



Ryoma

Sustainability Report 2024

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Our Values

INCLUSIVENESS

**CUSTOMER
FOCUS**

PASSION

**RESPONSABILITY
& SUSTAINABILITY**

**HUMAN
CAPITAL**

INNOVATION

Our Values

PASSION

We firmly believe that everyone's contribution can positively influence the corporate culture by creating a stimulating and rewarding work environment where people feel listened to, appreciated and inspired towards common goals.

RESPONSABILITY & SUSTAINABILITY

We are aware of the social and environmental impact of everyone's actions. We believe in energy efficiency and the constant use of recycled and recyclable materials. We invest in all business processes to create products that not only perform but are also environmentally friendly.

CUSTOMER FOCUS

We focus our work towards the customer listening to their needs and meeting their requirements. We invest in providing constant training and updates to ensure the flawless performance of our products and provide excellent after-sales service.

INCLUSIVENESS

Respect is a fundamental principle at the heart of all our business interactions. We strive to create a widespread sense of belonging within our Group. We believe that valuing diversity is an element of success for all of us.

HUMAN CAPITAL

We are committed to a shared journey of growth, developing everyone's skills and abilities and creating a working environment where everyone feels fulfilled and involved, helping to achieve great results.

INNOVATION


We strive every day to evolve, innovate and adapt to change without forgetting our origins. Our belief is in the continuous improvement of all business processes and the search for innovative solutions.

Our Vision

The Ryoma vision is based on valuing human capital, production excellence and customer experience. Social responsibility and environmental sustainability guide all our business decisions and are at the heart of our ethos.



Established in 2012, the Ryoma holding company operates in the manufacturing and food equipment sectors. Our international outlook has led us to have an active presence in five continents.



We are an established group with a rich corporate culture, a large production capacity and a deep-rooted artisanal spirit. We are an excellent example of the impressive industrial versatility of the Veneto region.

WE ARE BUILT ON HISTORIC BRANDS.

**OUR DEEP CONNECTION TO LIFE IN OUR
COMPANIES AND THE WIDER WORLD GUIDES
OUR STRONG AND ETHICAL GROWTH.**



Our Group



Eight brands are part of our world. Each one brings its human, technological, and experiential capital, forming the foundation for all the activities we carry out every day.



Ryoma Coffee World

BRANDS



Created in 1969, Astoria creates professional coffee machines with unique technologies and unrivalled designs. The company develops effective, elegant, competitive solutions for major coffee roasters, chains and other projects requiring reliable, tailor-made solutions, and seeking distinctive design.



Barista Attitude was born with the sponsorship of the World Barista Champion. It is a brand specialising in the creation of new technical, aesthetic and user interface. Our precise and stable thermal system is the basis of a technology recognised for its superlative reliability established over time.



Since 1985 Wega has been honing a very precise idea of a professional coffee machine with a strong, dynamic personality. The brand's products are defined by their effective energy management and their reduced environmental impact in all their processes, from manufacture to dispensing. In-cup quality, innovative design and outstanding ergonomics are the distinctive features of the Wega range.



Cime was born out of the coming together of experience and science. We are a young and constantly evolving company that puts customer satisfaction at the centre of its corporate. We guarantee very high levels of reliability thanks to the experience we have gained over the years and the meticulous design and construction work. Our espresso machines are made with top quality materials and assembled with a craftsman's attention to detail for each product.

Ryoma Coffee World

BRANDS

HLF[®]

Since 2004, HLF has been developing a distinctive concept in the super-automatic hot and cold drinks machine sector. A concept based on the ultimate definition of Made in Italy in terms of design, development, manufacturing versatility and flexibility in response to customer requests. This attitude, together with the renowned reliability of its products and a long-term market vision, are the foundations of HLF's solid international presence.

uragan

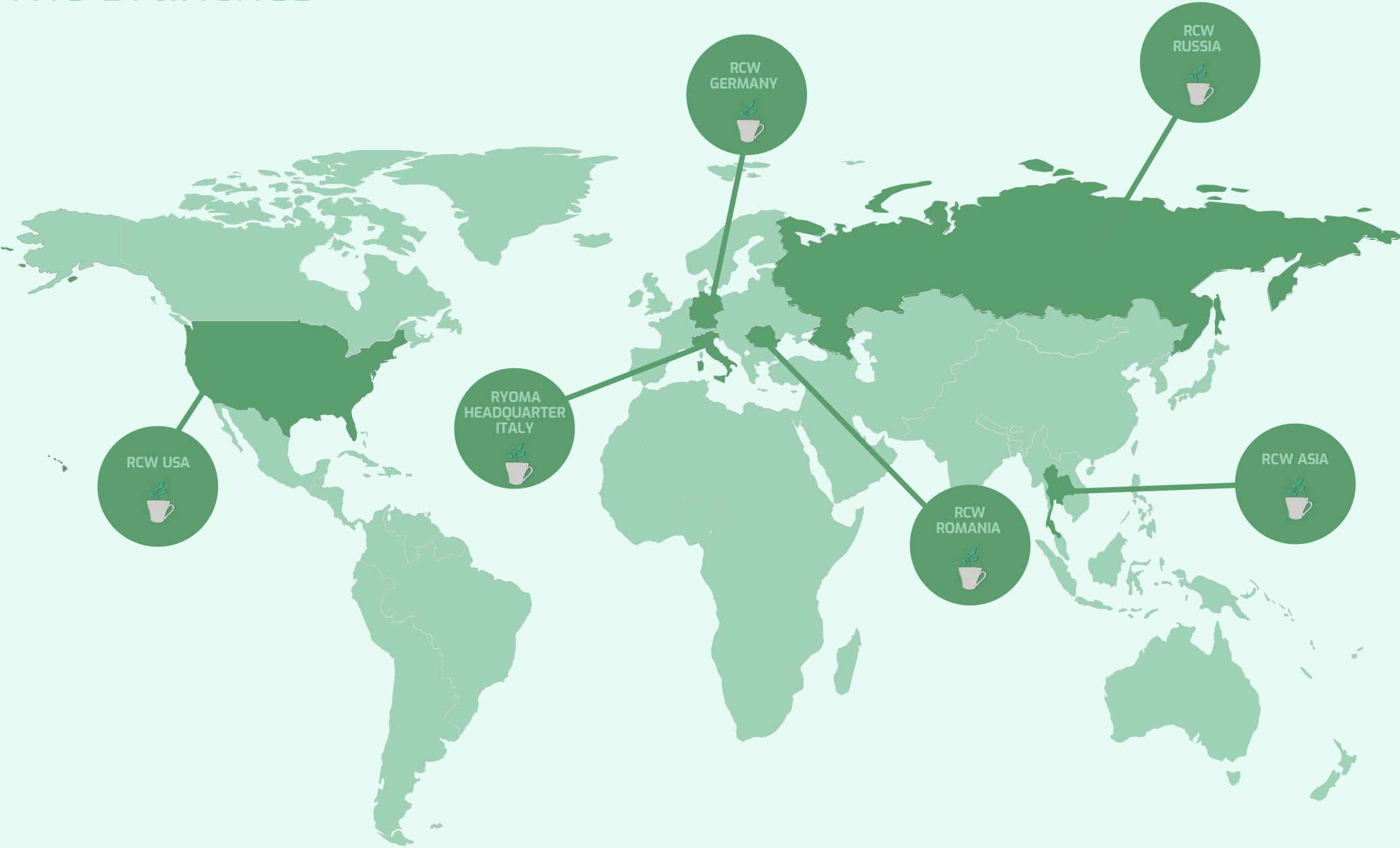
WASHING SOLUTIONS

Uragan offers glass and dishwashers with a revolutionary washing system that uses integrated ozone and reverse osmosis to ensure deep cleaning and sanitisation, eliminating all odours and more than 99% of bacteria. Results are perfect even at low temperatures, saving energy and detergent.

MACAP[®]

Macap is a Veneto-based coffee grinder and press company, a reality with about a century of history behind it. It has always been a model of inventiveness, excellence and adaptability in mechanical solutions, with products recognised for their intuitive and precise operation and iconic shapes. Intuitive and precise operation and iconic shapes.

The Branches



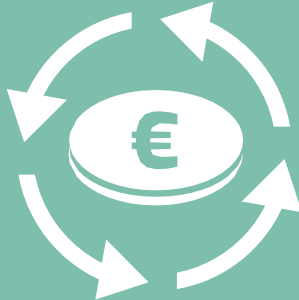
Our Figures



**520
EMPLOYEES**



**PRECENCE IN
150 COUNTRIES**



**TURNOVER
OVER
€130 MILLION**



**ONE HEADQUARTERS
AND SIX WORLWIDE
DISTRIBUTION
CENTRES**

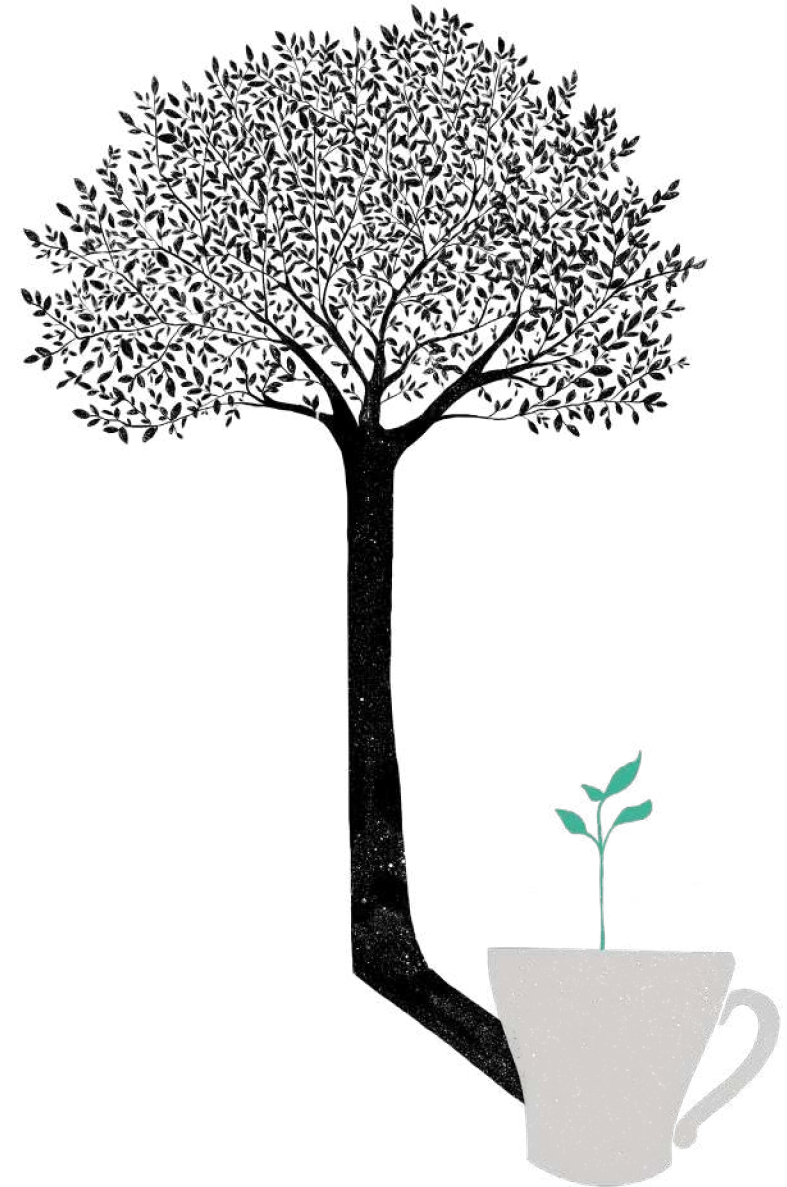
Ryoma Coffee World

SUSTAINABILITY

At Ryoma, we prioritize **sustainability** as a core value that shapes our approach to business. It's not just a goal; it's woven into the fabric of how we operate, serving as a cornerstone for creating value today and into the future.

Our strategy for a more sustainable tomorrow is built on a harmonious balance of three essential elements: **Environment, Social Initiatives, Governance and Compliance.**

Every day, we strive to ensure that these three pillars become an integral part of our organizational framework, creating a system that benefits everyone involved. By embedding these values into our operations, we foster a collaborative environment where the advantages are shared across our entire community.



The Pillars we care about

Environment

- CLIMATE CHANGE ADAPTATION
- CLIMATE CHANGE MITIGATION
- WATER CONSUMPTION
- WASTE
- MICROPLASTICS
- SUBSTANCES OF CONCERN
- RESOURCE OUTFLOWS
- RESOURCE INFLOWS

Social Initiative

- WORKING CONDITIONS
- VC- WORKING CONDITIONS
- CONSUMER AND END-USERS HEALTH & SAFETY

Governance and Compliance

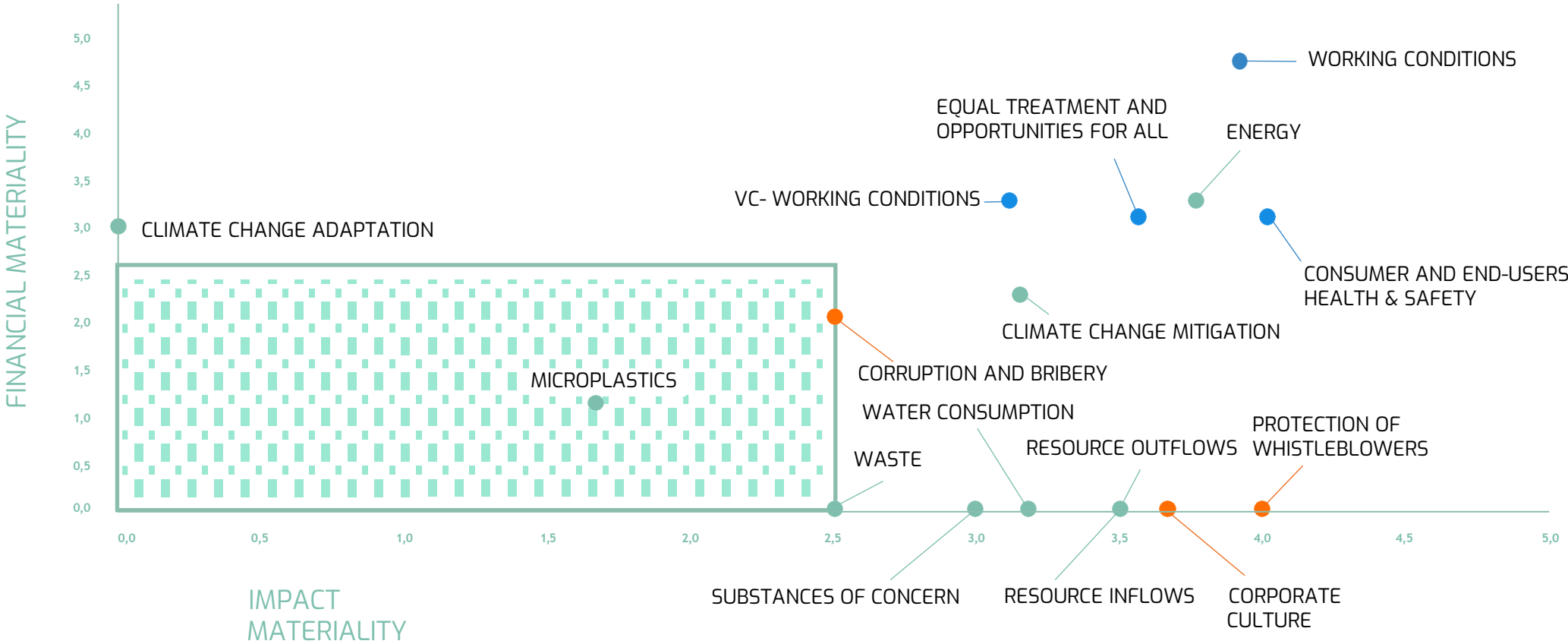
- CORPORATE CULTURE
- CORRUPTION AND BRIBERY



Our Materiality Matrix

DOUBLE MATERIALITY ANALYSIS (DMA)

DOUBLE MATERIALITY MATRIX



Analysis conducted by E&Y



Environment

Environment



Environment

HIGH RECYCLABILITY OF PRODUCTION INPUTS AND OUTPUTS

The stainless steel used in production is highly recyclable, with much of the material sourced from recycled inputs, contributing to a more **sustainable manufacturing process**. The efficient water systems are designed to filter out scrap materials by type, ensuring that all scrap is properly sorted.

All scrap material is then returned to our suppliers, who recycle it and reintroduce it into the market, there by supporting a circular **economy lifecycle**.



100% OF SCRAPS ARE SOLD BACK TO SUPPLIERS

Environment

RESPONSIBLE USE OF RESOURCES

CMA demonstrates its commitment to environmental sustainability through the implementation of an **ISO 14001** certified environmental management system.

WASTE MANAGEMENT

Only **10.1%** of our waste is sent for disposal, while **89.9%** is recovered, reflecting our dedication to resource recovery and minimizing landfill use.

ENERGY EFFICIENCY

Since August 2024, CMA has been utilizing a **300 kW** photovoltaic system, reducing reliance on non-renewable energy sources and furthering our journey toward a sustainable energy model.

SMETA CERTIFICATION

CMA meets the rigorous standards of the **Sedex Members Ethical Trade Audit (SMETA)**. This audit evaluates compliance with labor standards, health and safety protocols, environmental stewardship, and ethical practices. SMETA certification affirms CMA's qualification as a trusted Sedex supplier, underscoring our commitment to ethical and responsible business practices.

89.9%

OF WASTE
RECOVERED

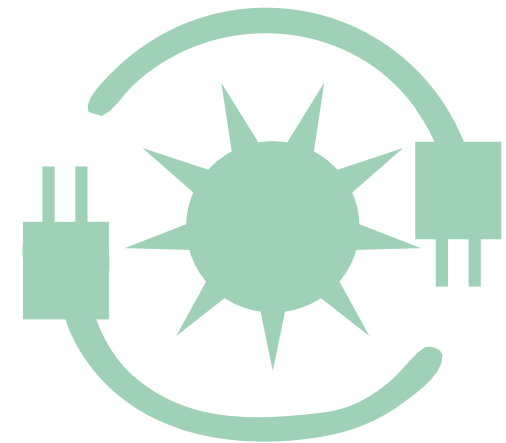


10,1%

SENT FOR
DISPOSAL

300_{KW}

PHOTOVOLTAIC SYSTEM

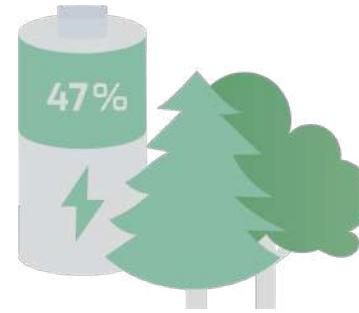


Environment

GREEN-LINE TECHNOLOGY

Reduction in energy consumption by coffee machine users through the application of energy-saving technologies, such as the **green-line technology**.

The energy saving control system learns and distributes energy only where necessary, limiting the use of the total power of the machine. The **Energy Saving** function automatically puts a group (or groups) in stand-by mode during periods of little work and makes them come back active during periods of great work.



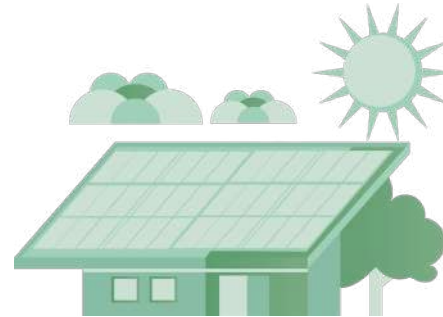
47,6%

PRODUCT AND PRODUCT
LIFE CYCLE ENERGY SAVINGS

SOLAR PANELS AT THE SUSEGANA PRODUCTION SITE

Implementation of **solar panels**, that reduces **energy consumption** from fossil sources and allows for **Scope 2 emissions reduction**.

Self-generated energy will cover **65%** of the total energy required for operations at the Susegana production site, the company's largest facility. This investment enhances sustainability efforts and reduces dependence on grid energy.



65%

OF ENERGY REQUIREMENT
AND SCOPE 2 EMISSIONS

Environment

ON-SITE HYDROGEN PRODUCTION THROUGH ELECTROLYSIS

By generating hydrogen directly at the facility using **renewable electricity**, the company can minimize its reliance on external suppliers and reduce its carbon footprint.

The on-site production of hydrogen for brazing through electrolysis significantly reduces **CO₂ emissions** by replacing **hydrogen** typically sourced from fossil fuels, such as methane.

The water for electrolysis comes directly in production site, where advanced filtration systems demineralize it to ensure optimal performance.

16.000

LITERS OF
AUTOPRODUCED
WATER USED



WATER REUTILIZATION

The production facilities are equipped with advanced **water reuse technologies** that play a crucial role in significantly reducing overall water consumption.

These technologies collect and recycle water used during the manufacturing process, allowing for efficient reuse. **16.000 liters** are reused, demineralized, and used for electrolysis.

Only 5% of water gets lost through evaporation (the temperature of operations is around 40-45°C).

95%

OF WATER
REUTILIZATION IN THE
PRODUCTION SITE



Environment

INTEGRATED POLICY

The Corporate Policy document for Ryoma MC S.p.A. outlines the company's commitment to **quality, environmental sustainability, employee well-being,** and **social responsibility.**



It sets forth objectives in three main areas:

● CUSTOMER SATISFACTION

Emphasizing product and service quality through rigorous control standards, customer feedback analysis, and continuous improvement processes. This includes partnerships with suppliers for mutual benefit.

● ENVIRONMENTAL RESPONSIBILITY

Committing to sustainable development by complying with environmental legislation, reducing carbon footprint, and conserving resources. Ryoma encourages responsible resource management, waste minimization, recycling, and internal awareness campaigns.

● EMPLOYEE WELFARE AND INCLUSIVITY

Prioritizing health, safety, inclusivity, and equal opportunities in the workplace. Ryoma provides adequate training, safety protocols, and fosters a culture that values diversity and equal opportunities. This policy aligns with ISO 9001:2015 and ISO 14001:2015 standards, ensuring effective process management and adherence to international quality and environmental guidelines.

Environment

ISO CERTIFICATION

Achieving our ISO certification goals has been a strategic priority, reflecting our commitment to continuous improvement.

We successfully renewed the ISO 9001 certification for **Ryoma, CMA, Wega,** and **Astoria,** incorporating **HLF** and **Faitech's** processes and optimizing warehouse management. Additionally, we expanded the ISO 14001 certification to cover the CMA facilities in Susegana and Santa Lucia, integrating advanced welding processes and supporting our recent facility expansion.

These certifications underscore our dedication to sustainable practices and operational excellence, ensuring ongoing value for our stakeholders.

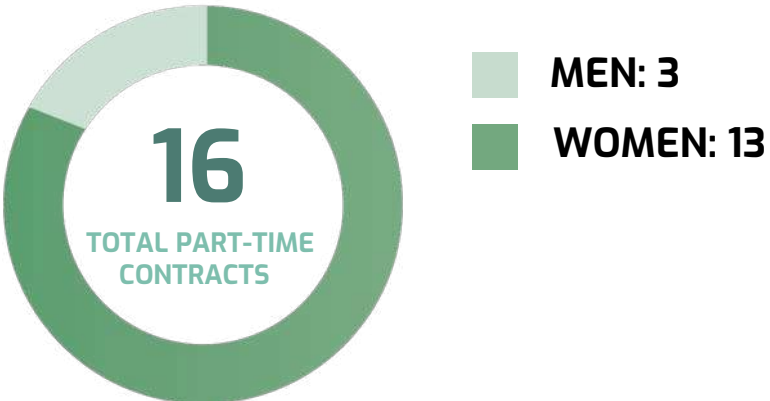




Social initiatives

Social initiatives

OUR 2023 NUMBERS



Particular attention has been given to part-time work, aiming to ensure that the time for balancing family and work is valued.

Social initiatives

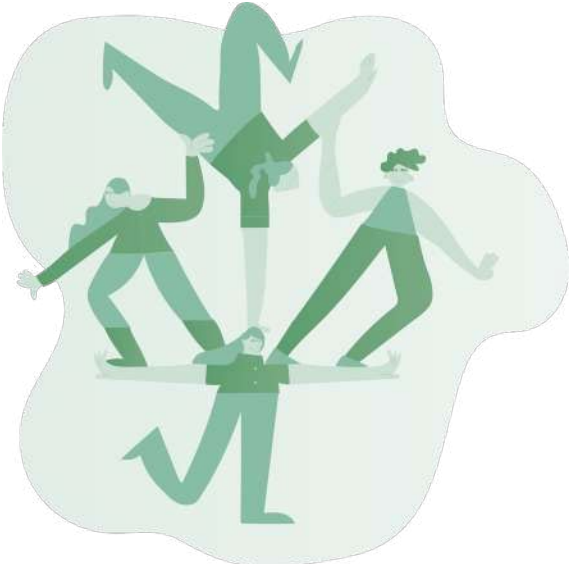
IMPROVED WORK-LIFE BALANCE THROUGH FLEXIBLE WORK OPTIONS

Two years ago, **flexible work** arrangements were officially implemented for all office employees. Alongside this shift, a selection of laptops was made available for loan, further facilitating the transition to remote and hybrid work models. This change has been met with widespread approval, leading to notable improvements in work-life balance and overall employee well-being, especially for employees with young children. **Employees of CMA, Wega and Astoria enjoy hourly flexibility.**



JOB OPPORTUNITY ROTATION

At our company, we implement **job rotation**, providing employees with the opportunity to gain **new skills** across different roles. This approach fosters professional growth, enhances flexibility, and offers a broader understanding of the company's overall processes, ultimately contributing to a more dynamic and adaptable workforce.



100%

OPEN POSITIONS WITH INTERNAL JOB OPPORTUNITIES AND CLOSED WITH INTERNAL STAFF

Social initiatives

TRAINING PROGRAMS

Ryoma Group offers comprehensive training programs that not only enhance employee skills but also increase mobility within the workforce.

Through regular evaluations, personalized training can be assigned more accurately, ensuring that employees receive targeted development opportunities aligned with their career paths and the company's needs.



Social initiatives

192 hours

COFFEE TASTER COURSES
2024

1.882 hours

TRANSVERSAL TRAINING 2023
SOFT AND JOB-SPECIFIC TRAINING

75 hours

CORPORATE
VALUES TRAINING
2024

100%

PRODUCT TRAINING PROJECT
FOR PRODUCTION STAFF 2023
**BLU COLLAR LINEE
PLANT SUSEGANA**



1.041 hours

HEALTH AND SAFETY TRAINING 2023

INDUCTION TRAINING
EVERY EMPLOYEE OF OUR GROUP HAS AN INITIAL ONBOARDING
PROCESS THAT INCLUDES A TRAINING/COACHING PLAN WITH THE
VARIOUS COMPANY FUNCTIONS, IN ORDER TO ENSURE THE
CORRECT ORIENTATION WITHIN OUR COMPANY.

116 hours

ERGONOMICS TRAINING 2023
RAISE AWARENESS OF PREVENTION



12 SCHOLARSHIPS
IN 2023

11 SCHOLARSHIPS
IN 2024

Social initiatives

SCHOLARSHIPS AWARDED TO 12 EMPLOYEES' CHILDREN

Ryoma Group stands by schools in the name of merit. At the CMA headquarters in Susegana, a ceremony was held to award scholarships named in memory of Ing. Beppino Ceotto, who was for years the CEO of the company producing coffee machines and equipment and who passed away prematurely in 2019.

Ryoma established these **scholarships, 12 in 2023** and **11 in 2024**, to honor the children of employees who have excelled in their studies, using their constant daily commitment as a means to achieve their educational and life goals an attitude that was always very dear to Ing. Ceotto.



COLLABORATION WITH SCHOOLS AND UNIVERSITIES PROGRAM

Engagement with high school students for career guidance activities and local meetings with teachers. A collaboration with ITS has been initiated to host young students in 2025 during their professional internship programs.

Social initiatives

WELL- BEING IN SUSEGANA'S COMPANY

We actively promote **employee well-being** through a variety of initiatives aimed at enhancing quality of life and providing easy access to valuable services. We have established partnerships with local businesses to offer benefits and discounts.

We also organize wellness evenings featuring **yoga sessions, meditation, consultations with a naturopath, and nutritional advice** to encourage a **healthy lifestyle**.

Additionally, employees can take advantage of on-site **blood tests**, reducing travel time with our convenient in-office service.

We host educational meetings in collaboration with specialized organizations to raise awareness about health and prevention.

Furthermore, we offer access to platforms that provide exclusive offers on a wide range of products and services.



CORPORATE AGREEMENTS

Agreements have been established with nearby businesses to provide all employees with discounted rates and foster local synergies.

WELL- BEING - 2025 PROJECT

Outdoor Green Area for Relaxation and Breaks Gym Facility



Governance and Compliance



Governance and Compliance

CODE OF ETHICS AND CHARTER OF VALUES

The corporate values charter plays a key role in the identity and goal orientation of a company.

Defining commitments and core values, it serves as a guide for the actions of all members of the company, representing a “compass” for the corporate culture.

Involving everyone in its definition and sharing fosters success and active participation in the creation of a unified culture.

On top of that, the presence of the **Code of Ethics** serves as a guide to the general legal and ethical obligations of **Ryoma Group** employees.

100%

OF EMPLOYEES HAVE RECEIVED A COPY OF THE CODE OF ETHICS AND THERE IS A CHANNEL FOR REPORTING VIOLATIONS AND AN ETHICS COMMITTEE.

CLOSELY

Respect is a fundamental principle at the heart of Ryoma's business interactions. The company is currently running a project called **Closely**, an initiative designed to share and consolidate values within the team.

As part of this project, a brochure, containing an in-depth look at the **values of respect and dignity**, focusing on both intolerable behaviors and those that should be adopted, will be circulated to all employees via email and posters will be put up in the company.



It aims to clarify and present the tools and channels available to all employees for ensuring their **well-being** within the company. The primary goal is to protect our workforce, create a safe and inclusive environment, and foster a strong corporate culture while providing equal opportunities for everyone.

Any violations can be reported to Human Resources.

Governance and Compliance

FINANCIAL STATEMENT CERTIFICATION

The consolidated financial statement is audited and certified by BDO.

WHISTLEBLOWING

CMA Macchine per Caffè S.r.l. places great emphasis on ensuring that its activities and business are conducted with integrity and in compliance with the law.

To reinforce its commitment to conducting business with the utmost integrity and honesty, the Company has aligned itself with whistleblowing regulations, providing its stakeholders with a reporting system. This system allows individuals to report any conduct occurring within the workplace or impacting it, involving personnel and/or third parties, related to violations of laws, regulations, rules, and procedures in force within the Company, while ensuring the utmost confidentiality of the whistleblower.





RYOMA MC SPA

Italian Holding Company

Corso Italia, 22, 20122 Milano

ryoma.it