives constant updates.

The Board of Directors (BoD) is appointed by way of a meeting resolution that defines the number of members, the composition, and the remuneration of the body. With regard to remuneration, the shareholders' meeting establishes a **fixed remuneration** for the directors.

During the 2023 financial year, the Board of Directors consisted of the Chair, the Chief Executive Officer, and five directors. Among the latter was an independent external member, Dr. Luca Valotta.

In terms of gender distribution, in 2023 the Board consisted of one woman and six men, representing 14% women and 86% men. Regarding age distribution, 57% of the members were in the 30–50 age group, while 43% were

Name	Office	Gender	Age range
Cardini Claudio	Chairman	Male	>50
Belenghi Luca	Chief Executive Officer	Male	>50
Vannucchi Marco	Councillor	Male	30-50
Vannucchi Giacomo	Councillor	Male	30-50
Cardini Manuele	Councillor	Male	30-50
Valotta Luca	Councillor	Male	>50
Cardini Marta	Councillor	Female	30-50

over 50 years old.

On 5 July 2024, the meeting defined the new composition of the Board of Directors, appointing Giacomo Vannucchi as Chair of the Board of Directors and Marco Vannucchi, Manuele Cardini, Marta Cardini, and Silvia Cardini as Directors. The terms are due to end upon approval of the 2024 financial statements.

Chair of the Board of Directors

The Chair of the Board of Directors holds the powers of signature and legal representation of the company, as outlined in the articles of association. Their role includes overseeing the progress of company activities, maintaining cohesion within the Board of Directors, and ensuring that relevant information is adequately disseminated.

It is their duty to convene Board meetings and set the agenda, monitor and ensure effective management of the company from an administrative and accounting perspective, outline business strategies, and support the achievement of high-quality results.

During the 2023 financial year, the position of Chair of the Board of Directors of Human Company Srl was held by Claudio Cardini, elected in 2021, who remained in office until the approval of the financial statements as of 31 December 2023. On 5 July 2024, the meeting appointed Giacomo Vannucchi as Chair of the Board of Directors.

Chief Executive Officer

The Chief Executive Officer (CEO) is vested with broad executive and representative powers by the Board of Directors, which they exercise in accordance with the approved annual budget. They hold the authority to independently sign a wide range of documents, including the stipulation, amendment and termination of contracts. In carrying out their executive functions, the Chief Executive Officer, in collaboration with the General Manager, is responsible for the implementation of strategic decisions, the multi-year plan and the budget, as well as guiding and coordinating company managers to promote the optimisation of management processes. In synergy with the Chair and the General Manager, they are dedicated to strategic and financial monitoring for the group, developing strategies and action plans, and

recommending appointments for strategic consulting roles and executive and managerial positions. The Chief Executive Officer is also granted the legal representation of the company within the limits of the powers assigned to them.

In 2023, the position of Chief Executive Officer was held by Luca Belenghi, appointed in 2021, who remained in office until the approval of the financial statements as of 31 December 2023. In 2024, after the Board of Directors' term ended, a new Chief Executive Officer was not appointed.

Board of Auditors

The Board of Auditors in 2023 was composed of the Chair, two standing auditors, and two substitute auditors. All members in

office during 2023 were appointed in 2021, with their terms expiring upon approval of the financial statements as of 31/12/2023. In 2023, the Board of Auditors was composed of one woman and four men, representing 20% women and 80% men. In terms of age distribution, 100% of the members were over 50 years old.

On 28 June 2024, the Assembly established the new composition of the Board, appointing Professor Luca Bagnoli as Chair, Dr. Sandro Cantini as standing auditor, Dr. Giovanni Parigi as standing auditor, Dr. Silvia Chimenti as substitute auditor, and Dr. Federico Ariano as substitute auditor. The new Board will remain in office until the approval of the financial statements as of 31 December 2026.

Name	Office	Gender	Fascia età
Bagnoli Luca	Chair	Male	>50
Cantini Sandro	Standing auditor	Male	>50
Parigi Giovanni	Standing auditor	Male	>50
Ariano Federico	Substitute auditor	Male	>50
Migliorini Flavia	Substitute auditor	Female	>50

General Manager

During the 2023 financial year, the role of General Manager was held by Dr Domenico Montano, appointed in 2021. The General Manager is a key figure within a company, responsible for orchestrating and directing various business departments. They oversee day-to-day operations, ensuring that they are aligned with the strategies and objectives established by company management. They act as an interface between staff and top management, with broad decision-making autonomy. Additionally, they implement corporate strategies, working with the Board of Directors to translate objectives into concrete results. The General Manager also: Manages external relations with suppliers, customers, and unions, representing the company in various situations. Optimises business operations, promoting growth and the success of the organisation. The General Manager plays a crucial role in ensuring the smooth operation and growth of the company, managing both operational and strategic aspects.

External Auditor

In 2023, the role of External Auditor was held by Silvia Chimenti, who was appointed in 2021 and remained in office until the approval of the budget as of 31/12/2023.

On 28 June 2024, the meeting assigned the role of External Auditor to Flavia Migliarini, with a term due to end upon approval of the financial statements as of 31/12/2026.

Sustainability Governance

Human Company has assigned roles and responsibilities in relation to: Sustainability reporting, and the reporting of significant events and impacts. Non-financial reporting is entrusted to the corporate function that deals with sustainability (Sustainability Department). The document must be reviewed by the Board of Directors on an annual basis. On the occasion of the approval of the Sustainability Plan by the Board of Directors (which took place on 29 November 2023), the administrative body received a detailed presentation on the relevant topics and areas of commitment, and the planned initiatives to achieve the objectives set.

On said occasion, the Board also had the opportunity to examine the smart report for the Group's first financial year; this document marks the start of the non-financial reporting process.

With regard to relevant events and impacts related to sustainability issues, Dr Mattia Rosati, Chief Corporate Services Officer (and Director of the Sustainability Department), is responsible for producing ongoing documentation at least once a year upon approval of the sustainability report.

Corporate Integrity and Communication Channels
To ensure compliance with the values of fairness, legality and transparency, and to ensure adherence to current regulations, Human Company Srl has established an Organisation, Management and Control Model pursuant to Legislative Decree 231/2001 (Model 231), integrated with the company's Code of Ethics.
To ensure the timely and transparent exchange of information, both internally and with its stakeholders, the Group uses numerous communication channels.

Model 231
and the Code of Ethics

The governance structure of Human Company Srl includes an Organisation, Management and Control Model designed to ensure that company activities comply with Legislative Decree 231/01 on corporate liability.

In 2020, within the framework of this Model, the Human Company Srl Board of Directors developed a Code of Ethics, which establishes the ethical principles and rules of conduct that regulate the way in which employees work, and relations with external stakeholders across all controlled companies.

The Code of Ethics affirms the fundamental values of honesty, loyalty, legality, and transparency that guide the Group's activities at all hierarchical levels and throughout the supply chain. In line with these principles, the Group is committed to combating all forms of discrimination and promoting respect for diversity, ensuring transparent conduct and communication by providing channels for re-

porting irregularities, fostering a culture of workplace safety, and preventing and combating unethical and unlawful behaviors conducted either to the detriment or advantage of the company. The Model includes measures and sanction mechanisms for violations of the provisions outlined in the Code of Ethics when they are significant for preventing unlawful acts and crimes under Legislative Decree 231/01, such as fraud, scams, corruption, unfair competition, and conflicts of interest.

The provisions of the Code of Ethics also extend to relationships with all external stakeholders. Suppliers are selected based on an evaluation of their technical and professional skills, compliance with current regulations, and performance in ESG ratings—a score summarizing their performance and adherence to requirements in the three areas of sustainability: environmental, social, and governance. Additionally, suppliers are required to adhere to the ethical guidelines establi-

shed in the Code of Ethics.

In dealings with guests, the Group is committed to ensuring direct and transparent communication while safeguarding privacy and protecting personal data.

In relationships with local communities, Human Company is dedicated to maintaining transparent communication and accurately outlining its position and corporate interests. The company strives to ensure that the economic and social impacts of its activities align with the ethical principles expressed in its Code of Ethics.

To ensure compliance with current regulations and the implementation of ethical principles, the Group's companies rely on a Supervisory Body. This body plays an active role in monitoring potential violations and is responsible for collecting reports of irregularities.

In 2023, no significant instances of non-compliance with laws and regulations were reported.

Whistleblowing

In accordance with Legislative Decree no 24 of 2023, known as the Whistleblowing Decree, implementing EU Directive 2019/1937 of 23 October 2019, Human Company has defined a clear internal procedure for managing reports of irregularities, and has updated its dedicated system, strengthening the mechanisms to protect whistleblowers.

The Group offers an accessible, transparent and confidential reporting system, which allows anyone – including workers and stakeholders outside of the company – to contact the Ethics Committee to report potential violations of the provisions laid out in Legislative Decree 231/2001, the Code of Ethics or European Union law.

There are two channels available for internal reporting – written and oral – which are both accessible via the dedicated section on the company's website. In addition to online options, whistleblowers have the option to request a face-to-face meeting with the Ethics Committee.

Management of critical issues

The results of the internal audits carried out by the various departments and the Supervisory Body are presented to the Board of Directors annually. Any critical issues that emerge suddenly should be reported to the Board of Directors at the earliest opportunity. In 2023, the total number of critical issues reported to the highest governance body was seven, in the form of anonymous reports sent via the whistleblowing

Group authorisations and certifications

In line with the established corporate objectives and commitments, the company management has undertaken a path to establish an Integrated Management System compliant with the criteria of the UNI EN ISO 9001:2015 standard, which establishes criteria for quality management systems (QMS), and the UNI EN ISO 14001:2015 standard, which applies to environmental management systems (EMS). Currently, the system has been implemented and certified according to the two standards for some of the Group's sites; in the future, it is expected to gradually encompass all the Group's subsidiaries.

In line with the company's commitments and established objectives, the Management has initiated the process of structuring an Integrated Management System compliant with the standards of UNI EN ISO 9001:2015, a quality management system (QMS) standard, and UNI EN ISO 14001:2015, an environmental management system (EMS) standard. Currently, the system has been implemented and certified according to these standards for some of the Group's sites, with plans to progressively extend it to all the Group's subsidiaries in the future. Regarding UNI EN ISO 9001:2015, the certification covers Human Company S.r.l., Elite Livorno Gestioni S.r.l., Roma Camping S.r.l., and Figline Agriturismo S.r.l. The certification was initially issued in May 2019 and is valid for the period from June 2021 to June 2024.

Similarly, for UNI EN ISO 14001:2015, the certification also covers Human Company S.r.l., Elite Livorno Gestioni S.r.l., Roma Camping S.r.l., and Figline Agriturismo S.r.l. This certification was also first issued in May 2019 and remains valid from June 2021 to June 2024.

Information and Communication Channels

The Group utilizes a variety of channels, including digital ones, to ensure accurate, direct, and transparent communication both internally and externally, addressing its diverse stakeholders. Internally, the company provides employees with a range of digital tools to facilitate interpersonal and organizational communication. Additionally, it uses informational campaigns and newsletters to raise awareness about new policies and corporate initiatives.

In its public relations efforts, the Group promotes brand awareness through collaborations with communication agencies, advertising campaigns, press releases, and features on websites and social media platforms, including Instagram and LinkedIn. Since embarking on a structured path towards sustainability, the company has undertaken specific informational activities on its commitment to the cause, transparently sharing its actions, achievements, and future goals. In May 2024, Human Company presented its sustainability plan to the press, highlighting its commitment to adopting best practices in environmental protection, promoting people's well-being, and supporting local communities.

In its relations with guests, the Group promotes its products and services through the websites of its various brands, web apps, and social platforms. These channels feature userfriendly interfaces to facilitate access and user interaction with the available content. The Group also leverages surveys, feedback requests, and marketing analyses to better understand guest needs and provide personalized advertising and sales services.

To gain deeper insights into guest perceptions of sustainability in tourism, the company conducted a survey in collaboration with research institute BVA Doxa during the media presentation of its sustainability plan.

The survey focused on the importance Italian travelers place on sustainability. Additionally, in collaboration with Nativa, the company conducted a guest satisfaction survey addressing environmental, social, and governance (ESG) issues.

The *hu* openair brand, in particular, is promoted through numerous channels that feature highly artistic and innovative graphic designs. The hu openair website links to around ten micro-sites dedicated to its various locations. Furthermore, web apps are available for each facility, allowing guests to personalize their stay and stay updated on activities offered in the surrounding areas.

2

the path towards a sustainable future

The Human Company Group's first Sustainability Report

Description of the path to sustainability

2.1

Embracing responsible business practices, which respect the environment, people and communities, represents an intrinsic commitment to the values and principles that have always defined Human Company's identity, and which are also highlighted in the company's Code of Ethics Inspired by these values and principles, Human Company is committed to developing and spreading a concept of regenerative tourism based on the harmony between human well-being and the well-being of nature.

In this regard, the Group has embarked on a process to monitor and improve its sustainability performance, including an assessment of the company's social and environmental impacts and the definition of a long-term strategy spanning every area of the company.

To give substance to this commitment, the Group has defined a 2023–2027 Sustainability Plan This document establishes the governance mechanisms, strategy and corporate targets in terms of sustainability which are integrated into the industrial plan To ensure its effectiveness, the Plan was developed with the active involvement of all areas of the company, through an in-depth process of consensus building Finally, the Plan has been validated and approved by the Board of Directors, within the context of the Group's broader industrial strategy.

The Plan is built on three pillars: Nature, Local Communities and People.

These three pillars establish Human Company's main areas of intervention in terms of ESG (Environmental, Social, Governance), which include commitments to safeguarding the environment in the areas in which the Group operates, improving the efficiency of its sites, the economic and social development of the local community, fostering local excellence, and the creation of a safe and inclusive working environment, where well-being and professional growth are key priorities.

To demonstrate this commitment, the Plan has established specific qualitative and quantitative targets1 for each of the areas deemed relevant by the Group for its business activities, and is working to contribute both directly and through collaborations with other organisations to the Sustainable Development Goals (SDGs) established by the United Nations in the 2030 Agenda; in fact, each area of commitment has been associated with one, or several, of the 17 SDGs. These objectives, defined in 2015 by the governments of the 193 UN member countries, represent a fundamental tool for managing sustainability issues on a global scale. Please refer to the "Appendix" chapter for a detailed overview of the targets defined in the 2023– 2027 Sustainability Plan. They establish a common framework for the implementation of initiatives and projects in the environmental, social and governance sphere, and are essential for promoting sustainable development.

Below are the areas of commitment identified in the Group's 2023–2027 Sustainability Plan the associated SDGs.

Sustainable Living

Responsible lifestyle

Responsible supply chain

Biodiversity

Fight against climate change

Water management

Well-being and inclusion

Waste management

To confirm the Group's desire for constant improvement in the field of ESG performance and monitoring, in 2023 the Group produced its first sustainability report for the 2022 financial year: the Human Company **Smart Report**. The Report represented the Group's first venture into nonfinancial reporting, as well as the first structured communication for stakeholders regarding the Group's path towards sustainability.

Aware of the need to take an additional step to improve communication and performance monitoring, Human Company voluntarily decided prepared this document, its first **Sustainability Report**, adopting the **GRI Standards** as the reporting standards.

In particular, the Group has chosen to refer to the GRI Standards 2021, published by the Global Reporting Initiative, using the "with reference to" reporting option This option ensures adequate flexibility in relation to the information to be reported, and allows us to take a purposeful intermediate step towards aligning our non-financial reporting with the new disclosure requirements introduced by the *Corporate Sustainability Reporting Directive* (CSRD).

In accordance with the GRI Standards, the Group has carried out a materiality analysis to identify the most relevant topics in terms of the company's operations These themes pertain to the three fundamental dimensions identified in the previous paragraphs: environment, people and community This Report focuses on these material topics, laying out the objectives and improvement actions envisaged by the Group in these areas, including the use of innovative technologies to improve its sustainability performance.

Description of the materiality analysis process and list of significant impacts and material topics.

In line with the requirements of the GRI Standards, Human Company has carried out a materiality analysis in order to determine the contents of its Sustainability Report In particular, the standard requires the identification of the Group's potential impacts on the environment, people and economy, both directly through its activities and indirectly through the activities of its supply chain. Additionally, the Standard requires the Group to prioritise these impacts in order to direct its attention towards relevant – or "material" – impacts and to appropriately allocate company resources to the most significant issues.

The impacts referred to by the Group in its analysis are associated with its main spheres of influence and the relationships tied to its operational activities These include impacts on workers and customers, derived from the quality of the working environment and the products and services offered to consumers; impacts on local communities, considering the Group's effect on socioeconomic development and the enhancement of the areas in which it operates; environmental impacts, including the repercussions of company activities and the actions implemented to reduce any negative effects.

The impacts have been qualified according to different categories depending on how they affect the economy, the environment and people, including impacts on human rights in the context of business activities and relationships.

The procedure carried out by the Group followed the four phases defined by the GRI Standards:

1

The first phase involved an evaluation of the context in which the company operates, using data from both internal and external sources to examine the sector.
In order to align the identified impacts with its business activities, Human Company has also identified reference stakeholders and examined its own value chain, which is divided into three main segments:

- **Upstream:** refers to all activities and operations that precede the Group's core activity and operations; it therefore includes all the activities carried out by the main suppliers;
- **Operations:** refers to the operational and non-operational activities that the Group itself carries out on a daily basis to serve customers;
- **Downstream:** refers to the activities following those carried out by the Group, encompassing the overall customer experience and waste disposal.

2

In the second phase, the Group's actual and potential impacts on its main spheres of influence were identified by way of a multi-level analysis, taking into account the Group's internal data and documents, benchmark analyses with respect to competitors and comparables, analyses of trends in the hospitality and restaurant sector, and assessment of the regulatory context in which the Group operates.

With respect to the regulatory and legislative context, we analysed documents from leading organisations that operate in the field of sustainability, with a specific focus on the most important ESG issues for the sectors in which the Group operates These organisations included MSCI, British International Investment, the GRI Standards, the SASB, the European Commission, the Official Gazette, the World Economic Forum, S&P Global Ratings, the OECD and Sustainability Goals In terms of internal sources, we considered all the documentation prepared by the Group for both internal and external use.

3

The third phase entailed the prioritisation of the impacts, evaluating their significance, based on the probability of occurrence of the impact and the severity of the consequences.

probability

The probability of a certain event is estimated, taking into account the preventive measures implemented by the Group.

severity

Severity is evaluated in relation to the magnitude and extent of the impacts.

Specifically, the severity of an impact depends on the scale (how serious the impact is) and scope (how widespread the impact is in the value chain) of the impact. For negative impacts, another factor taken into consideration is irremediability (how difficult it is to mitigate or remedy the resulting damage).

Once the impacts have been prioritised, the Standard requires their aggregation into material topics. The seven identified material topics are listed below, and have been associated with 13 impacts.

| MATERIAL	IMPACT	TOPIC
Creation of value for the community	• Contribution to the economic and social development of the local community	Generare e distribuire valore economico agli stakeholder interni ed esterni, contribuendo allo sviluppo e alla promozione del territorio e al benessere della popolazione locale.
Responsible business conduct	• Business ethics	Creating a corporate culture aimed at avoiding unethical and nontransparent behaviours, in full compliance with the laws and regulations of the various countries in which it operates.
Technological innovation	• Digital Transformation	Encouraging the digitalisation of services to develop increasingly efficient and innovative services, which are able to respond to changing market needs, speed up activities, and make the various processes safer.
Combatting climate change	• Contribution to climate change caused by the generation of GHG emissions	Adopting solutions to reduce the carbon footprint of the business activities of the Group and its suppliers, increasing the energy efficiency of buildings and transport, and promoting the use of energy from renewable sources.
Protection of the environment and biodiversity	• Scarcity of water resources due to excessive consumption • Failure to protect the wildlife and fauna in natural spaces • Pollution of environmental contexts due to incorrect waste management	Minimising the environmental impact of activities throughout the value chain, through responsible management of the water resources and waste generated, and preserving the existing biodiversity.
Employee wellbeing and protection	• Incidents of discrimination in the workplace • Professional and personal development of workers through the provision of training • Violation of human and workers' rights due to inadequate working conditions • Employee well-being and protection • Damage to employee health due to inadequate prevention and protection measures	Ensuring a working environment that protects the health and safety of employees through the adoption of measures to prevent accidents at work Promoting an inclusive corporate culture, which ensures well-being, respect for human and workers' rights, and which promotes the development of professional skills.
Consumer health and safety	• Impact on the health and safety of customers due to the quality of service	Ensuring continuity of business activities and concluding services as agreed with the customer, avoiding serious accidents that could lead to repercussions of varying degrees depending on the goods.

Our Stakeholders

2.2

Stakeholders are individuals or groups who can have an impact on the Group's business decisions, or which may be significantly impacted by its choices and activities. To identify them, the Group took into account its own organisational structure, commercial activities, operations throughout the value chain and network of relationships. Analysing its stakeholders allows Human Company to better understand the context in which it moves and the interactions that influence it, establishing a solid foundation for an effective and informed business strategy.

Employees

Universities and foundations, research institutions

Media

Trade associations, local partners

National institutions, certification bodies, authorities and control

human COMPANY

Suppliers

Local communities

Partners and investors

Guests

Human Company is committed to an ongoing and productive dialogue with its stakeholders in order to build relationships based on mutual trust, transparency and understanding. In its interactions with the different groups of stakeholders identified, the Group adopts interaction approaches and communication channels that are suited to the needs and requests of each stakeholder.

In particular, Human Company has sought the active involvement of the most relevant stakeholders, gathering their opinions on the sustainability issues that the Group went on to prioritise, comparing them with the company vision. This involvement played a crucial role in outlining the sustainability strategy. It saw the participation of 397 people from the most significant stakeholder categories:
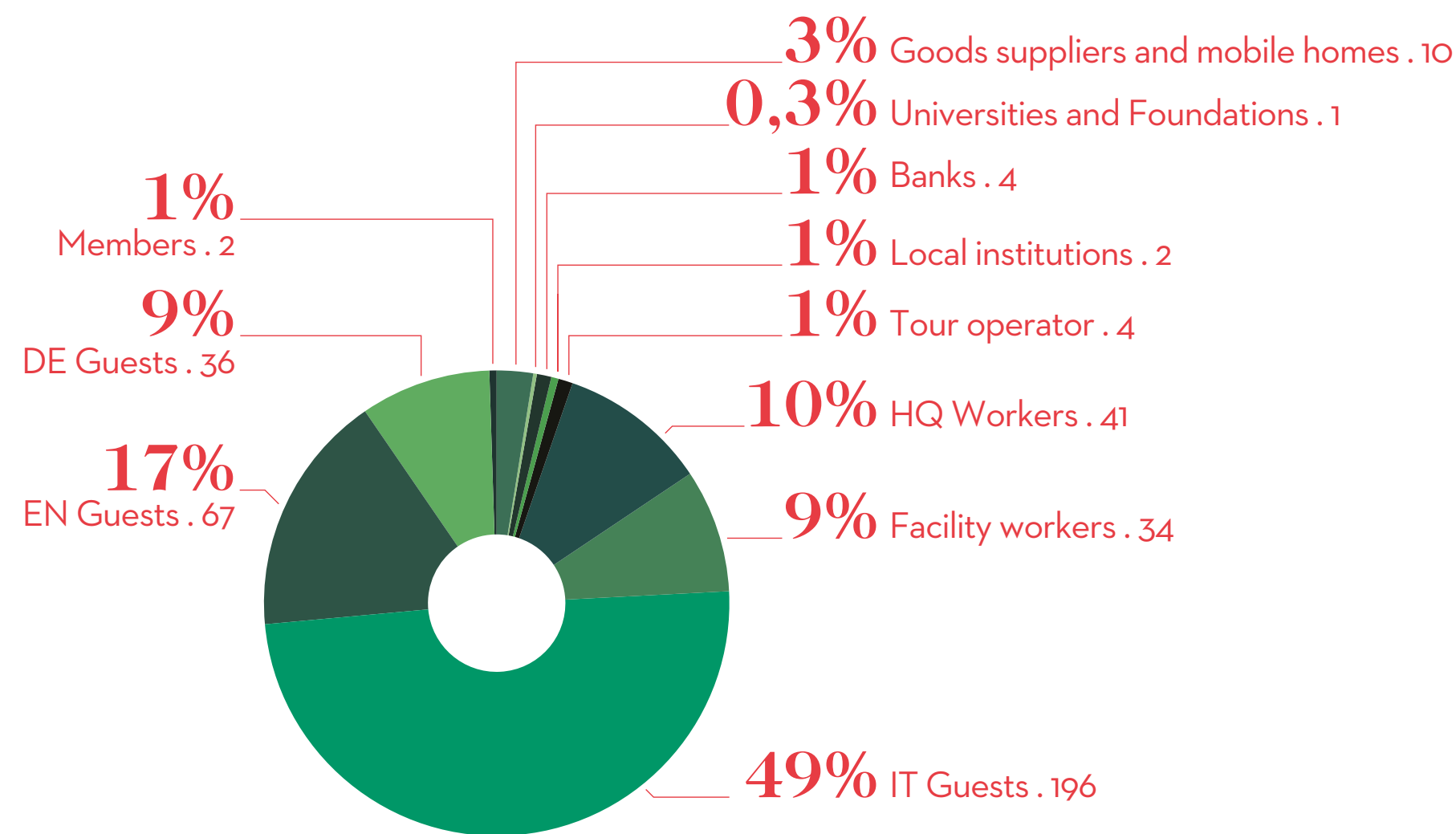
This document represents a further tool to promote stakeholder engagement and interactions, further strengthening the transparent sharing of the company's operations.

3% Goods suppliers and mobile homes . 10
0,3% Universities and Foundations . 1
1% Banks . 4
1% Local institutions . 2
1% Tour operator . 4
10% HQ Workers . 41
9% Facility workers . 34
49% IT Guests . 196
1% Members . 2
9% DE Guests . 36
17% EN Guests . 67

Stakeholder	Methods of involvement		
Employees	• Internal communication and digital channels • Company policies and practices • Code of Ethics		• Training • Consolidated financial statements • Sustainability Report
Universities and Foundations, Research Institutions	• Collaborations		• Parternships
Trade Associations, Local Partners	• Meetings and sharing of materials • Collaborations		• Consolidated financial statements • Sustainability Report
Local Communities	• Company website • Social Media Channels • Press releases • Consolidated financial statements		• Sustainability Report • Local events and initiatives • Sports sponsorships
Guests	• Company website • Social Media Channels • Direct reports • Sustainability Report		• Complaints management • Communication campaigns • Surveys
Partners and Investors	• Company website • Shareholders' meetings		• Consolidated financial statements • Sustainability Report
Suppliers	• Code of Ethics		• Exchange and sharing of documents
National Institutions, Certification bodies, Authorities and control bodies	• Exchange and sharing of documents • Sustainability Report		• On-site audits • Regulatory adaptations at the sites
Media	• Company website • Social Media Channels		• Press releases

3

**Technological innovation
in the name of sustainability**

Our Vision for the Business of Tomorrow

The Strategic Synergy Between Innovation and Sustainability

3.1

For the Group, innovation and sustainability are more than just concepts; they are the fundamental pillars that underpin every challenge and project. Digital transformation has proved to be a crucial catalyst not only for business growth but also for optimising internal processes, contributing significantly to operational efficiency, and reducing environmental impact. This systemic approach extends beyond the satisfaction of Human Company's guests, who are always at the heart of every initiative, encompassing a broader strategic vision.
The Group strongly believes that the adoption of advanced technologies and the implementation of digital solutions can improve the guest experience, making it more fluid and memorable. These initiatives also strengthen the company's reputation and open up new business opportunities while promoting sustainable practices that benefit both the community and the environment.

Smart villages and Mobile Home 4.0

Human Company continuously invests in the introduction of innovative technologies to optimize energy consumption and resource use, including sensors and smart devices. The commitment to innovation is embodied in the creation of what Human Company defines as *smart villages*. This concept, unique to the Group, redefines the open-air living experience by striking a balance between nature and technology while promoting a sustainable and participatory model of stay. The vision of the *Mobile Home 4.0* (an evolved concept of the current mobile homes on which the Group is working) is based on three fundamental pillars: harmony between humans and nature, energy and consumption efficiency, and the adoption of discreet technology.

1. Man and Nature: The design of the mobile home aims to harmoniously integrate with the surrounding environment, promoting a sustainable and mindful lifestyle. The Group is committed to designing spaces that respect and enhance the landscape while fostering environmental awareness among guests and employees.

2. Energy and Consumption: Sustainability is at the heart of the design of all structures, which use ecofriendly materials and state-of-the-art hydraulic and electrical systems. Human Company focuses on energy efficiency, renewable energy production, and responsible water resource management.

3.3. Invisible Technology: Automation and the Internet of Things (IoT) transform mobile homes into smart environments, enabling remote monitoring, significant energy savings, and facilitating predictive maintenance. Advanced connectivity and phygital experiences place the guest at the center of a unique experience, where technology discreetly supports daily life without being invasive.

The Group is working on the development of the Mobile Home 4.0 to offer its guests a distinctive and sustainable experience, driven by a strong commitment to innovation and sustainability. During 2023, Human Company adopted an innovative strategy to promote environmental sustainability in its resorts.

Beacon technology, which is connected to house keys, has been implemented to optimise the use of air conditioners. This smart device automatically switches off when guests leave, thus reducing energy consumption and encouraging environmentally friendly behaviour.

The Group has also integrated a system that connects mobile homes to the corporate network, enabling the collection of data on energy consumption and environmental conditions. The most significant function of this system is its ability to turn off the air conditioning when guests are not present, avoiding waste and encouraging customers to adopt more efficient energy management practices. This technology has proven to be the most impactful factor in reducing energy consumption across the villages. Human Company continues to explore the use of beacon technology for heating management, further demonstrating its commitment to combining technological innovation and sustainability. These initiatives are an integral part of the Group's vision to become a leader in the tourism sector for environmental responsibility and innovation.

In addition to advancing the Mobile Home product, Human Company plans to implement technological upgrades for existing structures, completing the energy efficiency and guest experience improvement journey already underway. Furthermore, the Group is planning to expand and refine asset monitoring systems by introducing IoT tools to optimize maintenance and consumption monitoring, key aspects of its strategic approach.

The project, launched in 2023 and set to conclude in 2025, will enable maintenance te-

chnicians to remotely monitor data and parameters related to corporate assets such as pools, wells, and vehicles, allowing for timely intervention in case of anomalies and facilitating preventive maintenance. A concrete example of this commitment is the introduction last year of ten prototypes of electronic components for a multifunctional device designed to monitor water system and treatment plant operations in real-time. This device, capable of interfacing with corporate networks and operational systems, provides immediate data and alerts in case of anomalies, enabling the control of wells, sludge treatment plants, and pool management.

The adopted technology contributes to improving water resource management, representing just one tool within a broader investment program aimed at enhancing the monitoring of natural resources and ensuring even more precise and sustainable management of corporate operations.

The Importance of Corporate Cybersecurity

Human Company places great emphasis on the digital transition, recognising it as an opportunity to enrich its offering, optimise its processes, and strengthen the entire company infrastructure.

In this context, the Group is aware of managing sensitive data, which makes strengthening its security systems essential.
It is therefore crucial for the Group to implement an advanced cybersecurity system that can monitor and mitigate potential risks, and protect the entire organisation. This system is supported by a new model of governance for the effective management of safety-critical processes and procedures, ensuring protection of sensitive data, and retaining the trust of guests.
Human Company's approach to cybersecurity is based on six pillars: Governance, Continuous monitoring, Brand and domain protection, Security awareness, control of critical applications,

Insurance against cyber risks.
The Group has conducted an in-depth analysis to align with the National Cybersecurity Framework, identifying and implementing strategic mitigation actions. Human Company has established a Security Operation Centre for the proactive management of security events affecting the infrastructure.

Additionally, the Group is addressing privacy regulations by creating an accurate map of company assets, and evaluating suppliers and system administrators with access to data.
This strategy ensures that the relationship between users and applications is managed with extreme care, placing the utmost emphasis on the protection of personal data.
In 2023, no substantiated complaints were recorded regarding: violations of guest privacy, or loss of guest data. In parallel, the Group is defining a robust governance system for cybersecurity, including policies and procedures to strengthen the

safety of critical processes, a detailed analysis of application and infrastructure security, resolving vulnerabilities, setting objectives for the resolution of critical issues within pre-established deadlines.
Training staff on cybersecurity issues is another key aspect of Human Company's commitment. Courses cover crucial topics such as phishing prevention, and data security.
This training strengthens the culture of safety within the company and prepares employees to effectively manage company resources.

Investing in Human Capital to Accelerate Digital Transformation

Human Company believes that investing in the skills and well-being of its employees is essential to fully embrace innovation and sustainability. For this reason, the Group has established a targeted training program focused on digitalization and the development of a proactive and conscious corporate culture. This commitment to education and professional growth not only enhances employees' ability to contribute to corporate goals but also strengthens the collective commitment toward a more sustainable and technologically advanced future.

Digital Awareness and Skills

As part of its commitment to digital innovation, Human Company conducted an in-depth assessment of its employees' digital skills through the Digital Skills Assessment questionnaire. This tool measured digital maturity in six key areas, each explored with ten specific questions: Data and Information Literacy, Digital Communication and Collaboration, Digital Content Creation, Security, Problem-Solving, and Digital Innovation.

As of January 5, 2024, 309 employees participated in the initiative, with 136 completions, reflecting a participation rate of 44.01%. The distribution of competence levels, based on the total correct responses, revealed that most participants fall into the "Advanced High" level, with an average of 73% correct answers for data and information literacy and 86% for communication. These encouraging results indicate a solid foundation of digital skills within the organization.

However, it also emerged that a significant portion of the staff could benefit from additional training to strengthen their digital skills, particularly in digital content creation. This presents an opportunity for the company to invest in targeted development programs that can elevate the overall level of digital competence and foster a deeper culture of innovation.

The security area showed an average of 70% correct answers, highlighting the importance of continuing to strengthen awareness and best practices for digital security. Problem-solving and digital innovation, with average scores of 65%, demonstrate good adaptability and ability to manage technological challenges, while still showing room for improvement.

In conclusion, the results of the digital awareness questionnaire reflect Human Company's positive commitment to digital innovation. The presence of advanced skills is a promising sign for the Group's digital future, while the identified areas for improvement provide a clear direction for investments in training and development. Human Company is committed to actively supporting and enhancing its employees' digital skills, recognizing their critical role in the Group's sustainable growth and continuous innovation.

Strategic Partnership with Argo

In light of its strong commitment to innovation in the hospitality sector, Human Company has entered a strategic partnership with Argo, a startup accelerator that is part of the National Accelerators Network managed by Cassa Depositi e Prestiti This initiative, launched in December 2022 in partnership with the Ministry of Tourism and Cassa Depositi e Prestiti Venture Capital, aims to promote constant and dynamic innovation The three-year acceleration programme represents a significant investment for the Group, and is managed by two prestigious entities: LVenture Group, one of the leading startup accelerators in Europe, and VeniSIA, the sustainable innovation incubator of Ca' Foscari University of Venice Together with Human Company, Argo benefits from the support of major partners such as Intesa Sanpaolo and the Intesa Sanpaolo Innovation Center, and makes use of the expertise of the Italian School of Hospitality as a technical partner Argo's goal is to discover and support the most innovative and promising travel tech startups, both Italian and international, that are interested in establishing an operational presence in Italy

Through this collaboration, Human Company has strengthened its active role in the innovation ecosystem, contributing to the development of cutting-edge solutions that can transform and enrich experiences in the tourism and hospitality sector.

In conclusion, the Group is firmly committed to promoting technological innovation in the name of sustainability Human Company's vision goes beyond the simple adoption of new technologies: it is a cultural and operational transformation that permeates every aspect of every activity. From the evolution of the mobile homes to the creation of real smart villages, and from the adoption of cutting-edge cybersecurity practices to continuous employee training, every step the Group takes is driven by the desire to create a more sustainable and prosperous future for all stakeholders.

Through strategic partnerships, such as the one with Argo, and a constant commitment to research and development, Human Company is striving to become a leader in the hospitality sector, demonstrating that technological innovation can go hand in hand with respect for the environment and community wellbeing. By pursuing these objectives, the Group firmly believes that it can respond to current needs and anticipate future requirements, ensuring continued sustainable growth.

4

Care for workers
4.1

Composition of the staff

Policies towards workers

4.1.1

For Human Company, human capital is a powerful force that generates value and drives entrepreneurial activity every day. The name "Human Company" reflects the company's approach: putting people first in order to improve the well-being of both employees and guests. The Group is committed to ensuring respect for every worker through the adoption of good practices and standards with regard to health and safety, work-life balance, training, diversity and inclusion, welfare and well-being. In this regard, Human Company considers each individual as not just a worker, but as a multi-faceted person with needs, aspirations and potential. It is therefore committed to creating a stimulating and rewarding work environment, where talent is always fostered and recognised.

Staff Numbers and Composition

As of 31/12/2023, the total number of employees was 368[1]. Based on gender distribution, as of 31/12/23, the workforce consisted of 200 men and 168 women, representing 54% men and 46% women.

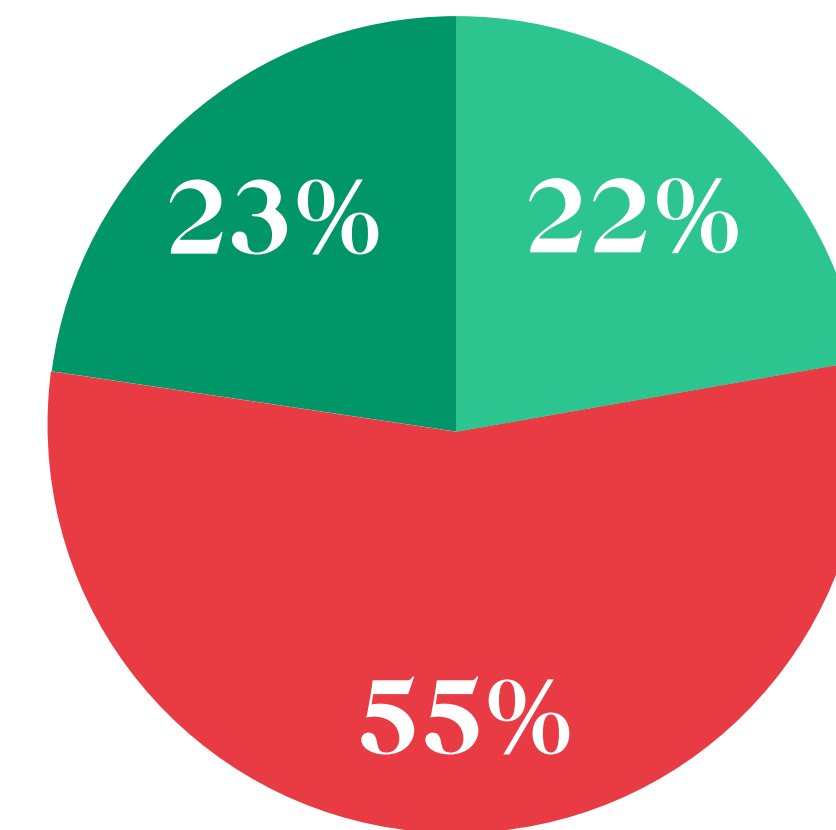| Male	Female	Total
200	168	368
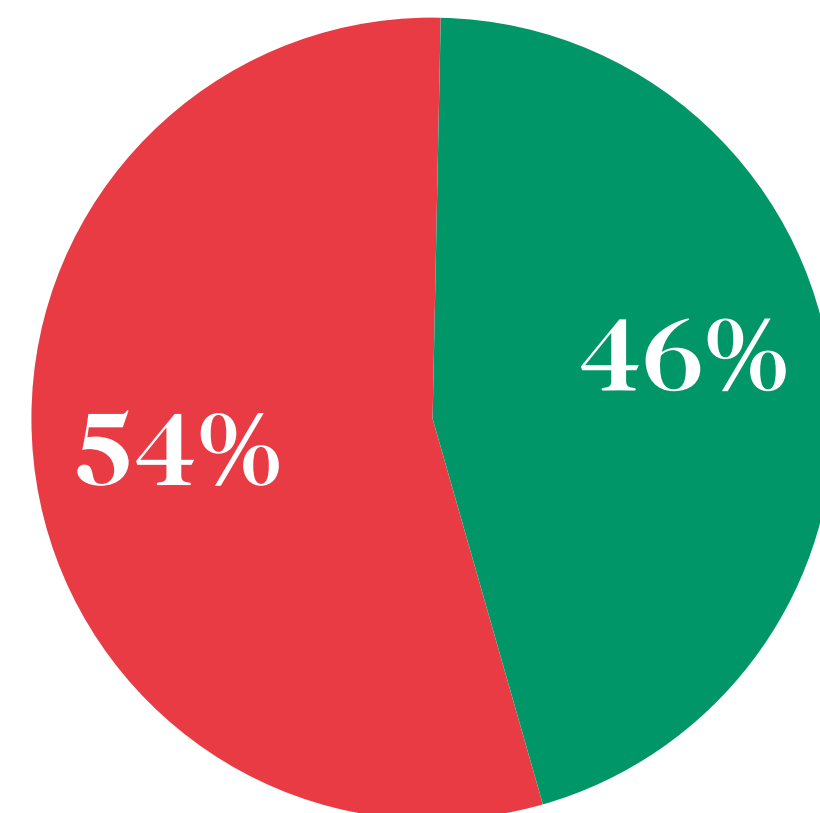
■ male ■ female

[1] It should be noted that the number of employees recorded as of December 31 does not reflect the overall size of the workforce employed throughout the year, due to the high incidence of seasonal staff hired to meet the demands of the summer period, which is typically characterized by a peak in activity in the tourism sector.

With regard to the distribution of staff by age group, in 2023, 55% of the employees were aged between 30 and 50, 22% were under 30, and the remaining 23% were over 50.

This generational variety reflects Human Company's commitment to fostering diversity in terms of experiences and skills, creating a dynamic and intergenerational working environment.
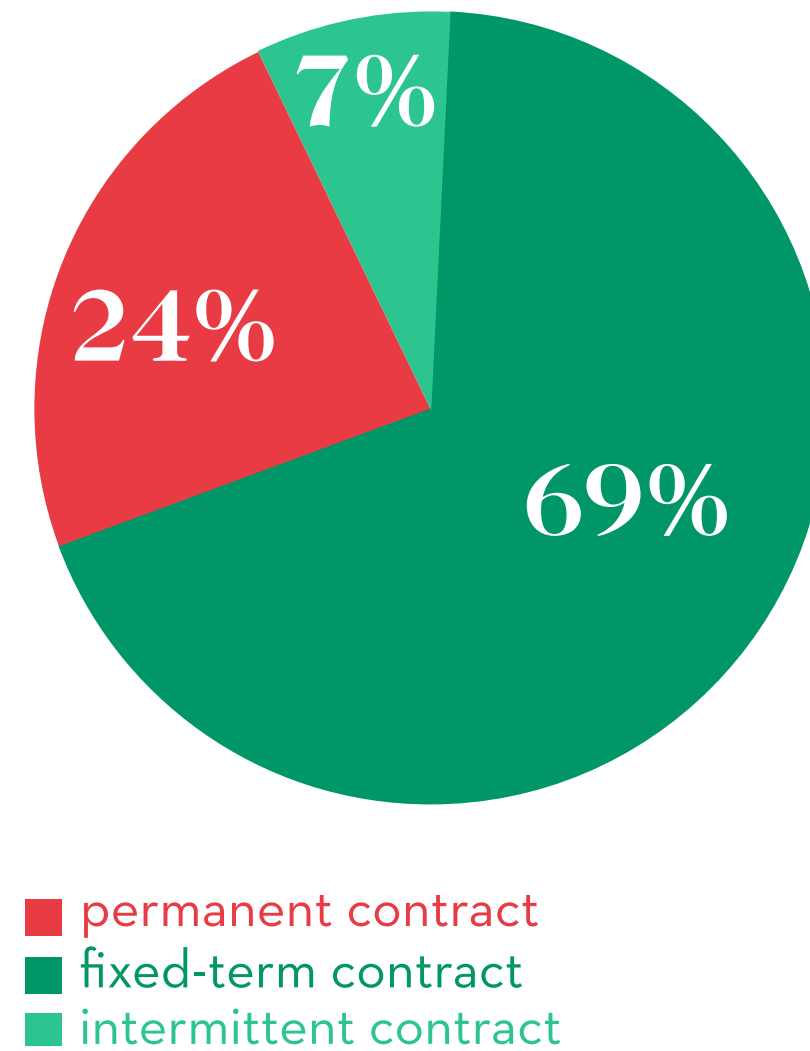

■ < 30 y/o ■ between 30 - 50 y/o ■ > 50 y/o

< 30 y/o	fra i 30 e i 50 y/o	> 50 y/o	Total
82	202	84	368

The breakdown of employees by professional category and gender is shown in the table below:

Professional category	Male	Female	Total
Manager	3	-	3
Executive	16	12	28
Employees	67	112	179
Workers	114	44	158
Total	200	168	368

With regard to contracts, as of 31/12/2023, 69% of the staff were on permanent contracts, highlighting the Group's dedication to stable employment and confidence in its employees 24% were on fixed-term contracts, a choice that reflects the flexibility necessary in a sector with marked seasonal needs, while 7% were on intermittent contracts, an option that allows the Group to effectively handle the peaks of activity associated with the tourism sector.
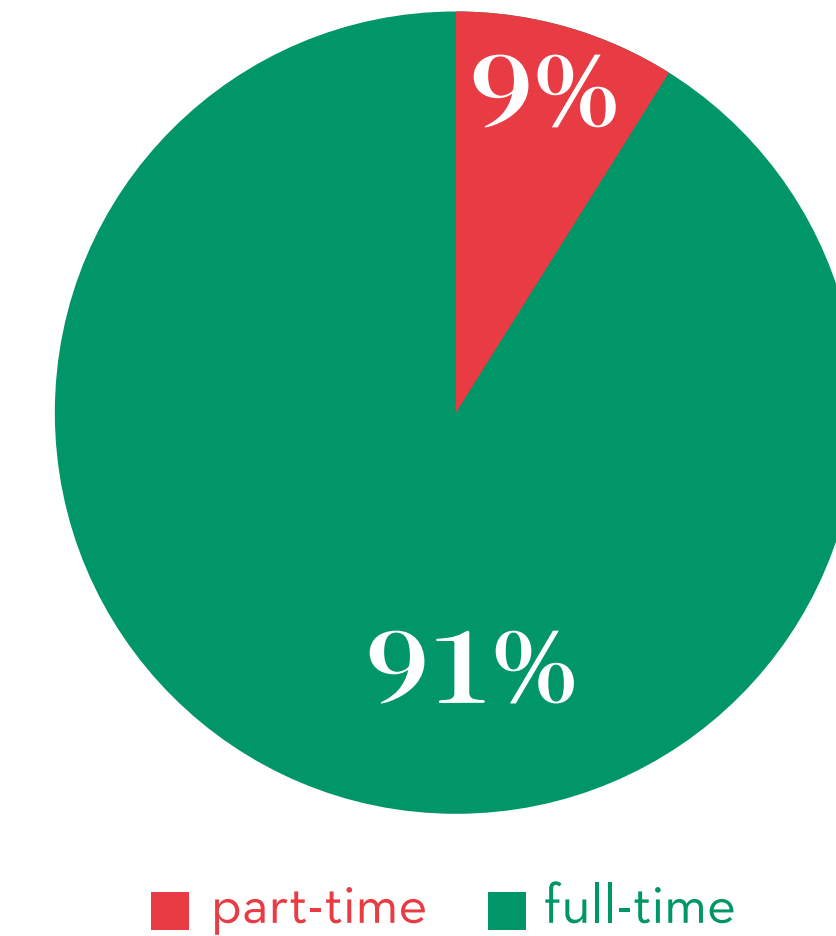

■ permanent contract
■ fixed-term contract
■ intermittent contract

It should be noted that, as of 31 December 2023, the composition of staff in terms of part-time and full-time contracts saw 32 part-time employees, corresponding to 9% of the total, and 336 full-time employees, representing 91% of the workforce.

With regard to non-employee workers, no workers were recorded in this category in 2023.

■ part-time   ■ full-time

Contract type	Male	Female	Total
Permanent contract	138	117	255
Fixed-term contract	47	40	87
Intermittent contract	15	11	26
Total	200	168	368

Part-time/full-time contract	Male	Female	Total
Part-time contract	14	18	32
Full-time contract	186	150	336
Total	200	168	368

Turnover

Examining the recruitment and termination trends, the data reflects the Group's business, which involves the use of numerous temporary workers during the peak season, from April to September: in this period, a high number of workers were hired then ceased employment in 2023. The company records a high incidence of "historical seasonal" workers, i.e workers who have provided services for at least three seasons.

This high return rate among workers reflects a high level of satisfaction, as they are choosing to collaborate with the Group season after season.

Employees hired	Employees terminated	Turnover rate
974	872	237%

Staff development and well-being

Diversity and Inclusion

4.1.2

Human Company has adopted corporate practices and procedures aimed at preventing any form of discrimination and promoting an inclusive work environment that respects and values diversity . In 2024, the company's selection policy was updated to reflect its commitment to equal opportunities. With this update, the company has committed to ensuring balanced gender representation in the selection and hiring process for managerial and higher level positions. To this end, the two finalist candidates must represent both genders, with at least one male and one female candidate. This commitment is intended to promote equal opportunities and eliminate any possible biases in the selection process, ensuring that all positions of responsibility are filled by highly qualified individuals, regardless of gender. Please note that no cases of discrimination were recorded in 2022 or 2023.

Training and professional growth

The Group is dedicated to offering training programmes for its employees, ensuring that they are always up to date with the latest trends and innovations in the tourism sector In recent years, in response to the pressing need for sustainable development, there has been a greater focus on training courses that deal with sustainability topics In this context, a survey was carried out in 2024 among headquarters workers to assess their level of knowledge and competence in sustainability matters, in order to develop targeted and effective training plans.

In 2023, the Group provided a total of **2322 hours of training to its employees**

The following tables provide a detailed illustration of the distribution of total hours and average hours of training provided, broken down by gender and professional category, highlighting the company's commitment to investing in the professional and personal development of its employees.

Total hours of training by gender

Hours provided to women	1.068
Hours provided to men	1.254
Hours provided to employees of other genders	0
Hours provided to employees whose gender was not specified	0
Total hours of training provided to employees	*2.322*

Average hours of training by gender

Average hours of training per female employee	6,36
Average hours of training per male employee	6,27
Average hours of training per other gender employee	0
Average hours of training per unspecified gender employee	0
Average hours of training per employee	*6,3*

Open Mind Academy

To keep pace with the evolving needs of a rapidly changing sector such as open-air tourism, the Group has developed **Open Mind Academy (OMA),** an online training platform. This tool enables employees to access a wide range of learning resources, including online courses, webinars, podcasts, and a digital library, offering valuable opportunities for both professional and personal growth. The certificates obtained upon course completion through OMA are also recognized outside the company, adding further value to employees' training paths.

OMA is a dynamic platform, constantly updated to enhance the services offered and encourage user interaction. This progressive approach ensures that the content remains current and relevant, allowing employees to stay up to date with the latest trends and best practices in the open-air tourism sector.

Smart Working

Human Company has introduced corporate rules and procedures to regulate remote working arrangements. In 2024, a new regulation was adopted, effective from May 2024, ensuring a more flexible approach to teleworking. Employees eligible for smart working are granted the option to work remotely for up to **2 days per week**, with a total of **8 working days per month.**

Welfare Programme

The company places the well-being of its employees at the centre of its policies, and is committed to continuously refining welfare plans based on the feedback and needs expressed by employees through surveys and internal communication channels The welfare plan developed by the Group includes benefits such as supplemental health benefits, a supplemental pension scheme and financial support for the purchase of educational materials for workers with school-age children.

In addition to the standard benefits included in the welfare plan, the company has established an additional welfare incentive for certain categories of workers. Over the last year, in collaboration with Edenred Italia, the Group has offered a welfare prize to permanent employees, which it voluntarily extended to historical seasonal workers, i.e people who have worked at least 3 seasons with the Group The prize, awarded through the Edenred platform, was distributed tax-free to workers with children and partly tax-free to workers without children This flexible voucher could be spent on a variety of services and projects available at a widespread network of affiliated sales outlets throughout the country.

New welfare initiatives

To evaluate the level of staff appreciation regarding the corporate welfare initiatives, in 2023, the Group conducted a survey among its employees Specific requests emerged from the analysis of the results, including increased flexibility for smart working, the introduction of concessions for the use of public transport, an increase in the value of the credits available on the Edenred platform, the expansion of the network of discount partners, the possibility to use the Group's sites for stays, and the creation of relaxation spaces for staff.

To respond to these needs, in 2024, the Group introduced a series of new agreements for the benefit of all employees The most significant initiatives included agreements with the Group's own accommodation facilities; contracts for access to advanced training programmes with preferential rates; special rates for health services, shops and sports activities; support in taking out insurance policies; spendable benefits on e-commerce platforms; and a partnership with a leading company in the mobility sector, which offers employees advantageous rates for parking services In 2024, the possibility of spending welfare funds to request reimbursement for public transport passes was also explored.

Communication Channels

The company has adopted numerous communication tools to ensure effective and transparent dialogue with its employees Internal newsletters and information and awareness campaigns are used to update staff on new company initiatives and policies Additionally, various channels and platforms, mostly digital, are used to manage the selection, hiring and onboarding of new staff Workers can communicate with each other and with the company using numerous tools, including the whistleblowing platform that allows them to report any critical issues and violations of regulations Human Company's communication and information system is designed to promote the free and fast circulation of news, socialisation among staff, and optimal work organisation.

Sygmund Platform for Psychological Well-being

With this initiative, the company set out to promote the psychological and physical well-being of its employees, to encourage listening and mutual support, and to provide concrete help to face daily challenges with peace of mind Sygmund, an accredited platform under the National Health Service, which has been subjected to rigorous controls by the Order of Psychologists, guarantees the quality and professionalism of the services offered.

Health and Safety of Workers

4.2

Protecting the health and safety of workers is a fundamental priority for Human Company.

Health and Safety Systems and Policies

Health and Safety Management System

4.2.1

The company has introduced a rigorous health and safety management system, designed to prevent and minimise the risks of accidents at work and related harm This system has been implemented in all the Group's accommodation facilities and encompasses all employees Human Company's health and and safety system is organised in accordance with the standards of **ISO 45001** certified models, including key elements such as standardised procedures, detailed operating instructions, checklists, internal audits to verify compliance, continuous improvement plans and periodic reviews by management.

Risk Assessment, Accident Monitoring and Root Cause Analysis

Risk assessment is a meticulous process conducted by the Prevention and Protection Service Manager (PPSM), based on in-depth inspections inside the facilities, a detailed analysis of work activities and direct interviews with workers In order to identify and reduce risks, each worker is subject to a health protocol that includes specific medical checks, calibrated according to the tasks performed.

The company has also established effective accident reporting and monitoring mechanisms, allowing employees to report any incidents through dedicated channels The data relating to injuries is collected and shared with all stakeholders involved in the safety system, and is analysed to identify underlying causes and develop corrective and preventive actions.

5

Nature: our heritage to protect

[GRI 302-1; GRI 305-1; GRI 305-2; GRI 303-1; GRI 304-2 (i-ii); GRI 306-1; GRI 306-2; GRI 306-3; GRI 306-4; 306-5]

Our contribution to the fight against climate change

The environment as a key stakeholder

5.1

Human Company recognizes that the environment is a crucial part of its corporate ecosystem and approach to sustainable tourism The environment does not just represent the natural setting in which the activities take place; it is a determining factor in the quality of the experience offered to guests and the Group's reputation As a guest of the nature in which it operates, Human Company promotes regenerative tourism in order to reduce the concrete negative impacts on the surrounding ecosystems.

Human Company's sites, which are often located in areas of great natural value, have a direct impact on local ecosystems The protection and enhancement of the surrounding environment are therefore core priorities for the Group In addition to protecting the environment, it is constantly working to improve the ecological quality, respecting the morphology of the land and promoting biodiversity. Throughout every operational phase, the Group takes care to avoid invasive practices, such as indiscriminate cementation, thereby reducing its environmental impact..

Commitment to Environmental Protection

In 2024, Human Company introduced an Environmental Policy, which is a tangible manifestation of its broad and structured commitment to safeguarding the environment. To draft this policy, the Group drew inspiration from global environmental initiatives, such as the United Nations Environment Programme (UNEP), the European Green Deal, and the principles of the Global Compact, and has set out to actively contribute to certain UN Sustainable Development Goals (SDGs).

The key areas of Human Company's environmental commitment include:

- **Combatting climate change:** the Group is actively working to quantify, monitor, and reduce its greenhouse gas emissions.

- **Preserving biodiversity:** Human Company ensuring animal welfare in the areas where it operates, recognizing the importance of preserving ecosystems and biodiversity, working with suppliers and partners to assess biodiversity impacts and manage any issues, and committing to redeveloping areas at environmental risk.

- **Promotion of a responsible supply chain:** establishing a supply chain that promotes sustainability practices through the creation of a Supplier Code of Conduct, prioritizing collaboration with local suppliers to reduce the environmental impact.

- **Sustainable resource management:** the Group also focuses on using water resources and waste materials in an innovative and responsible way, implementing solutions to reduce water consumption and promote waste recycling and recovery.

- **Promotion of a responsible lifestyle:** promoting a responsible lifestyle by encouraging the use of hybrid/electric vehicles both in its own corporate fleet and among site guests while raising environmental awareness among all stakeholders, including employees, through specific training on the topic of sustainability.

- **Compliance with environmental legislation:** Human Company ensures compliance with environmental laws, regulations, standards, and practices, guaranteeing environmental compliance in all Group companies. This includes adhering to environmental laws and the rules established by competent authorities to protect the environment and prevent damage or negative impacts on nature and human health.

Furthermore, the Company Management, in line with the above commitments and objectives, has decided to establish an Integrated Management System for some Group companies and ensure its compliance with the requirements of the UNI EN ISO 14001:2015 standard, with the final goal of extending it to all sites. The ISO 14001 standard provides guidelines for the creation of an environmental management system (EMS) based on constant improvement, ensuring that working methods and production processes are as environmentally friendly as possible.

Reducing the energy footprint

One of the fundamental pillars of Human Company's commitment to fighting climate change is the progressive reduction of the energy footprint – and therefore the emissions – of its sites. The Group has implemented several initiatives to improve energy efficiency, minimize the use of

natural resources, and promote sustainable practices in every area.

Human Company recognizes that reducing its ecological footprint is only one step on the pathway towards climate neutrality. The Group is therefore constantly seeking innovative solutions that can contribute to real and tangible change. The strategic sustainability plan is designed to fully integrate sustainability into all areas of the business, from site design to day-to-day operational management. As described above, the Group has introduced advanced technologies to reduce energy consumption and optimize operational efficiency. One example is the adoption of IoT systems in the mobile homes[2], which allow for real-time monitoring and regulation of energy consumption, reducing waste and raising awareness among guests about the importance of sustainable behaviors.

[2] The system is present in all villages except hu I Pini

GRI 302-1

	u.m.	Consumption	GJ	Factors
Electricity purchased from the network	kWh	13.423.025	48.323	DEFRA 2023
Petrol	L	1.283	41	DEFRA 2023
Liquefied natural gas (LNG)	L	32.388	5	DEFRA 2023
Diesel	L	70.937	2.524	DEFRA 2023
LPG	L	583.387	14.239	DEFRA 2023
Total			**65.132**	

GRI 305-1

SCOPO 1	u.m.	Consumption	CO2 ton	Factors
Petrol	L	1.283	2,69	DEFRA 2023
Liquefied natural gas (LNG)	L	132.388	154,67	DEFRA 2023
Diesel	L	70.937	178,20	DEFRA 2023
LPG	L	583.387	908,41	DEFRA 2023
Refrigerant gas	Kg	55	86,55	DEFRA 2023
Total			**1.331**	

GRI 305-2

SCOPO 2 – MARKET BASED	u.m.	Consumption	CO2 ton	Factors
Electricity purchased from the network	kWh	13.423.025	6.719	AIB 2023

SCOPO 2 – LOCATION BASED	u.m.	Consumption	CO2 ton	Factors
Electricity purchased from the network	kWh	13.423.025	4.228	TERNA 2019

The Open-Air Model and Mobile Homes

Human Company's Open-Air model, deeply rooted in the natural habitat, is based on three principles: **conservation, integration and enhancement**. Through **conservation activities**, the Group is striving to protect and preserve the integrity and environmental quality of the site locations. It is also committed to respecting the morphology of the land and working in harmony with the territory, which translates into a deep respect for the landscape, keeping it as authentic and natural as possible. **The enhancement of the landscape** – as well as the cultural and food and wine heritage.

The mobile homes, a central element of open-air hospitality, are designed in harmony with Human Company's sustainability principles These temporary homes have a lower environmental impact compared to traditional buildings, thanks to the use of lightweight materials and the use of "dry assembly" techniques. This method allows the components to be connected mechanically using joints, screws, bolts, nails or other reversible fastening systems, thereby avoiding the use of adhesives, mortars or other binders that require hardening or drying times This construction method not only speeds up assembly and facilitates the reusability of materials, but it also contributes to improving sustainability through recyclability and ecofriendly disposal of materials, and increases flexibility with regard to any modifications or future repairs.

The mobile homes installed in the villages include the *hu* stay Excellence Green model, which represents the top of the range of hu branded accommodation These mobile homes are made entirely from sustainable materials with natural decorations, with a refined and elegant overall style.

This accommodation, complete with two large bedrooms, two full bathrooms and a living area with a fully equipped kitchen, represent an innovative sustainable tourism solution, striking the perfect balance between guest well-being and conscientious use of materials and soil.

Human Company is improving the quality of its mobile homes using various measures, including a series of interventions to increase their sustainability and energy efficiency. For example, the Group is progressively replacing the construction materials, moving from plastic to fibre cement, a more resistant and heatinsulating material. Furthermore, the Group has set out to change the windows to reduce heat loss and to upgrade the appliances with energy efficient models supplied by Italian companies.

The Group is implementing advanced devices to optimise the management of heating and cooling systems, as well as monitoring systems for electricity consumption. These systems are designed to automatically turn off non-essential appliances when excessive energy use is detected. Furthermore, a technological retrofitting process is underway; through the use of beacon technology, the air conditioners can be automatically turned off when guests leave their rooms, thereby contributing to a more efficient use of resources and a reduced environmental impact.

Customer Engagement for Environmental Protection

Human Company is actively dedicated to raising awareness about the importance of energy efficiency among mobile home guests The clientele, mainly from Northern Europe, already has a solid understanding of sustainability.

In order to increase awareness of environmental protection, Human Company is involving its customers in numerous initiatives to protect the environment Since 2022, guests of the Group's facilities have been welcomed with a courtesy kit presented in practical doypacks, which display the amount of CO2 saved compared to traditional shampoo bottles This initiative has yielded a saving of 30.4 grams of CO2 for each pack, equivalent to a 68% reduction, demonstrating the Group's commitment to more sustainable and environmentally friendly solutions.

To encourage the adoption of electric mobility solutions among its guests, Human Company has installed electric vehicle charging stations on each of its sites, facilitating the use of electric or hybrid vehicles Additionally, the Group is developing a loyalty programme that rewards customers for sustainable behaviours, promoting virtuous practices and spreading a culture of sustainability.

While some of these technologies are still in development, the initiative represents a major step forwards in the Human Company Industrial Plan, which aims to transform tourism into a more conscientious and responsible experience.

Responsible management of resources and waste and protection of biodiversity

5.2

Sustainable management of natural resources is a priority for Human Company, which recognises that the efficient use of precious resources such as water and the reduction of waste production are fundamental elements of a responsible development model With an approach oriented towards innovation and environmental awareness, the Group carefully monitors water consumption and the volume of waste generated on its sites, constantly striving to reduce the impact of its activities on local ecosystems.

Promoting proper management of water resources

Keenly aware of the importance of preserving and protecting this essential asset, Human Company has implemented advanced practices for water resource management The Group uses wells for water extraction and intervenes promptly to mitigate any risks associated with the avai-lability, quality or quantity of water resources In this context, the treatment of waste water is crucial: Human Company has installed numerous internal purifiers to ensure that the discharged waters are carefully controlled and comply with environmental standards, and is working to progressively increase the number of such systems on its sites.

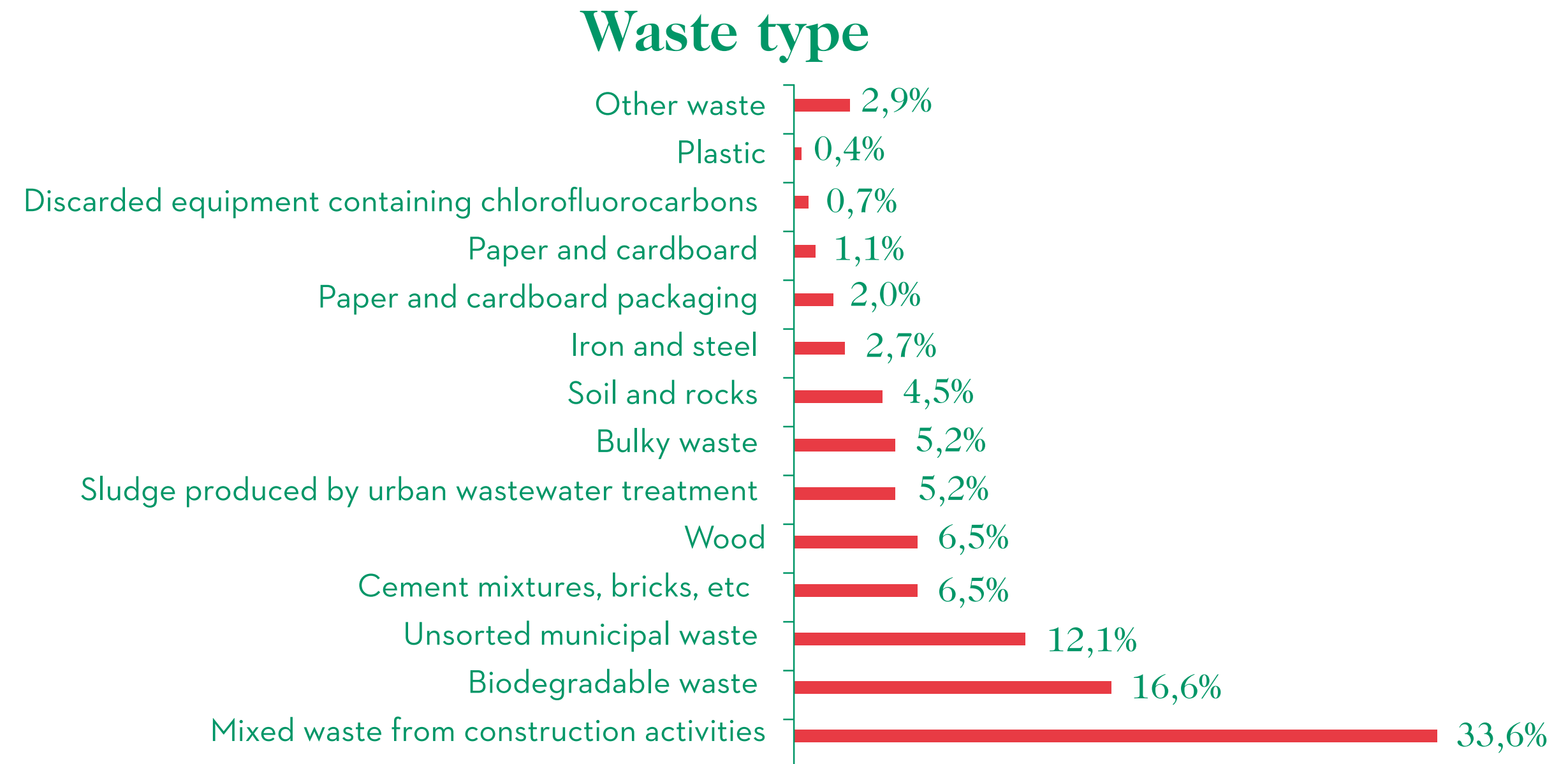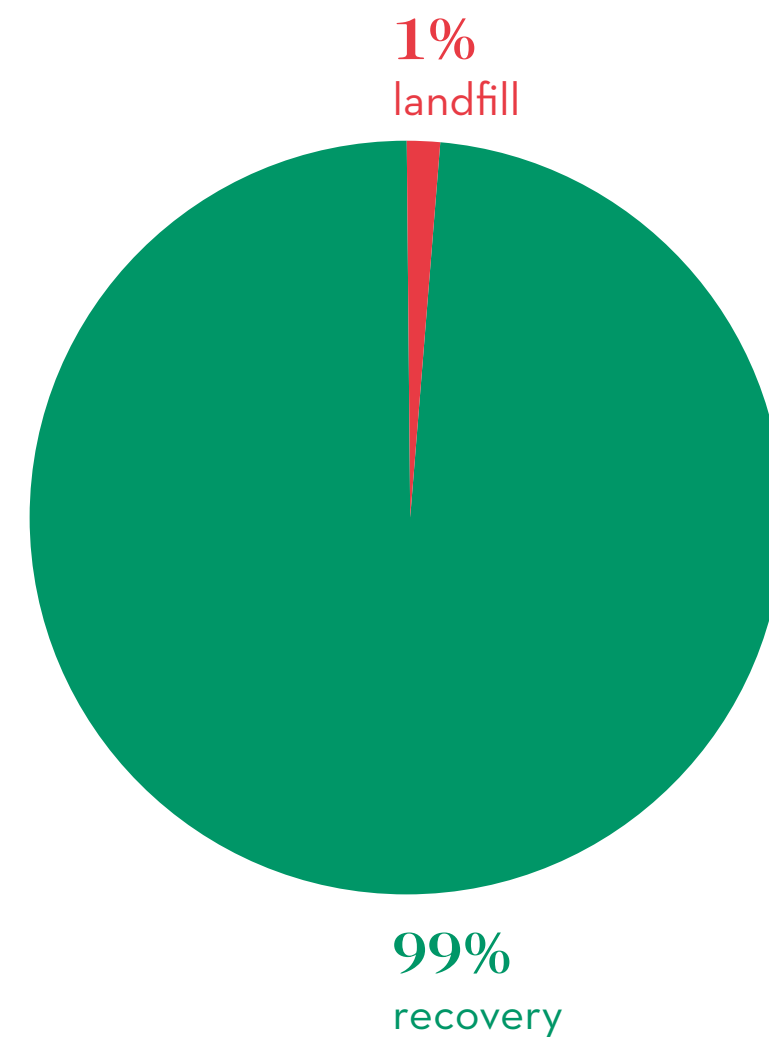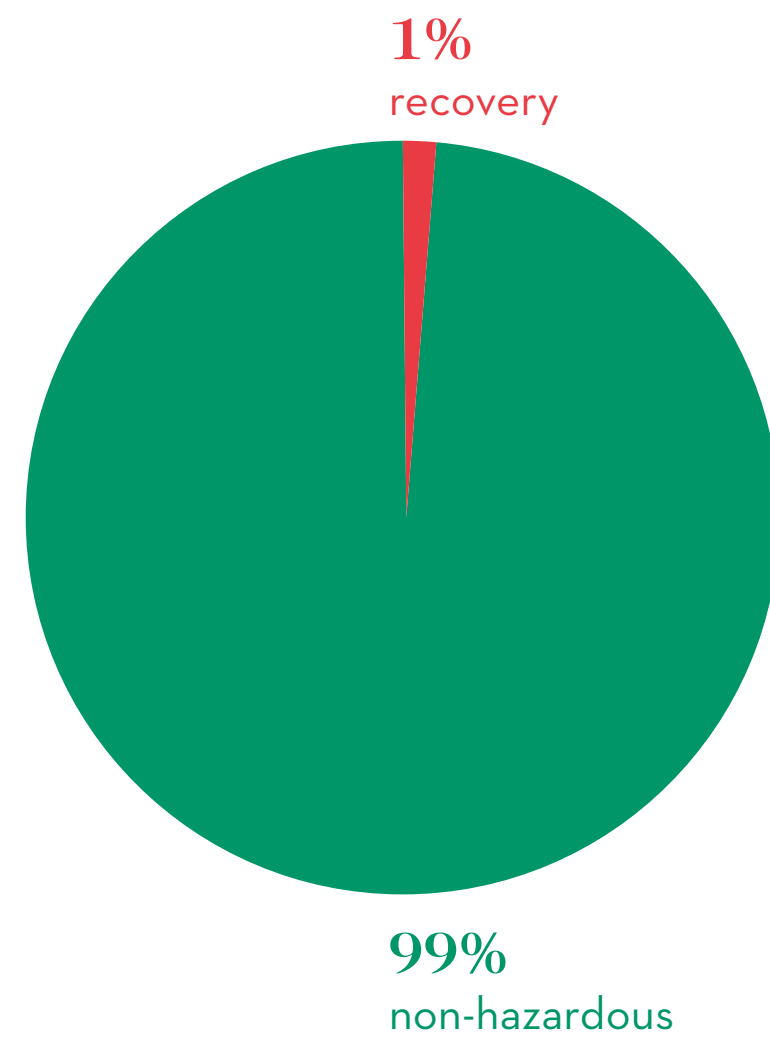In addition to careful water management, the Group constant-ly assesses risks related to extreme natural events, such as floods and droughts, in order to identify and prevent problems that could compromise the safety of water resources Reducing water consumption represents one of Human Company's strategic priorities, and it has adopted targeted measures to minimize superfluous use and to ensure careful management of this vital resource.

Encouraging responsible waste management

The Group promotes correct waste management through recycling and recovery programmes for nonhazardous materials, minimising the environmental impact of its activities. To manage hazardous materials, Human Company adopts stringent best practices in order to ensure their disposal is not only safe but also environmentally responsible All the waste produced is managed through authorised and recognised partners, ensuring that the disposal operations comply with current regulations and respect the principles of sustainability.

	Landfill	Recovery	Total
Non-hazardous	19.902	2.384.051	2.403.953
Hazardous	2.134	25.292	27.426
Total	**22.036**	**2.409.343**	**2.431.379**

1%
recovery

99%
non-hazardous

1%
landfill

99%
recovery

Waste type

Waste type	%
Other waste	2,9%
Plastic	0,4%
Discarded equipment containing chlorofluorocarbons	0,7%
Paper and cardboard	1,1%
Paper and cardboard packaging	2,0%
Iron and steel	2,7%
Soil and rocks	4,5%
Bulky waste	5,2%
Sludge produced by urban wastewater treatment	5,2%
Wood	6,5%
Cement mixtures, bricks, etc	6,5%
Unsorted municipal waste	12,1%
Biodegradable waste	16,6%
Mixed waste from construction activities	33,6%

The Group's waste management policy is based on a circular approach, aimed at minimizing the impact of operations on the environment.

One of Human Company's most significant initiatives is the introduction of reverse vending machines on the sites, allowing guests to return cans and bottles for recycling. These devices actively encourage recycling and strengthen environmental awareness among visitors by integrating sustainability into the tourist experience.

Safeguarding biodiversity

As part of its commitment to sustainable tourism, Human Company recognises the importance of evaluating and mitigating significant impacts on biodiversity resulting from its activities.

The Group is aware that the construction and use of tourist facilities can have direct and indirect effects on the natural environment, and is therefore committed to minimising these impacts, paying particular attention to land occupation in an effort to avoid deforestation and massive urbanisation of natural areas.

The use of natural resources is carefully monitored, promoting the efficient use of water, the adoption of renewable energy sources, and the reduction of energy consumption Human Company collaborates with local experts to prevent habitat fragmentation and the introduction of invasive species, maintaining the ecological integrity of the areas in which it operates and contributing to the conservation of local biodiversity. Human Company's commitment does not end with the construction of the sites It is also dedicated to monitoring environmental impacts during the operation of the tourist villages, and continuously improving practices to uphold an approach to tourism that respects and enhances biodiversity.

The Group appreciates the importance of operating in a responsible and sustainable manner, which requires careful planning, responsible management of resources and collaboration with local communities, ensuring that the villages can coexist in harmony with the natural environment and contribute positively to biodiversity.

Human Company is actively involved in the preservation of biodiversity and local ecosystems, placing the protection of natural habitats and animal welfare at the heart of its initiatives The Group promotes environmental redevelopment projects, which represent an active contribution to environmental regeneration and enhancement.

The innovative projects in the works, such as hu Eraclea Village, hu Cavriglia Sport Village and hu Porto Tolle Village, located in areas of high natural value, represent the next step in outdoor tourism, guided by sustainable practices that promote biodiversity and stimulate the local economy.

Additionally, Human Company collaborates with external suppliers and partners to assess the impact of its activities throughout the entire supply chain, with the aim of identifying and mitigating any risks to biodiversity. The Group is committed to defining a biodiversity strategy in order to promote activities that enhance the unique characteristics of local ecosystems, improving the resilience of ecosystems and contributing to the protection of natural heritage.

6

Local Communities: our allies

[GRI 413-2]

Relations with local communities and enhancement of territories

6.1

Human Company is actively involved in preserving the balance of local communities, paying close attention to the possible impacts that business activities can have on the environmental area.

To address these challenges, the Group engages in **sustainable tourism** practices, maintaining an open dialogue with local communities, conducting social and environmental impact assessments, and developing strategies that take into account the needs of the business and the well-being of local communities.

Commitment to the environment and the protection of biodiversity

For Human Company, **the relationship between its sites and the territories** in which they are located is of crucial importance, and is based on two essential cornerstones: the environment and the local communities.

The potential negative **environmental impacts** of the sector include the intensive use of resources such as water and energy and the possible loss of natural habitats. The impacts of construction operations and territorial development can result in damage to biodiversity and the well-being of the local community.

In addition to offering a style of stay that is already intrinsically sustainable, using mobile homes constructed with low-impact materials, Human Company carefully monitors its consumption and implements effective strategies to ensure that its operations do not harm the well-being of nearby communities or the integrity of natural ecosystems, thereby mitigating potential negative effects. In line with its principles and responsibilities, the Group has introduced monitoring methods to assess the effect of its activities on people and the environment, preserve the morphology of the territories, and minimise any negative consequences that may arise from its initiatives.

Commitment to local communities

The influx of excessive numbers of tourists is one of the **potential socioeconomic impacts** of the tourism sector, altering the balance of communities, causing prices to rise, and, consequently, leading to an increase in the cost of living for residents For this reason, the Group is dedicated to preserving the authenticity and value of local cultures and traditions, ensuring that they are not exploited for commercial purposes Additionally, during the peak tourist season, pressure on local infrastructure, such as roads and health services, can intensify, overloading the existing capacity Human Company therefore works to strengthen local infrastructure by providing mobility services such as shuttles, thus ensuring that the benefits of tourism are shared equally with the whole community.

With regard to potential positive impacts, the influx of tourists and visitors can foster economic growth for both the Group and local businesses Furthermore, the job opportunities, particularly in the high season, can make a positive contribution to the socioeconomic fabric of the area.

The company establishes an open and constructive dialogue with the territory, maintaining **strong relationships with local stakeholders**, including public administrations, political groups, press agencies, television stations, local associations and schools. Furthermore, Human Company organises a variety of events and offers accessible services to the local community, with the aim of opening up attractions to residents and introducing guests to the traditions and typical products of the area. Through this approach, Human Company aims to make a positive contribution to the environments in which it operates, promoting the integration of its own sites in the local socioeconomic fabric.

At its open-air accommodation sites, during the 2023 season, Human Company offered high-quality services and launched a wide range of initiatives, focusing on entertainment and cultural enrichment. The services and activities, created in synergy with local partners, were opened up to both residents and external visitors. Guests of the open-air villages and members of local communities were able to enjoy a wide range of options, including entertainment and catering services, creative workshops, nature excursions, sports activities, social events and theme days. The programmes of the various initiatives were specially designed to meet the needs of different age groups: children, teenagers and adults.

Workshops

The artisan workshops combined learning with practical activities, offering fresh pasta courses, colour analysis, origami, astronomy and wayfinding. Some of these activities were organised thanks to the collaboration of renowned associations, including the WWF and Legambiente Additionally, craft workshops were led by local professionals, introducing guests to the traditional artisanal skills of the area. During these workshops, participants of all ages were able to try their hand at activities such as basket weaving, beekeeping, woodworking, and discovering the native flora and fauna. These workshops engaged ten artisans and were promoted via communication channels and local television networks, thereby increasing their visibility and community involvement.

Festival spin-offs

In the name of promoting local traditions, some tourist villages have integrated spin-off events from renowned local festivals into their calendar. For example, in June 2023, *hu* Norcenni Girasole Village hosted a preview of the Medieval Atmosphere Festival, an event that has enlivened the historic centre of Figline Valdarno with historical re-enactments, reconstructions of period games and demonstrations of ancient professions for years In the month of July, *hu* Montescudaio Village was home to a complementary event for the Festival of ecology and organic products, which has been held in the historic heart of the city for a decade.

Theme days

Different theme days were organised on specific sites, including the spring festival, decked out in floral decorations, the beer festival and the wine festival, with rural and medieval theming and tastings of local products. During these events, the open-air sites opened their doors to external visitors and local residents, creating the opportunity for interactions between the territory and the open-air sites and their guests.

Food and Beverage services

With regard to catering services, the sites offer a range of food & beverages that prioritises highquality local products, drawing on the Group's experience with Central Market to establish the perfect combination of craftsmanship and raw materials. The different social events and theme days organised in 2023 included the installation of stalls offering street food and drinks, combining fun with a high-level culinary experience, promoting the various local gastronomic traditions.

We encourage guests to discover the territory outside our sites by selling experiences.

Communication and press reviews

The Group promotes its tourist destinations through communication activities, advertising campaigns, the creation of social media content, and collaborations with journalists and influencers
In 2023, the hu openair brand created advertisements focused on the philosophy of the brand: putting people at the centre, as suggested by the name "hu", which is pronounced like "you". The advertisements featured attractive, lively and youthful graphics. In terms of collaborations with the press, in 2023, like in 2022 and 2024, Human Company offered a press tour of hu Park Albatros village and the Etruscan Coast; hu Altomincio village and the Garda countryside; and hu Montescudaio village, the Tuscan coast and Bolgheri, which hosted eight Italian journalists for three days, from 20 to 22 May The journalists were thus able to experience a holiday in contact with nature, a few steps from the sea, in tourist complexes with high-level services During their stay, they were also accompanied on an exploratory tour of the territory to help them appreciate the unique nature, history, food and wine, and landscape of the area Additionally, a meeting was organised for the occasion with members of the local government.

Relations and projects with local stakeholders

In the various territories in which it operates, Human Company maintains strong and lasting ties with public administrations, discussing the initiatives to be undertaken to make the best contribution to communities. Some sites have also established collaborations with local schools In particular, *hu* Norcenni Girasole Village and Palagina, located in the territory of Figline e Incisa Valdarno, have entered into a collaboration with the Vasari school, which provides opportunities for internships and event organisation, as well as direct participation in the wine production process. In September 2024, the two sites organised a consultation with the new mayor and presented their "School project". Additionally, still in the territory of Figline e Incisa Valdarno, Human Company participates in a permanent tourism working group. This group has created, with the support of an external body, a "Territorial Marketing Plan", for which the directors of the two hu Norcenni Girasole Village and Palagina establishments were interviewed.

Sponsorships and charitable initiatives

AUSER Figline e Incisa Valdarno Sponsorship

In 2023, the Group has continued its multi-year commitment to support the AUSER Figline e Incisa Valdarno association, which boasts an active network of over 200 volunteers and offers important services to local communities. In particular, AUSER Figline e Incisa provides assisted transport for the elderly and vulnerable people, in addition to implementing school supervision services.

Zero-Waste Dinner

In October 2023, Human Company hosted a "Zero-Waste Dinner" at its Palagina site, a historic home in the Chianti hills. This initiative, born from a collaboration with the local hospitality institute, involved about twenty local organisations operating in the third sector, political and religious figures, as well as private citizens supporting the cause. The dinner was a significant opportunity for discussion and to raise awareness in terms of reducing food waste and creatively reusing food in the kitchen, highlighting the importance of sustainable and conscientious practices.

The well-being and protection of the health and safety of our guests are the Group's priority Human Company has adopted practices and actions to ensure safe and high-quality services and products. From customised sales channels to stays at the sites, the company staff supports and assists customers to meet their needs and ensure a high-level experience.

Guest well-being

6.2

New improvements to the accommodation sites

To better understand consumer needs and refine the tourist services, while ensuring high levels of sustainability, Human Company launched a survey, in collaboration with Istituto Piepoli, in 2023. The objective was to explore the meanings associated with the concepts of "stays" and "mobile homes" by Italian citizens and other European populations. The survey used interviews conducted on representative samples of guests of the open-air sites and Italian, German and Dutch citizens. The survey revealed that, for all the groups interviewed, a crucial element in their choice of holiday destination was the opportunity to enjoy outdoor experiences. In particular, with regard to the concept of "mobile home", the factors considered most relevant were the comfort and spaciousness of the interiors, and, for guests of the open-air sites, the size of the outdoor spaces. The sustainability of mobile homes was primarily linked to the quality of the materials used and the efficiency in the consumption of resources. Furthermore, a significantly greater percentage of open-air guests associated sustainability with living in contact with nature.

In the name of environmental sustainability and people's well-being, in line with the needs expressed by guests through feedback and surveys, the open-air sites have recently introduced new types of accommodation. For example, *hu* stay Smart for All, launched in 2024, is a mobile home that offers even more spacious, comfortable and functional interiors, with high-quality finishes and a wooden terrace equipped with chairs and a table. Furthermore, new models of the "greeny" home have been developed, which are set apart by their optimised performance: the use of cutting-edge materials and the adoption of digital technologies help to reduce their energy consumption and minimise their environmental impact.

Healthy activities in nature

In its tourist complexes, the Group is implementing well-being activities and programmes based on the harmony between mind, body and surrounding nature In collaboration with the athletic trainer Daniele Tognaccini, we have developed **ANTS (Activity Nature Training Sense)**, a revolutionary method that combines physical exercise, balanced nutrition and adequate rest. The goal is to promote neuroplasticity, i.e the brain's ability to evolve and adapt over time time through lived experiences. To promote optimal brain activation, the activities offered under ANTS all take place outdoors. In fact, the intrinsic unpredictability of nature forces the mind and body to maintain or rediscover their ability to be flexible, adaptable and agile.

The ANTS model, currently offered at the Norcenni site, is integrated with philosophical and meditative approaches in the exclusive *"Path of happy longevity"* programme, designed to improve the quality of life of people over 65 by helping them to fully enjoy their their advanced age. It lays out a series of small steps, habits and activities designed to invigorate body, mind and soul. This journey of experiences is curated by *"La Grande Via"*, an association created by epidemiologist Franco Berrino.

7

[GRI 2]

Methodological note

7.1

This document marks an important milestone for Human Company as the first Sustainability Report, drawn up voluntarily and with a high level of dedication.

The intention is to share, in a transparent and detailed way, the current performance and results achieved, as well as the future strategies and concrete commitments that the Group intends to pursue in the crucial sectors of sustainability, with the relevant stakeholders Creating this report required significant effort and constant collaboration between company management and the various company functions responsible for the main issues.

All contributors were united by a single objective: ensuring that the Group continues to make significant contributions to the sustainability transition Through this document, Human Company is committed to maintaining an open and constant dialogue with all its stakeholders, strengthening its corporate social responsibility and its desire to be a trailblazer in the world of sustainable hospitality.

The reporting scope includes the subsidiaries Figline Agriturismo SpA and Elite Vacanze Gestioni Srl, and covers the 2023 fiscal year (from 1 January to 31 December).

This Sustainability Report has been prepared in accordance with the Global Reporting Initiative Sustainability Reporting Standards 2021 (hereinafter referred to as the "GRI Standards"), according to the "with reference to" option, as established in the new edition of the GRI Standards 2021. In accordance with the GRI Standards, the Report provides information on the most relevant impacts identified by way of a materiality analysis, as illustrated in chapter 2 The principles adopted to establish the contents and to ensure the quality of this Report are the following Reporting Principles defined in GRI 1:

Foundation:

- **accuracy:** the level of detail of the reported contents is adequate to allow for understanding and evaluation of Human Company's sustainability performance and its impacts;
- **verifiability:** the system of internal controls and the documentation of the decision-making process ensure that data and information are collected, compiled, recorded and analysed in a way that can be examined to determine their quality;
- **clarity:** the choice of clear and accessible language and the use of graphs and tables to represent performance makes the contents accessible and easy to understand for stakeholders;
- **balance:** the contents of this document report the positive and negative impacts of the Group in a fair and impartial manner;
- **timeliness:** Human Company is committed to reporting information on a regular basis and to make it available promptly, while also ensuring the quality of the information, in line with other reporting principles;
- **completeness:** the material issues that shape the contents of this Report are treated in their entirety and represent the most relevant impacts for the Human Company's activity, allowing for a comprehensive assessment of the company's performance in the reporting year;
- **sustainability context:** the Group's impacts are examined in the broader sustainable development context, including extensive scenario information in relation to the main material issues.

This document has not been reviewed by any third party.

Main calculation criteria

The qualitative and quantitative information, of an environmental, social and economic nature, contained in this Sustainability Report was collected through specific interviews with the managers of the main company departments and functions and through specific data collection forms. The calculation methods for some indicators reported in the various sections of the Report are shown below. For the environmental data, a conservative approach was adopted in the assumptions made.

Energy consumption, relating to the consumption of electricity and fuel (petrol, liquefied natural gas (LNG), diesel and LPG), was reported using the Gigajoule (GJ) unit of measurement . The scope for the calculation of energy consumption included the following subsidiaries:

hu Altomincio - Elite Veneto Gestioni Srl,
hu Fabulous - Roma Gestioni Srl,
hu Firenze Camping in town - Elite Firenze Gestioni Srl,
hu Montescudaio - Elite Livorno Gestioni Srl,
hu Norcenni Girasole - Figline Agriturismo Srl,
hu Park Albatros - Elite Livorno Gestioni Srl,
hu Pini - Roma Camping Srl,
hu Roma Camping in town - Roma Camping Srl,
hu Venezia Camping in town - Delta Srl

To convert the consumption from different energy sources to the same unit of measurement, the following conversion factors were used, as found in the *"UK Government GHG Conversion Factors for Company Reporting – Fuel properties"* table from the UK Department for Environment, Food & Rural Affairs (DEFRA). The data used refers to actual monthly consumption; where information was not available, an estimate was made based on the consumption in the previous year (2022).

Energy consumption

The information on waste covers non-hazardous and hazardous waste, waste destined for recovery and for landfill. The scope for the calculation of waste produced included the following subsidiaries:
Altomincio,
Ecv Shops Altomincio,
Ecv Shops Fabulous,
Ecv Shops Fi Camping in town,
Ecv Shops Monescudaio,
Fabulous,
Fattoria Palagina,
Figline Agriturismo S.P.A. Prato,
Firenze Camping in town,
Human Company Srl,
I Pini,
Montescudaio,
Norcenni,
Park Albatros,
Roma Camping in town,
Venezia Camping in town,
Villa La Palagina

Waste

Direct (Scope 1) and indirect (Scope 2) GHG emissions

Greenhouse gas emissions were calculated based on the principles included in the *"GHG Protocol Corporate Accounting and Reporting Standard"*, the standard published by The Greenhouse Gas Protocol Initiative, in terms of CO_2 equivalent, and were determined as reported in the table.

DIRECT GHG EMISSIONS (SCOPE 1)

Source	Activity	Emission Factor	Gwp
Petrol, liquefied natural gas (LNG), diesel, refrigerant gas and LPG	Consumption of fuel	DEFRA 2023 (Department for Environment, Food and Rural Affairs)	Only the CO_2 emissions were considered

DIRECT GHG EMISSIONS (SCOPE 2)

Source	Activity	Emission Factor	Gwp
Electricity purchased from the national network – according to the location-based method	Consumption of electricity	Terna 2019, International Comparison (Total gross production)	Only the CO_2 emissions were considered
Electricity purchased from the national network – according to the location-based method	Consumption of electricity	AIB 2023 – Residual Mix	Only the CO_2 emissions were considered

Employees

Employee data refers to the workforce as of 31 December for the year 2023, and not FTE (Full-Time Equivalent) data. The incoming rate was calculated based on the number of new hires and the total employees. The outgoing rate, expressed as a percentage, was calculated based on the number of terminations and the total employees.

Information and contacts

For information and further details on the contents of this Sustainability Report, you can contact us at the following address: sustainability@humancompany.com

Goals e target

Appendice

Fight against climate change

- Inventory of Scopes 1 and 2 | 2024
- Sustainability Report | 2025

Biodiversity

- 100% of villages offering natural activities based on the unique biodiversity of the site or to the local environment | 2027
- Porto Tolle project: conversion of an Enel thermoelectric power plant into an eco-sustainable and innovative village | 2027
- Definition of the Environmental Policy | 2024

Responsible supply chain

- Implementation of a supplier evaluation system to promote sustainable practices | 2024
- Drafting of the Supplier Code of Conduct | 2024
- 50% local suppliers (100 km) at the operations level | 2026

Sustainable living

- Development of the Sustainable Urbanisation Guidelines | 2026
- 100% of mobile homes in the villages equipped with IoT systems for measuring and reducing energy consumption | 2025

Responsible lifestyle

- Inclusion of sustainability courses in the catalogue Corporate training | 2024
- 70% hybrid/electric cars | 2027
- Installation of 46 hybrid/electric car charging stations | 2025

Well-being and inclusion

- Definition of the Diversity and Inclusion Policy | 2025
- Diversity and inclusion training | 2025
- Creation of a psychological support desk | 2024

Waste management

- Definition of the Waste Management Policy | 2026
- 100% of villages equipped with at least one reverse vending machine for cans and bottles | 2027

Water management

- Calculation of the water footprint | 2025

The GRI Content Index is a navigation tool that specifies which GRI disclosures were used to prepare this report, what information was provided, and where such information may be found within the document or in other documents. In addition to making the reported information easily traceable, the GRI Content Index ensures that the overall reporting process is transparent and easy to use.

GRI 1: STATEMENT OF USE

Statement of use	Human Company has reported the information within the GRI Content Index for the reporting period 01/01/2023 –31/12/2023, according to the *"with reference to"* method.
GRI 1 used	GRI 1: Foundation 2021
Relevant GRI industry standards	N/A

GRI Standard	Disclosure	Location	Restatements of information
GRI 2: GENERAL DISCLOSURES 2021			
The organization and its reporting practices			
2-1	Organizational details	Methodological note	a), b), c), d)
2-2	Entities included in the organization's sustainability reporting	Methodological note	a), b), c)
2-3	Reporting period, frequency and contact point	Methodological note	a), b), c), d)
2-4	Restatements of information	Methodological note	a)
2-5	External assurance	Methodological note	a), b)
Activities and workers			
2-7	Employees	4.1 Care for workers	a), b), c), d), e)
2-8	Workers who are not employees	4.1 Care for workers	a), b), c)
Governance			
2-9	Governance structure and composition	1.2 A responsible governance model	a), c) i, ii., iii., v., vii.

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2-10	Nomination and selection of the highest governance body	1.2 A responsible governance model	a), b)
2-11	Chair of the highest governance body	1.2 A responsible governance model	a), b)
2-12	Role of the highest governance body in overseeing the management of impacts	1.2 A responsible governance model	a), b) i., c)
2-13	Delegation of responsibility for managing impacts	1.2 A responsible governance model	a), b)
2-14	Role of the highest governance body in sustainability reporting	1.2 A responsible governance model	a), b)
2-15	Conflicts of interest	1.2 A responsible governance model	a)
2-16	Communication of critical concerns	1.2 A responsible governance model	a), b)
2-17	Collective knowledge of the highest governance body	1.2 A responsible governance model	a)
2-18	Evaluation of the performance of the highest governance body	1.1.2 A responsible governance model	a), b)
2-19	Remuneration policies	1.2 A responsible governance model	a) i.
Strategy, policies and practice			
2-22	Statement on sustainable development strategy	2.1 The Human Company Group's first Sustainability Report	a)
2-23	Commitments	Letter to Our Stakeholders	a), b) i.
2-26	Mechanisms for seeking advice and raising concerns	1.2 A responsible governance model	a)
2-27	Compliance with laws and regulations	1.2 A responsible governance model	a)
Stakeholder engagement			
2-29	Approach to stakeholder engagement	2.2 Our Stakeholders	a)
GRI 3 Material Topics 2021			
3-1	Process to determine material topics	2.1 The Human Company Group's first Sustainability Report	a), b)
3-2	List of material topics	2.1 The Human Company Group's first Sustainability Report	a)

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MATERIAL TOPICS			
ENVIRONMENTAL PERFORMANCE INDICATORS			
Fighting climate change			
3-3	Management of material topics	Chapter 5. Commitment to environmental protection	a), b), c), d), e), f)
GRI 302: Energy 2016			
302-1	Energy consumption within the organization	5.1 Our contribution to the fight against climate change	a), c), e), f), g)
GRI 305: Emissions 2016			
305-1	Direct (Scope 1) greenhouse gas (GHG) emissions	5.1 Our contribution to the fight against climate change	a), c), e), g)
305-2	Energy indirect (Scope 2) greenhouse gas (GHG) emissions	5.1 Our contribution to the fight against climate change	a), c), e), g)
Protection of the environment and biodiversity			
3-3	Management of material topics	Chapter 5. Commitment to environmental protection	a), b), c), d), e), f)
GRI 303: Water and Effluents 2018			
303-1	Interactions with water as a shared resource	5.2 Responsible resource and waste management and protection of biodiversity	a), b), c)
GRI 304: Biodiversity 2016			
304-2	Significant impacts of activities, products and services on biodiversity	5.2 Responsible resource and waste management and protection of biodiversity	a)
GRI 306: Waste 2020			
306-1	Waste generation and significant waste-related impacts	5.2 Responsible resource and waste management and protection of biodiversity	a)
306-2	Management of significant waste-related impacts	5.2 Responsible resource and waste management and protection of biodiversity	a), b), c)

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306-3	Waste generated	5.2 Responsible resource and waste management and protection of biodiversity	a), b)
306-4	Waste diverted from disposal	5.2 Responsible resource and waste management and protection of biodiversity	a), b), c), d), e)
306-5	Waste directed to disposal	5.2 Responsible resource and waste management and protection of biodiversity	a), b), c), d), e)
SOCIAL PERFORMANCE INDICATORS			
Consumer health and safety			
3-3	Management of material topics	Chapter 6. A sustainable business to care for the territory	a), b), c), d), e), f)
Workers' well-being and protection			
3-3	Management of material topics	Chapter 4. Human capital	a), b), c), d), e), f)
GRI 403: Occupational Health and Safety 2018			
403-1	Occupational health and safety management system	4.2 Health and safety of workers	a), b)
403-2	Hazard identification, risk assessment, and incident investigation	4.2 Health and safety of workers	a), b), c), d)
403-3	Occupational health services	4.2 Health and safety of workers	a)
403-8	Workers covered by an occupational health and safety management system	4.2 Health and safety of workers	a), b), c)
GRI 404: Training and Education 2016			
404-1	Average number of hours of training per year per employee	4.1 Care for workers	a) i.
GRI 405: Diversità e Pari opportunità 2016			
405-1	Diversity of governance bodies and employees	4.1 Care for workers	a), b) i., iii.
GRI 408: Child Labor 2016			
408-1	Operations and suppliers at significant risk for incidents of child labor	In 2023, no operations or suppliers at significant risk for incidents of child labour or young people exposed to dangerous jobs were recorded.	a)

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GRI 409: Forced or Compulsory Labor 2016			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	In 2023, no operations or suppliers at significant risk for incidents of forced or compulsory labour were recorded.	a)
Creation of value for the community			
3-3	Management of material topics	Chapter 6. A sustainable business to care for the territory	a), b), c), d), e), f)
GRI 413: Local Communities 2016			
413-2	Operations with significant actual and potential negative impacts on local communities	6.1 Relations with local communities and enhancement of territories	a)
Technological innovation			
3-3	Management of material topics	Chapter 3 .Technological innovation in the name of sustainability	a), b), c), d), e), f)
GRI 418: : Customer Privacy 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	3.1 Our vision for the business of tomorrow	a), b), c)
ECONOMIC PERFORMANCE INDICATORS			
Workers' well-being and protection			
3-3	Management of material topics	Chapter 4. Human capital	a), b), c), d), e), f)
GRI 401: Employment 2016			
401-1	New employee hires and employee turnover	4.1 Care for workers	a), b)
Responsible business conduct			
3-3	Management of material topics	1.2 A responsible governance model	a), b), c), d), e), f)
GRI 205: Anti-corruption 2016			
205-3	Confirmed incidents of corruption and actions taken	In 2023, there were no confirmed incidents of corruption	a), b), c), d)

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