



GIORGETTI | BATTAGLIA

2019 SUSTAINABILITY REPORT
E X T R A C T

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letter to Stakeholders



Leading the Giorgetti Group, with its 122 years of history, is first and foremost a matter of **responsibility**: the responsibility to preserve a local ecosystem where the company's internal resources – consisting of people, production techniques, materials and knowledge – become a repository of knowledge incorporated into production processes and product icons, the daily future of a region and a community at work for the construction of value; years of stories, places and roads, objects and projects. Because the **local community** plays a fundamental role in our company, a rare case of longevity and capacity for renewal.

A responsibility that today is transferred to our Group as a whole and which has made it extremely logical and natural to make the important choice of increasing the visibility of our progress in the field of sustainability in **2019**, drawing up and publishing our first **Sustainability Report** and identifying strategic orientations to contribute to the achievement of the United Nations **Sustainable Development Goals (SDGs)**. This decision is the result of the desire to give further depth and structure to a virtuous behaviour towards the environment (understood in its broadest sense) that the Group has already implemented for many years. A desire that is also the result of an awareness of the vital importance of transparency towards Stakeholders, also in the context of ESG performance. In this sense, the Sustainability Report is an indispensable tool for the Group to approach and strengthen the **dialogue with its Stakeholders** by shedding light on its environmental, social and economic performance, but also to identify and develop actions aimed at reducing and mitigating its impacts, where negative, and to strengthen those practices that generate positive impacts, thus contributing to sustainable, fair and inclusive development.

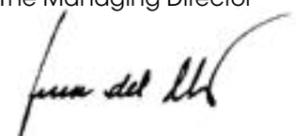
Indeed, our Group, also thanks to its long presence in the area, plays an important role within the community it operates in, especially in **Meda**, considered the heart of Italian furniture and design, where it has built a relationship of mutual exchange with the local community, contributing to its socio-economic development and in return receiving skills, know-how and high-quality materials/processing from the local populace. This long-lasting relationship represents a source of competitive advantage and an element of uniqueness for the Giorgetti Group, which is thus supported in designing and offering high-quality, innovative and internationally popular products, and consequently in the creation of long-term shared value.

We are also aware of the importance of the relationship with our **human capital**, a strategic asset for the Group's business continuity and growth, representing a tradition of craftsmanship and attention to detail, not to mention innovation and excellence. Each employee is a keeper of the know-how and the artisanal and woodworking skills that have always distinguished our production and our brand, making it unique. For this reason, the Group invests its resources in attracting new talent, in the professional and personal development of its employees and in creating a safe, meritocratic, stimulating and respectful working environment that guarantees each employee equal opportunities and chances for professional growth.

Finally, the Giorgetti Group recognises the central role of its **customers**, with whom it is committed to building a long-lasting relationship of trust based on the promise – never forgotten and very often kept – to offer a unique purchasing experience through its excellent and innovative products and an efficient, timely and customer-centred Customer Care service. For this reason, the Group is committed to listening to and understanding the expectations of its customers, proactively responding to their demands and needs.

Aware of the growing demand for sustainable and environmentally friendly products, our commitment is to create **products that last over time**, incorporating the memories of those who use them to become a legacy for future generations, always taking into account their impact on the environment and society as a whole throughout their lifetimes.

Today, highly conscious and deeply respectful of this responsibility, we are called to maintain the consistency and nourishment of our original roots with a mission that goes beyond the manufactured object and expands to include the environment and the ability to conceive and shape space. Thus are regenerated the style and the desire to create beauty that for more than 120 years has been offered by the hands of the local community at Via Manzoni to the citizens of the world, reflecting contemporary tastes and desires.

The Managing Director

Giovanni del Vecchio

group HIGHLIGHTS



FINANCIAL PERFORMANCE



More than 29,000 products made

€ 60,581 thousand in revenues

HUMAN RESOURCES



1,428 total hours of training, for an average of about 6.5 hours per employee

33.3% of new hires < 30 years old

ENVIRONMENT



96.6% non-hazardous waste produced

98.9% waste destined for recycling

9.6% of electricity from renewable sources

130 tonnes of virgin wood recovered

COMMUNITY



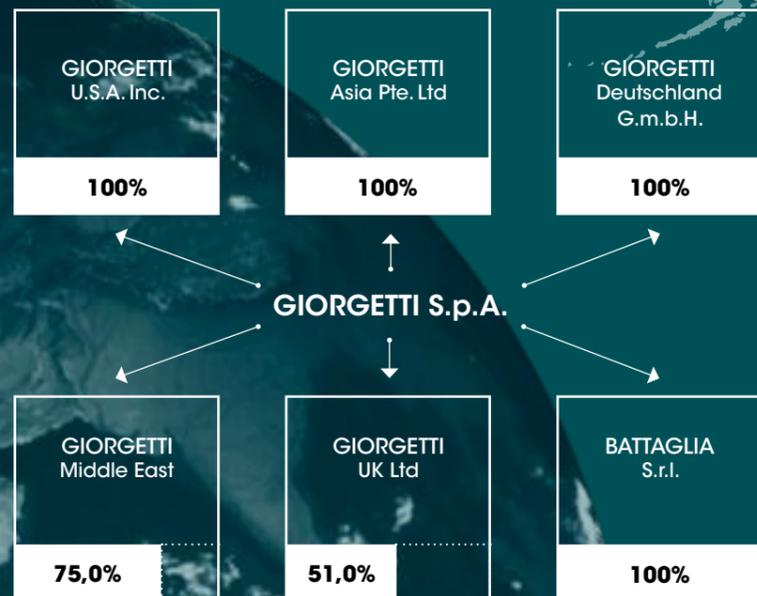
96.7% of the Group's expenditures paid to local suppliers



the GIORGETTI GROUP

The Giorgetti Group has a centuries-old tradition that begins in Meda, Brianza, and continues to be written in the name of innovation while respecting its own woodworking heritage. Engaged in the production and sale of high-level interior furnishings, today the Group is recognised as one of the top global players in the high-end furniture market and collaborates with external designers who are able to give a unique character to the collections.

The Giorgetti Group consists of the parent company Giorgetti S.p.A. and the following subsidiaries:



The Group's business model is vertically integrated, as all production phases are carried out directly in the two Giorgetti production plants in Meda and Lentate sul Seveso and in the Battaglia plant in Misinto. Only intermediate and non-essential processes, often linked to the use of materials different from wood and non-core production techniques for the Group, are outsourced to local third-party suppliers.

- From Object to Project: thanks to its offer range, the Giorgetti Group sells not only its own products, but articulated and transversal architectural projects in:
 - 90 countries through 361 dealers of which over 50% shop-in-shop,
 - 18 monobrand stores in Europe, Africa, Asia and the United States,
 - 6 Ateliers in some of the most strategic cities for the furniture field.



GIORGETTI S.p.A. HEADQUARTERS MEDA (ITALY)

BATTAGLIA HEADQUARTERS MISINTO (ITALY)

GIORGETTI S.p.A. SHOWROOM LENTATE SUL SEVESO (ITALY)

GIORGETTI ATELIER MILANO

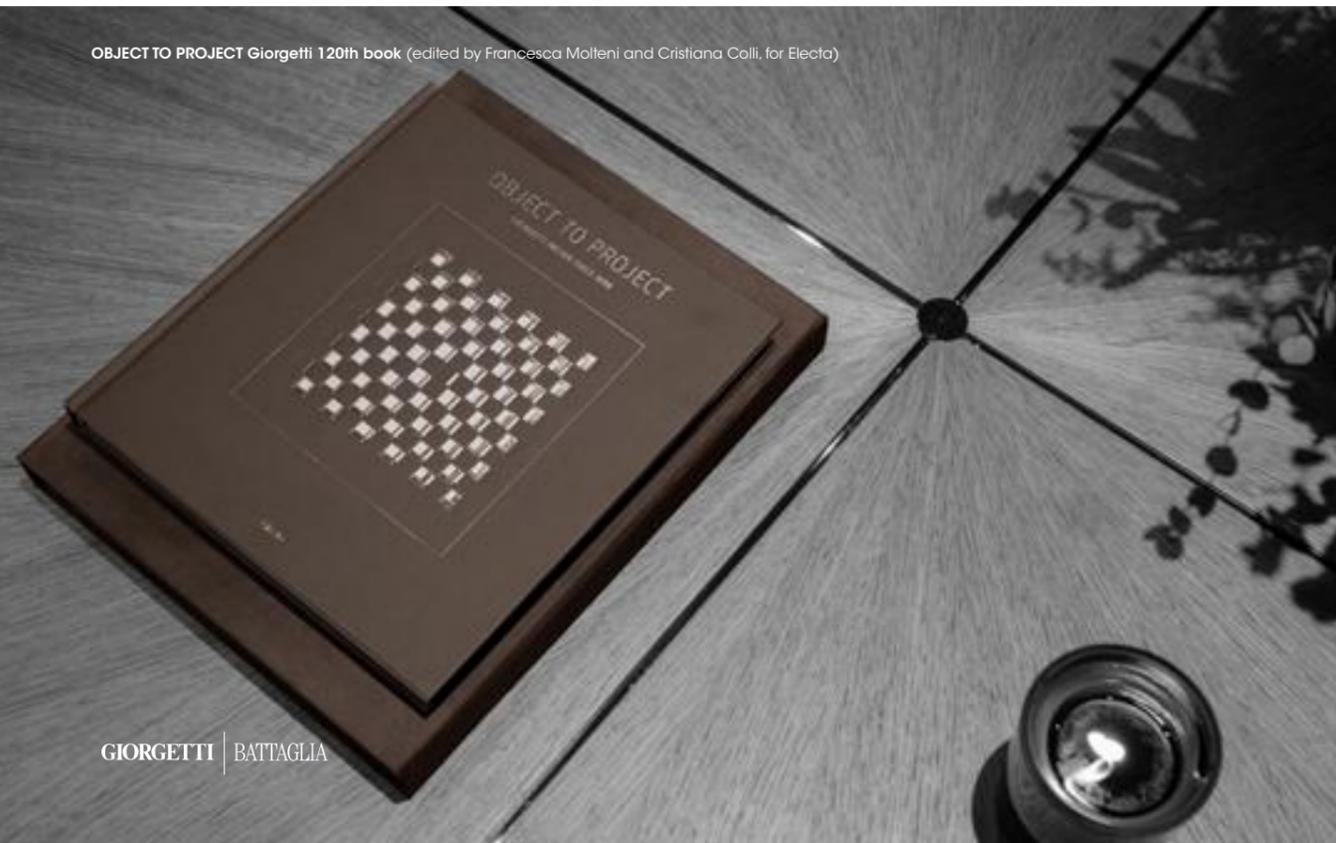
i INITIATIVES AND AWARDS

Over the years, Giorgetti has carried out many initiatives, including cultural ones, and has won several awards, without ever losing the strong bond with its own territory and the desire to give voice and visibility to stories, tales, traditions which otherwise would risk being progressively forgotten.

"Object to Project. Giorgetti design since 1898" is the title of the book that shows and celebrates 120 years of dedication in the world of Made in Italy design, protagonist of a traveling exhibition project for the world in 2018 e which led to the creation of the homonym short film.

The Giorgetti Group recognises the importance of collaborating and taking part to important associations that play an essential role of representation and cooperation in the field in which the Group works: Confindustria, Altagamma Foundation, FederlegnoArredo, Milano Durini Design.

OBJECT TO PROJECT Giorgetti 120th book (edited by Francesca Molteni and Cristiana Colli, for Electa)



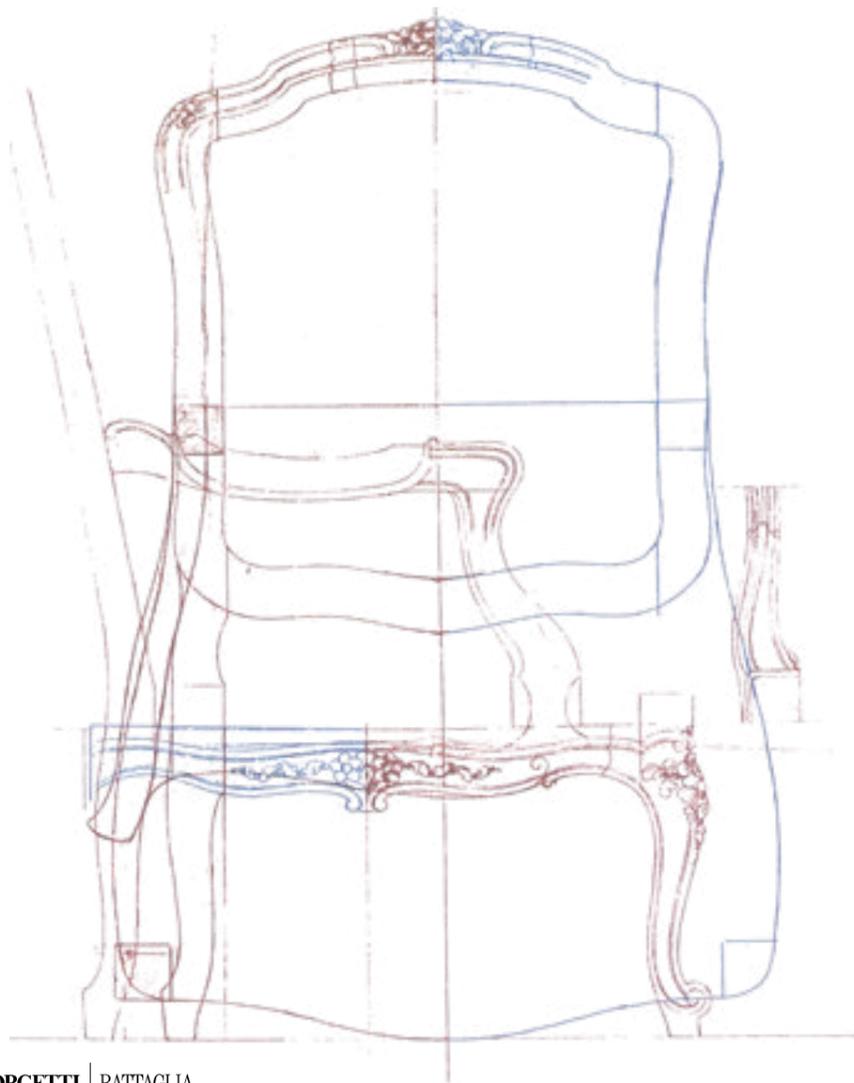
THE CABINET OF MEMORIES.
Chi Wing Lo,
2018.



OUR HISTORY

1898

Luigi Giorgetti founds a small shop in Meda, in the heart of Brianza, with around 8 workers



Start of exports of semi-finished carved pieces to the United States, perfecting standardised production systems

1920

Start of production and exports of finished products

1960



Launch of the first modern collection: **Gazebo**. Giorgetti initiates an important process of production industrialisation and innovation

1970

Launch of the **Gallery** collection, inspired by models of the early 1900s but with modern lines. Consolidation of national and international distribution

1975

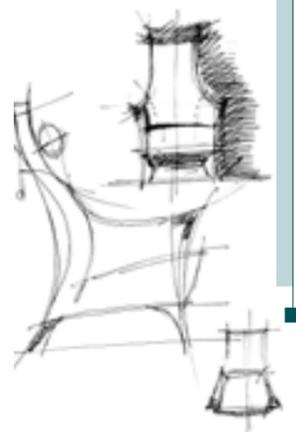


Reinforcement of European presence with the opening of two branches. First approach with design: the **Matrix** brand is born, featuring highly innovative graphics

1980

The Giorgetti Research Centre creates the **Progetti** collection, an iconic series of chairs and sofas with a particular wood armrest in Pau ferro, inspired by the idea of an old walking stick

1987 >>>

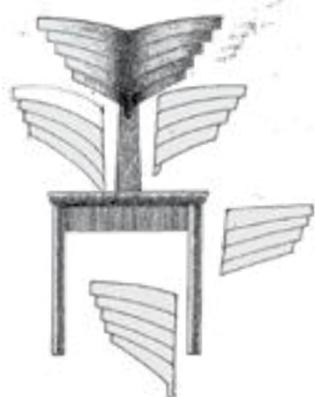


OUR HISTORY

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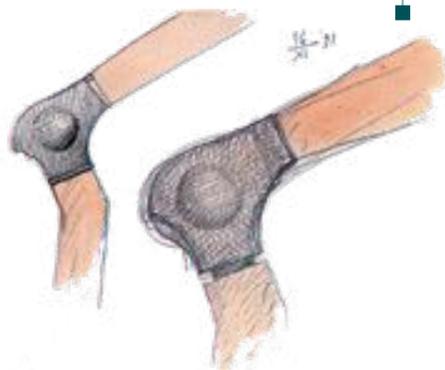
1990

The true stylistic turning point. Giorgetti starts working with architects, city planners, intellectuals who had never designed furniture



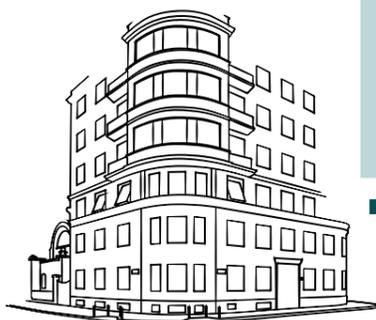
2000

The unique, instantly identifiable style of Giorgetti is recognised worldwide. Products are designed for executives offices, exclusive solutions and contract projects



2011

Launch of the Atelier project, the first in Milan. Other six Ateliers open in Antwerp, Mumbai, Singapore, Jakarta, Rome and Guangzhou



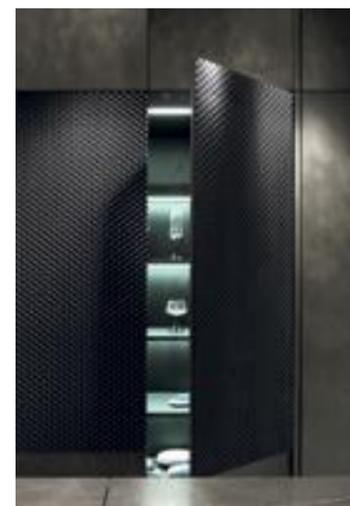
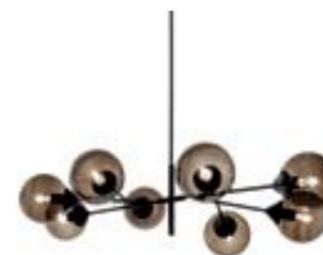
2015

100% of Giorgetti's share capital is acquired by the **Progressio** private equity fund



2016

Giorgetti present at the Salone del Mobile in Milan. The first kitchen **GK.01**, and the first collection of accessories, **Giorgetti Atmosphere**



2017

Giorgetti presents the first outdoor collection, **"Open-air"**, at the IMM trade show in Cologne



2018

Giorgetti consolidates its growth strategy in the contract segment and acquires **Battaglia**







the GROUP'S
SUSTAINABILITY PATH

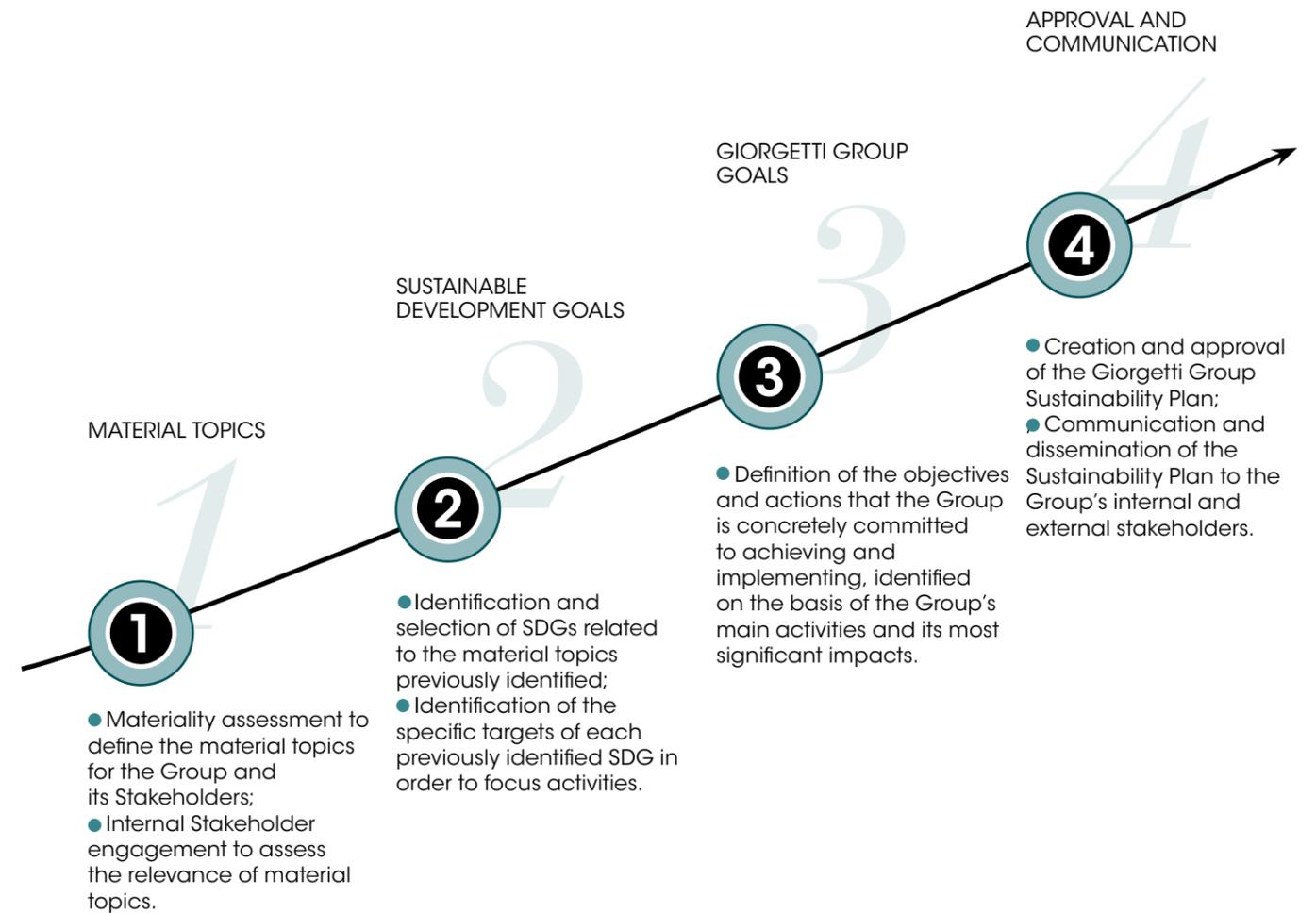
the GROUP'S SUSTAINABILITY PATH

- Always attentive to issues relating to the issues of sustainability in its broadest sense, Giorgetti has been carrying out the Model of Organisation, Management and Control pursuant to Legislative Decree 231/2001 in its entirety for over 3 years. Before that date, Giorgetti used to adopt an extremely detailed Health and Safety Model extremely, in force since 2010.
- The Group started its sustainability journey by publishing its first Sustainability Report, detailing its performance in the field of economic, social and environmental responsibility: it was the realisation of Giorgetti's commitment to sustainability, placing it as an important driver of growth and integrating it into company management.

GROUP'S STAKEHOLDERS



METHODOLOGICAL PATH



the GROUP'S SUSTAINABILITY PATH

- The Giorgetti Group decided to develop and adopt its Sustainability Plan guide and support its activities on the new sustainability path.
- The Plan represents the Group's commitment to:
 - Support the continuous improvement and strengthening of its environmental, social and economic performance.
 - Contribute to the achievement of the United Nations Sustainable Development Goals (SDGs).
 - Strengthen the Group's relations with its Stakeholders.

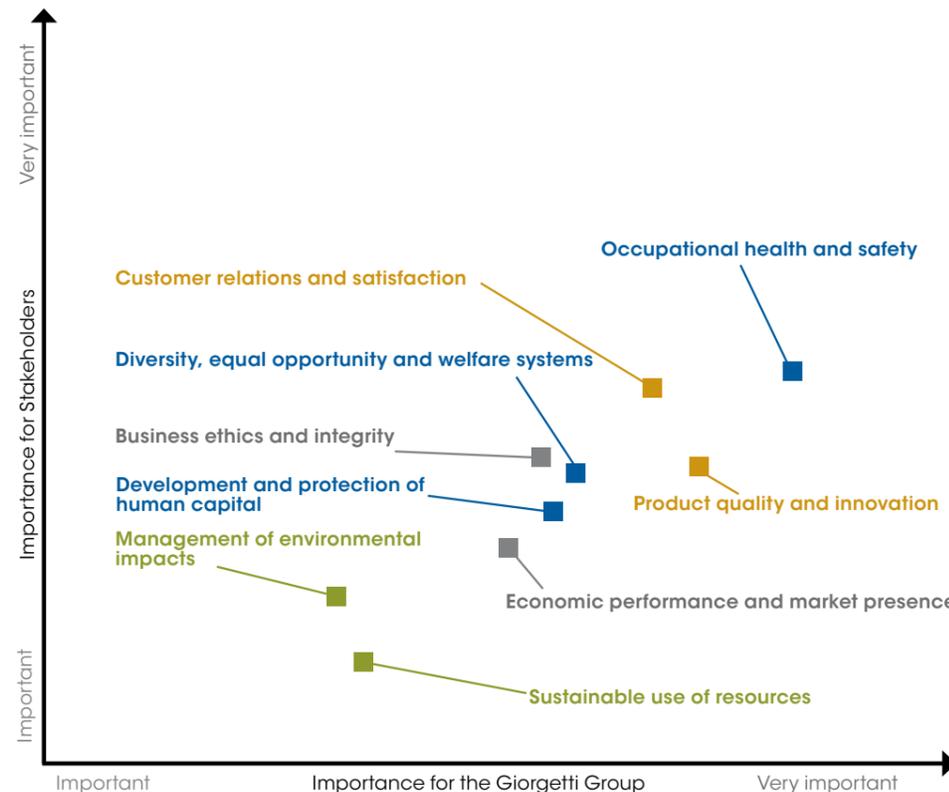
● THE SDGS IDENTIFIED BY THE GIORGETTI GROUP



- Initial definition of 4 topical areas:
 - Economic and Governance Responsibility
 - Social Responsibility
 - Environmental Responsibility
 - Product Responsibility
- ➔ These form the foundation for the nine material topics that emerged from the materiality assessment, key to identify the strategic priorities to focus its Sustainability commitment on.

The Materiality Matrix represents the relevant issues for the Giorgetti Group (horizontal axis) and for its Stakeholders (vertical axis) on which the Group focuses its commitment to sustainability. The material topics are divided into four thematic areas.

● THE MATERIALITY MATRIX AND THE INTERSECTION BETWEEN TOPICAL AREAS AND MATERIAL TOPICS



the GROUP'S SUSTAINABILITY PATH

● Giorgetti, with the formalisation of the Sustainability Plan, will undertake to define specific objectives, starting from the SDGs already identified. In particular, the survey carried out in this first year of reporting will allow in the near future a precise definition of the qualitative-quantitative targets to be achieved in the coming years and of the related indicators (KPIs) for periodic monitoring. All the Group's performances will be analysed for this aim, and appropriate actions will be consequently developed to be effective in the improvement of the reported indicators. Giorgetti is fully aware of the positive and negative impacts deriving from its activities, which will indicate the strategic lines of the Sustainability Plan that will be formalised, in particular:

- Impacts on the Group governance and on business ethics, through the development and continuous improvement of organisational policies and tools that guarantee the ethics of all the carried activities;
- Impacts on employment, economy and sustainable development, through the personal and professional development of people, aimed at the inclusive and sustainable growth of individuals;
- Impacts on environment in the procurement phase, through the preservation of natural resources and the acquisition of certified materials, with particular reference to wood;
- Impacts on environment in the procurement phase, through actions aiming at the efficiency of energy consumption, at the consequent minimisation of atmospheric emissions and at the reduction of waste, with a circular economy perspective.

MACRO TOPIC	MATERIAL ISSUES	SDGs											
		3	4	5	7	8	9	10	12	15	16		
Economic and governance Responsibility	Economic performance and market presence					✓	✓						
	Business ethics and integrity					✓							✓
Social Responsibility	Health and safety in the workplace	✓				✓							
	Development and protection of the Human Capital		✓										
	Diversity, equal opportunities and welfare systems			✓		✓		✓					
Environmental Responsibility	Management of environmental impacts				✓					✓	✓		
	Sustainable use of resources				✓					✓	✓		
Product Responsibility	Product quality and innovation									✓			
	Customer relations and satisfaction	✓			✓								





Area 1:

ECONOMICAL AND
GOVERNANCE RESPONSIBILITY

Area 1:

ECONOMIC AND GOVERNANCE RESPONSIBILITY

- The economic and financial performance of the Group is important in terms of sustainability as it guarantees economic security and future prospects for employees, creates and supports related activities, contributes to the local economy and the wood-furniture district.

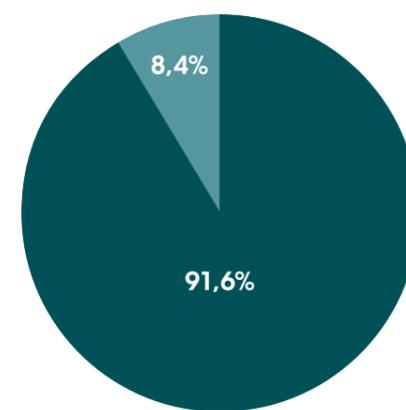
1. Economic performance and market presence.

- During 2019 the value generated by the Giorgetti Group amounted to over € 61 million approx (production value € 63 million approx), compared to € 59 million approx in 2018, with a growth of 3,8% (growth of 6,6% comparing the production value), highlighting the capacity of the Group, already from the first year following the acquisition of Battaglia S.r.l., to create opportunities capable of developing commercial synergies between all its companies.
- Growth of 3.8% despite the fact that the first year of integration with Battaglia absorbed human energies in finding the best integration synergies.
- Growth in all geographic areas except the Middle East.
- Positive performance of both multibrands and monobrands.
- Positive performance of Project channel development.

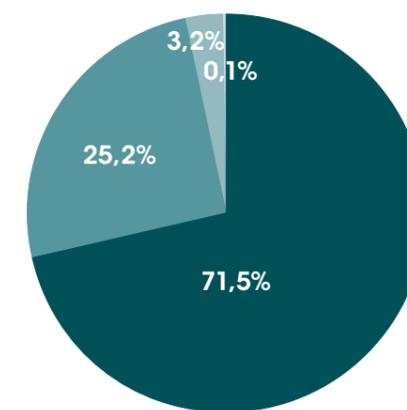
2. Economic value generated and distributed in 2019

With € 62 million (compared to € 58 million in 2018), it recorded a 6.2% growth. Within the total revenue, € 57 million were distributed to Stakeholders.

ECONOMIC VALUE GENERATED AND DISTRIBUTED IN 2019



Economic value distributed **91,6%**
Economic value withheld **8,4%**



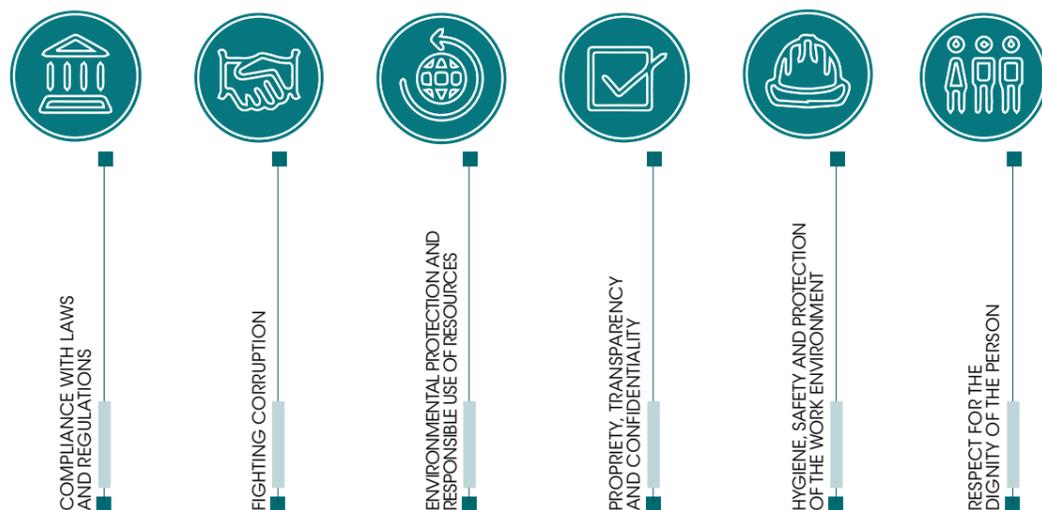
Operational costs **71,5%**
Personnel remuneration **25,2%**
Community remuneration **3,2%**
Public Administration remuneration **0,1%**

Area 1:

ECONOMIC AND GOVERNANCE RESPONSIBILITY

3. Business Ethics and Integrity

- The Giorgetti Group is attentive to the need to ensure propriety and transparency in the conduct of business and its activities in relations with its Stakeholders and throughout the entire value chain.
- The complete 231 Organisation, Management and Control Model has been applied since 2017 (the Health and Safety part already having been implemented in 2010).



The Code of Ethics is an essential and complementary element of the Organisational Model as it summarises the ethical principles that inspire the company and the methods with which these principles are applied.

4. Supply Chain

- The sustainability of the supply chain and production processes is a central focus of the Group's activities → the Group pays close attention to the selection of its suppliers, chosen for their professionalism and skills, and from which it procures raw materials used for its products, mainly wood, fabrics, leather and hide.
- The Group supports an increasingly accurate research on the materials and on the identification of certified supply sources, shared with the suppliers.
- All suppliers are asked to read Giorgetti's code of ethics and 231 Organisational Model.

SUPPLIERS' ORIGIN



5. Sustainability governance

The corporate governance system adopted by the parent company Giorgetti S.p.A. is aimed at ensuring the most balanced cooperation between its members.

MEMBERS OF THE BOARD OF DIRECTORS BY GENDER AND AGE GROUP AS AT 31/12/2019







Area 2:
SOCIAL RESPONSIBILITY

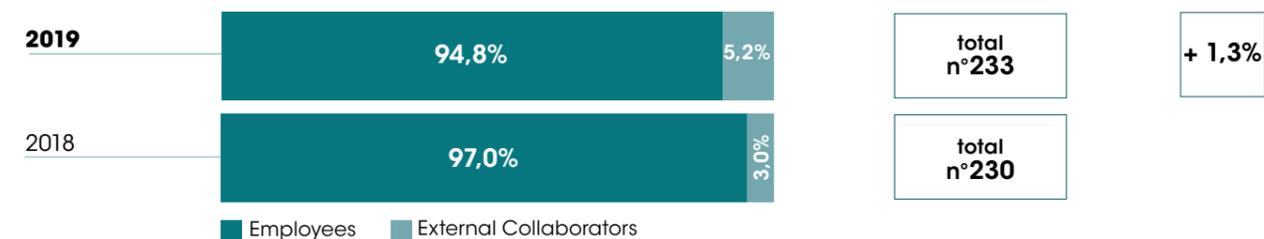
Area 2: SOCIAL RESPONSIBILITY

- The Giorgetti Group commits every day to respecting the fundamental values of diversity, inclusion and equality, developing and enhancing the unique value that each employee represents for the Group, tackling all forms of discrimination and violence in the workplace and guaranteeing equal opportunities for professional and personal growth in a safe, protected environment. The Group has set up a COMPANY OBSERVATORY to monitor compliance with and the protection of these values.

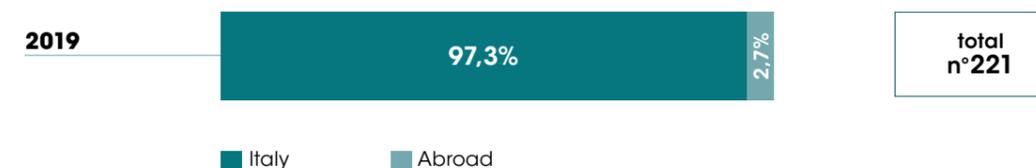


6. Diversity and equal opportunities

WORKFORCE



ORIGIN OF EMPLOYEES



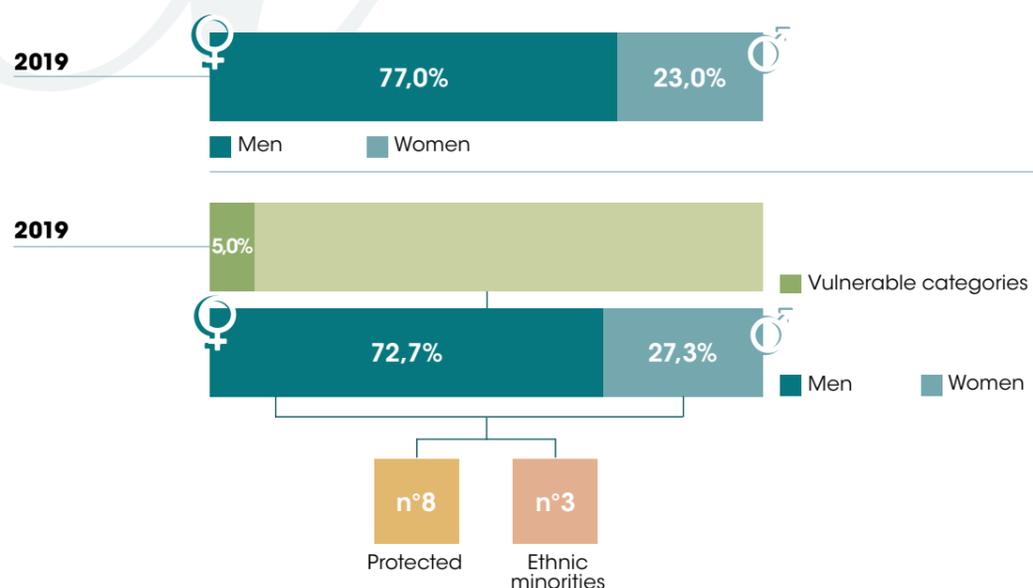
CONTRACT TYPE



→ Commitment to maintaining **long-lasting** business relationships.

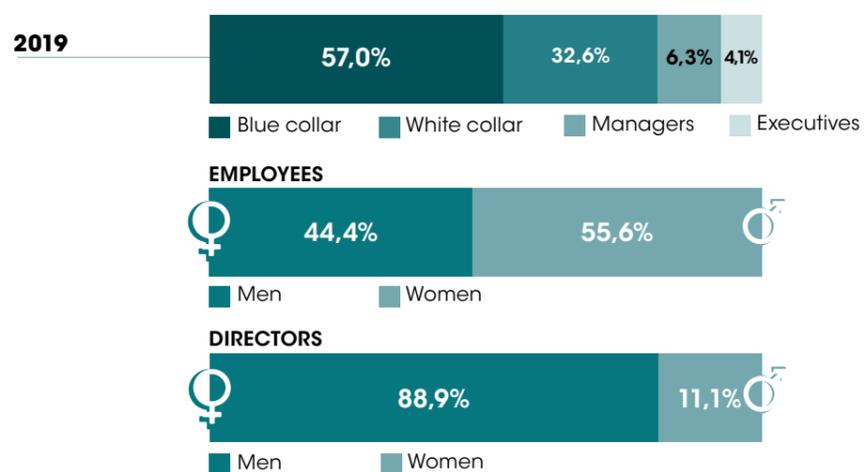
Area 2: SOCIAL RESPONSIBILITY

● DIVERSITY AND EQUAL OPPORTUNITIES

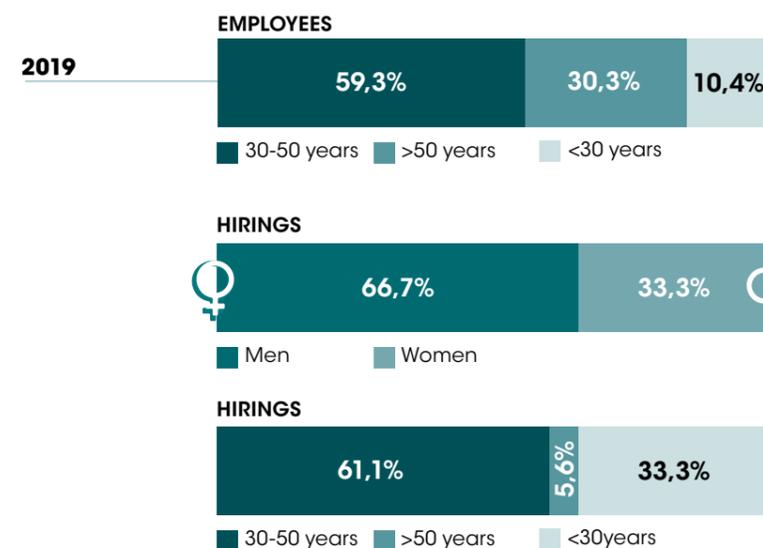


→ The Group is committed to respecting the individuals' fundamental rights by protecting their **moral integrity** and ensuring equal opportunities in line with what the Code of Ethics defines.

● FRAMEWORK



● AGE AND HIRINGS



→ Entry rate of about **8%**, in particular favour of the recruitment of **young talents**.

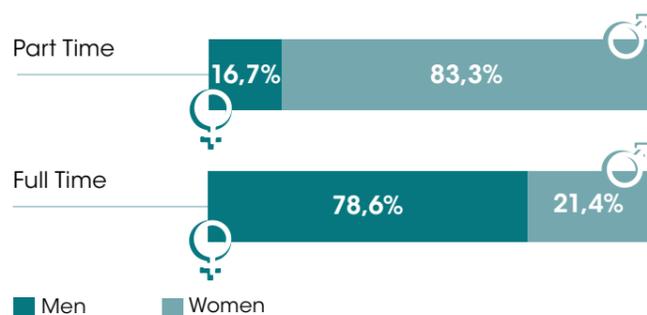
— The Group has also launched **internships** aimed at training and conveying company values and know-how to new arrivals, an important opportunity for training young people. In 2019 there were 5 active interns in the Group, of which 2 were then hired by the Group.

Area 2: SOCIAL RESPONSIBILITY



7. Welfare, wellness and work-life balance

- The Giorgetti Group invests its efforts in ensuring the well-being of its employees by promoting a safe, meritocratic and stimulating working environment, where each employee is encouraged to express their talent and abilities.
- The Group supports employees in finding the right balance between work and private life: in this regard, in 2019 it granted 6 part-time contracts to employees, equal to 3% of the workforce (1 man and 5 women).

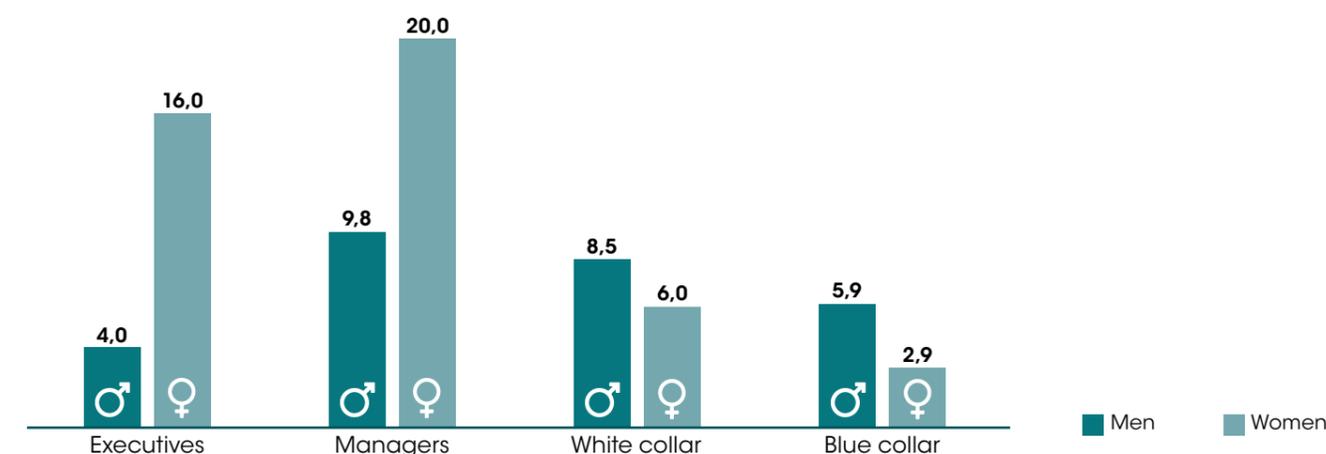


- The Giorgetti Group adopts with its employees a Working Agreement with a Level II, implementing the National Collective Agreement, for more effective rules closer to the needs of its employees.
- The Welfare Component is fundamental for the Group, with:
 - the availability of supplementary health insurance - Altea Fund - to all employees (full-time and part-time, temporary and permanent), the costs being entirely borne by the Group;
 - the possibility of subscribing to other health care and social security funds to its employees, especially to its executives, whose expenses are generally shared by the Group and the beneficiary.

8. Development and protection of human capital

- The development of the company's people through training is fundamental, as it guarantees the well-being and progress of the human capital, and consequently the long-term growth of the organisation itself.
- Training is not only a fundamental tool for developing, improving and consolidating the skills of each employee, but it is also an important vehicle for transmitting and disseminating the Group's corporate values and strategy.
- In 2019 Giorgetti has recorded a total of 1,428 hours of training, for an average of about 6.5 hours per year per employee, a considerable increase compared to the previous year.

AVERAGE TRAINING HOURS BY GENDER AND PROFESSIONAL CATEGORY AS OF 31 DECEMBER 2019



- The Group also considers it essential to invest in training for new generations:
 - long-term cooperation with the vocational school system with the aim of both directing their normal training courses and offering students the possibility of getting experience in the field;
 - in 2019, 7 students participated in work-study projects at the Group's production sites.

9. Health and safety in the workplace

- The Giorgetti Group is committed to ensuring a safe, secure working environment and spreading the culture of prevention and safety.
- In 2019 the Group recorded 9 accidents at work involving its employees. In 2019, there were no fatal accidents at work.



Area 3:
ENVIRONMENTAL RESPONSIBILITY

Area 3: ENVIRONMENTAL RESPONSIBILITY



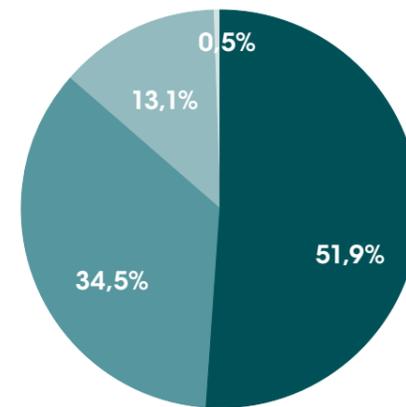
- The Group's management and Stakeholders see environmental sustainability as a priority and a fundamental objective that the Giorgetti Group must pursue
 - commitment to use innovative tools and technologies with a reduced environmental impact.
- The Group is deeply rooted in the local community
 - aim of protecting and preserving this reality, not just at a strictly environmental level but also at a cultural level, and protecting the professionalism and skills acquired over time, fundamental to ensure the growth and continuity of the business.
- Constant monitoring of emission levels for the main environmental risks related to its production process (in particular carpentry and painting).
- Reduction of environmental impact through the careful selection and monitoring of its suppliers (especially in relation to the procurement of raw materials).
- As a demonstration of the commitment to reduce its negative environmental impacts, a photovoltaic system is active in the Battaglia plant in Misinto which allows, on days of maximum energy production, not to get energy from the external net or to get it in a minimal part, preferring renewable energy and thus reducing the production of CO₂ emissions. In addition, the heating of the Misinto and Meda plants is maintained by a recovery system for virgin waste wood, through combustion in the boiler.



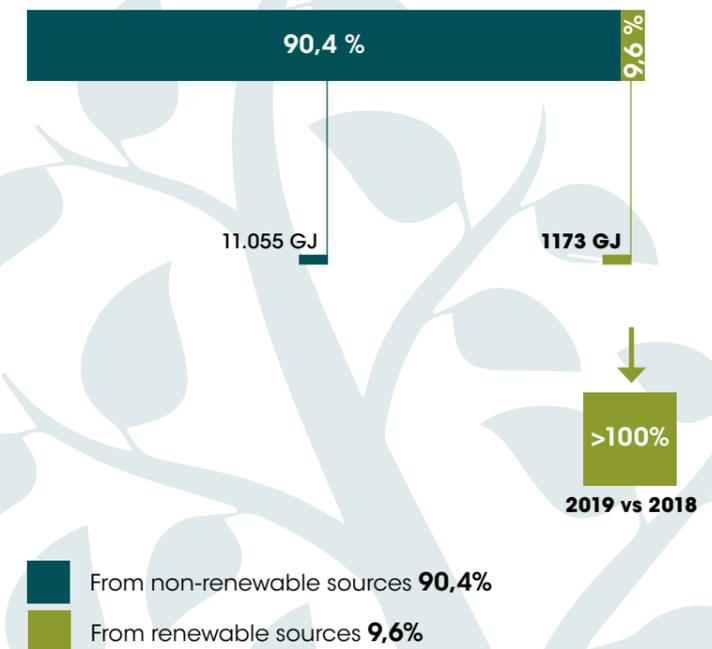
11. Management of environmental impacts: energy consumption and emissions

- Commitment to eliminating and concretely mitigating its environmental impacts, analysing, identifying and decreasing the most impactful activities, also thanks to the help of specialised external consultants where they can be particularly useful thanks to their distinctive skills.
- Implementation of the 231 Model (in force since 2017, while the Environment, Health and Safety section of the same document has been applied since 2010) as a pillar of training, discipline and coordination for the minimisation of environmental impacts.
- Great attention to raising employees awareness and to their training (see also the Development and Protection of human capital section).

ENERGY CONSUMPTION OF THE GROUP



- Electricity **51,9%**
- Natural gas **34,5%**
- Diesel **13,1%**
- Petrol **0,5%**



Area 3: ENVIRONMENTAL RESPONSIBILITY

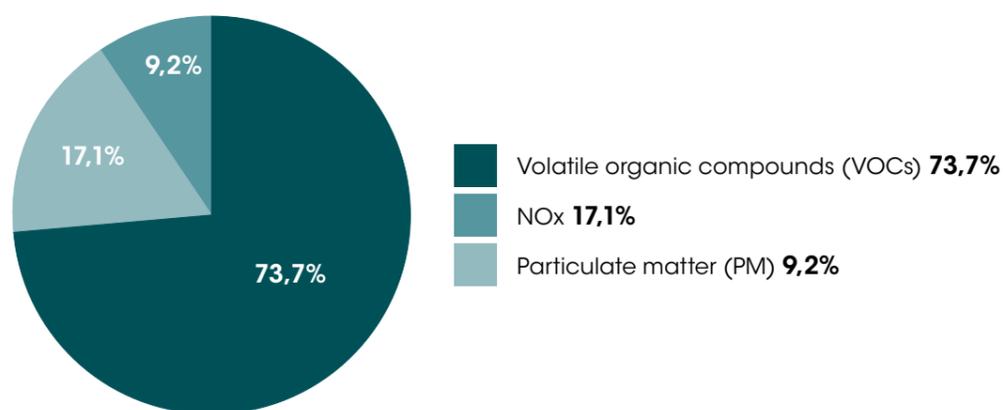
>>>11.

Emissions

In 2019 the Giorgetti Group produced a total of 820.0 tonnes of CO₂, considering Scope 2 emissions calculated using the Location-Based method, and 1,059.5 tonnes of CO₂e, considering Scope 2 emissions calculated using the Market-Based method, registering an increase of 22% and 25% respectively compared to 2018. Within the same scope (and excluding Battaglia emissions), Giorgetti S.p.A.'s total emissions considering Scope 2 emissions calculated using the Location-Based method decreased by 7% compared to 2018, while total emissions considering Scope 2 emissions calculated using the Market-Based method decreased by 5% compared to the previous year. More specifically:

- The Scope 1 direct emissions due to energy consumption amounted to 365.2 tonnes of CO₂, an increase of 4.9% compared to the previous year.
- The Scope 2 indirect emissions calculated using the Location-Based method amounted to 454.8 tonnes of CO₂, while those calculated using the Market-Based method reached 694.3 tonnes of CO₂e.

For other emissions, NOx are lower than 2018, while the remaining emissions are in line with 2018 data:

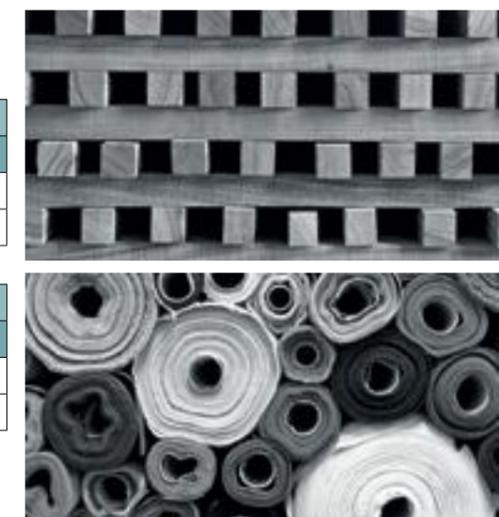


12. Sustainable use of resources: materials and waste

- From the beginning, the Giorgetti Group has distinguished and established itself in the world of designer furniture not only for its tradition and craftsmanship, never lost over time, but also for its attention to the selection and choice of high quality raw materials.
- In this context, the Group is particularly attentive to the protection of the environment, first and foremost through its constant commitment to reducing product waste during the processing of wood and other natural materials, but also by investing its efforts in carefully and consciously selecting its suppliers, preferring those that operate in accordance with the principles of sustainability.
- In 2019 the Giorgetti Group recorded a decrease in both the use of renewable and non-renewable raw materials compared to 2018.

Renewable raw materials ¹			
Type of material	Unit of measurement	2019	2018
Wood	M ³	545	606
Leather	Mt (thousands)	32	37

Non-renewable raw materials ²			
Type of material	Unit of measurement	2019	2018
Fabrics	Mt (thousands)	32	36
Cushions	Number	7.451	8.676



- The objective is to give precedence to the use of materials having a reduced environmental impact, increasing the use of recycled materials. In 2019 Battaglia S.r.l. recovered 130 tonnes of virgin wood, an increase of 4% compared to 2018 when it amounted to 125 tonnes.
- Finally, the Group is considering the opportunity and possibility of completely eliminating plastic, thus becoming plastic-free, as well as other packaging materials that are difficult to dispose of.

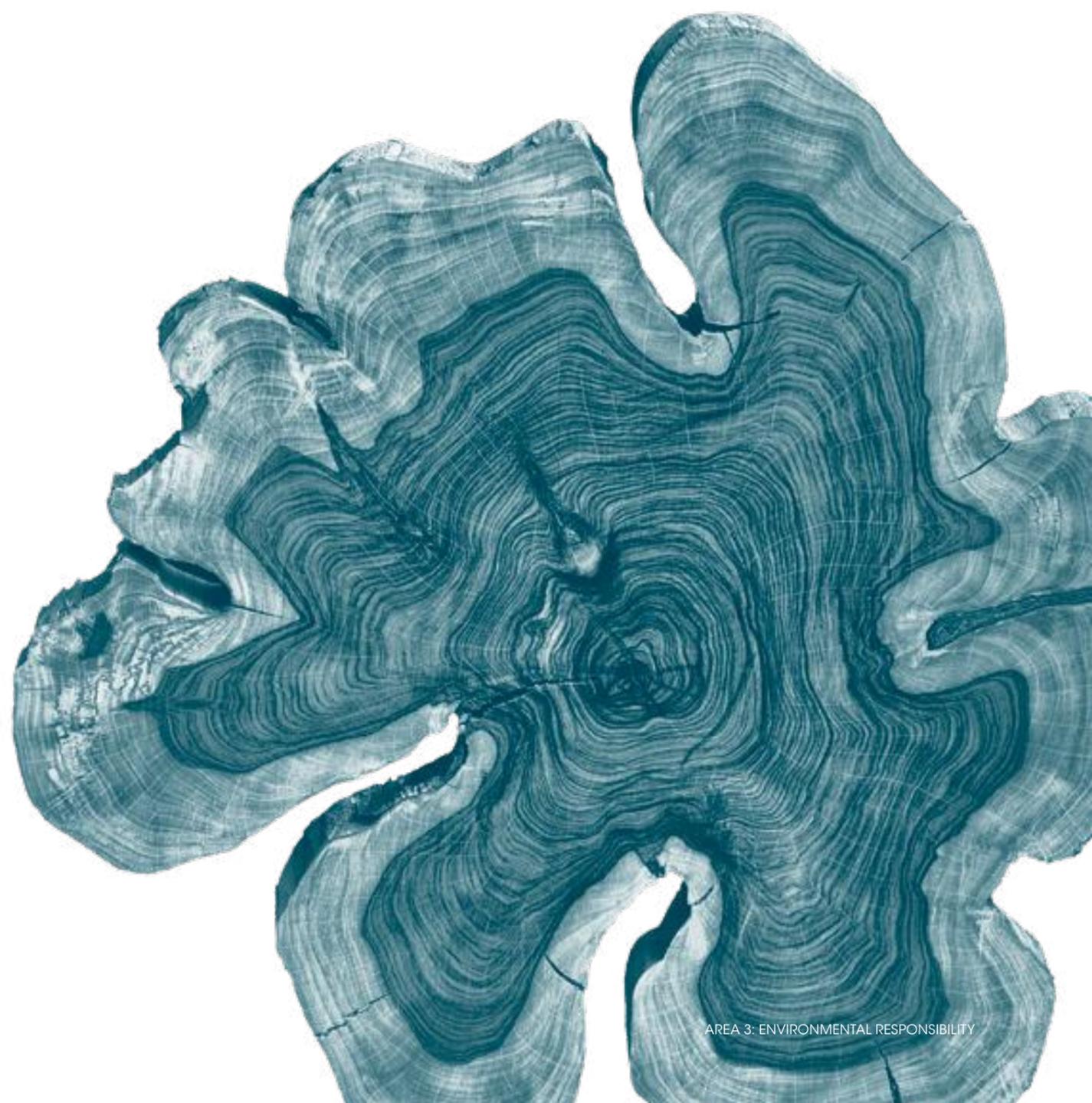
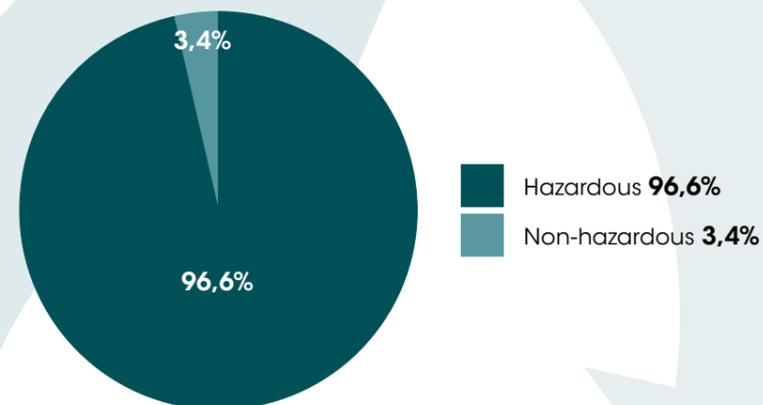
1. The figures relating to renewable raw materials used in 2018 and 2019 do not include data relating to Battaglia S.r.l. With a view to continuous improvement, the Giorgetti Group is committed to implementing a structured process of monitoring the raw materials used in order to identify their weight in a prompt, uniform manner.
 2. The figures relating to non-renewable raw materials used in 2018 and 2019 do not include data relating to Battaglia S.r.l. The Giorgetti S.p.A. Group will evaluate the possibility of improving the traceability of the data currently available in numbers (cushions).

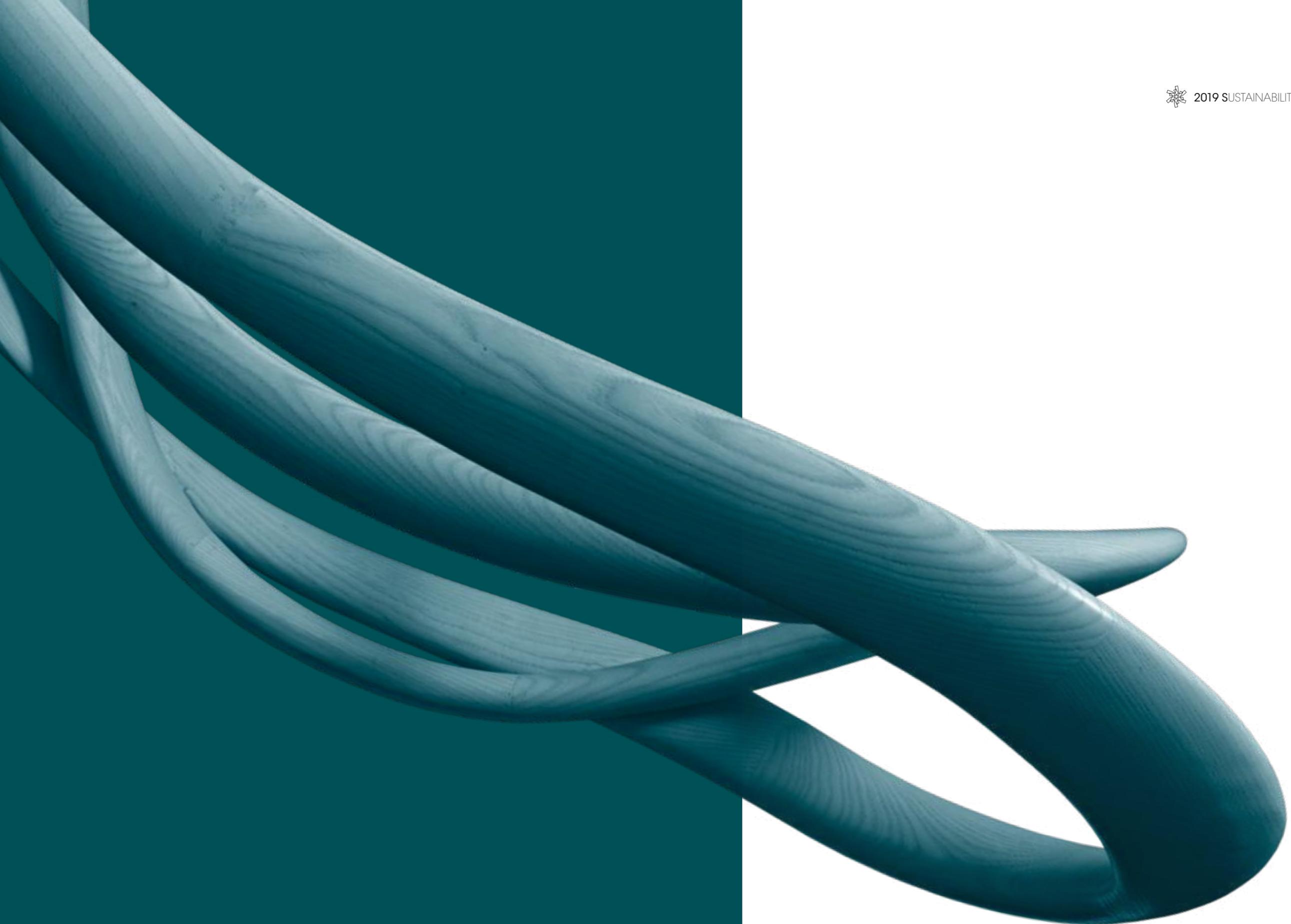
Area 3: ENVIRONMENTAL RESPONSIBILITY

>>>12.

Great attention to waste generation:

- In 2019 the Group produced 662.5 tonnes of waste, of which 22.2 tonnes of hazardous waste and 640.3 tonnes of non-hazardous waste, registering an increase of 33% compared to 2018. Within the same scope, the waste produced by Giorgetti S.p.A., equal to 445 tonnes, increased by 6% compared to 2018, when it amounted to 420 tonnes.
- In 2019 as in 2018, the disposal method most used by the Group was recycling, amounting to 98.9% of the total, while only the residual portion equal to 0.1% was destined for landfills.







Area 4:
PRODUCT RESPONSABILITY

Area 4:

PRODUCT RESPONSIBILITY

- Sustainability means above all the **durability of the product**, and in this sense Giorgetti has always invested in the development of objects destined for continuous and constant use over time, to be handed down to future generations, perpetuating, and even increasing, its value.

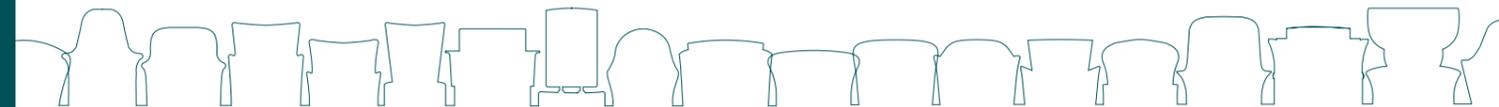


13. Product quality and innovation

- Giorgetti's uniqueness lies in its ability to embrace product quality and innovation as drivers capable of generating long-term value.
- In 2019, 10 new product collections were presented, which were joined by an expanded collection of decorative accessories and elements called Atmosphere, completing Giorgetti's traditional offer in the spirit of a transition from the Object to the Project that characterises the Group's development strategy.
- Product development takes place both internally, through the internal R&D division composed of 5 technicians and 3 prototypists, and externally, through collaborations with renowned designers and internationally renowned architects who in any case engage in a key partnership with the R&D division for the development of their ideas.
- The Group has implemented a quality monitoring system
 - identification of problems during production or during communication with the customers network
 - specially designed preferential processes and procedures with respect to standard production cycles for the rapid resolution of any problems.

14. Customer Centricity

- The Group pays particular attention to all processes and services that guarantee the development of an impeccable product and the provision of a prompt, customer-centred and competent service.
 - open innovation approach thanks to continuous investments aimed to:
 - increasing the number of regions the Group operates in through dedicated organisational structures
 - increasing engagement on social and digital channels
- Monitor customer satisfaction through a dedicated quantitative and qualitative KPI system and a dedicated organisation focused on ensuring a strong relationship with the various sales channels.



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