



Small acts change the world.

## Introduction

#### Contra Group Social Report

Sharing ethical and deontological values is undoubtedly one of the founding principles of our Contra Group.

These values were handed down to us by our parents and, on a daily basis, we too seek to pass them on to those who work with us and for us.

Good entrepreneurship, we believe, involves prioritising respect for people and the environment, ensuring our corporate operations are transparent, and supporting sustainability in all its conceivable dimensions.

Profit is the goal of every company but business can be carried out in an ethical way if it is pursued without ever setting aside these base values. By reinvesting part of our profit we make, we can promote activities which provide sustainable development for local communities and areas, we can support those in need or fund initiatives in keeping with our founding principles.

We all have an enormous and unquestionable responsibility building a better world for future generations. At Contra, we are committed to fulfilling this task every day. This responsibility is rooted in all our decisions, in all our projects, and implicit in all our activities. This Social Report aims to outline our existing framework and map out what we intend to carry on doing.

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#### **International shipping**

We can ship by sea or air, in full containers or single pallet (groupage) from/to all over the word.



#### **Logistics solutions**

For your Import/Export needs and business of any size.



#### Consultancy

Our integrated services offer allows us to meet any worldwide trade need of your and take care of our clients freight whatever the have been shipped and wherever they are.

Since 1988 Con-Tra has built a world-class reputation in the shipping industry by consistently delivering outstanding services of the highest quality.

## Why ConTra group?

- More than 30 years of experience in the Global Freight Forwarding scene.
- International network of trustworthy carriers for Air, Ocean, Land, and Intermodal Transportation.
- Cost/effective and creative logistics solutions for your Import/Export needs and business of any size.
- Supply chain consulting and broad variety of services available.
- **Continuous monitoring** to assure that your shipment will arrive on time and safely.
- We have offices in Italy, the United Kingdom, and the United States.
- A dedicated team of experts focused on customer care.











## **Governance Model**

The Contra Group is well-established and recognised in today's shipping industry. In a constantly evolving market, our company boasts important know-how which has been consolidated by the three partners over time and, is shared daily with every member of staff. In this way, Contra has shaped a dynamic team ready to respond to the needs of customers and suppliers.

Our company is founded on transparency, we merge three generations of tradition with an innovative vision for today's world.

### The Founding Partners

#### Nicola Cannavacciuolo

#### **PRESIDENT**

Class of 1960, Nicola is the fourth generation in family reknown for having "the sea in its veins." At the end of nineteenth century Nicola's great-grandfather, Francesco, was already hanging out on the docks of the port of Naples as a salesman for Thomas Cook. He joined Carfora & Cannavacciuolo s.n.c in 1979 and as an errand boy and soon discovered the world of shipping agencies and shippers. He then went on to learn the ropes in the Customs department, where he obtained his shipping license in 1984. Both within and outside his family business, his working experience has always navigated around the world of shipping and logistics. From being a container terminal operator, to his pioneering work related to the motorways of the sea, Nicola has always involved liaising with leading companies this field. In 2004 he berthed at Contra Spa, a company originating from his father's business, of which he is currently president.

#### **Ermanno Giamberini**

#### CEO

Born in 1962, Ermanno took his first steps in the shipping world in 1984, continuing a family tradition that dates back at least six generations.

For over seventeen years he worked in a Naples shipping agency for the legendary global carriers of Italian shipping, Italia di Navigazione and Lloyd Triestino. In 1994 he obtained his maritime agent's license and in 2000 he established close professional ties with Con-Tra. He became CEO in XXXX. Passion, respect and thoroughness drive him, while work and community commitment underpin his ideals. This valuable legacy was handed down to him by his father.

#### **Vincenzo Botto**

#### **CFO**

Also born in 1962, Vincenzo has been a chartered accountant registered in Naples since March 1989. He has always been involved in the world of shipping, as a consultant to leading shipping companies and freight forwarding agencies in Naples. His connection to the Cannavacciuolo family has deep roots, he was a consultant to Franco Cannavacciuolo right from the start. Licensed as a certified public accountant, labour consultant, auditor, professional mediator, bankruptcy trustee, judicial administrator of property confiscated from the mafias, and court-appointed technical consultant to the Court of Naples in criminal and civil cases, he joined Contra as a corporate partner in December 2012 as managing director and head of the CFO administrative department.



## Organisation, policy and systems

Our Contra Group has over 30 employees and consultants covering all phases of the logistics process. We have offices in Italy, UK and the USA.

We are mindful of the importance of attracting and identifying talented individuals, who stand out not only for their professional skills, but also for their personal qualities. Our team works in harmony with our Group's core values and staff are able to adapt to a highly dynamic environment.

We are committed to an inclusive workplace, we apply our equal opportunities and diversity policy right from the initial hiring stage. Our Corporate Social Responsibility Plan highlights our inclusive staff recruiting and appraisal procedures.

To date, more than 200.000 shipments have been successfully delivered.

Our team operates from any port in the world, thanks to an efficient and highly competent network of local offices and global counterparts, ensuring consistent annual growth for the Group.

### **UNITS LOADED**

Annual average

**20.000** 

## **TURNOVER**

Annual average

○ \$30 million



## **Core Values**

We strive to create positive change in local communities because we share a business vision that is based not only on the products and services we offer, but on principles of morality that guide our group's actions. We are forward looking, and our work is closely linked to the lives of the people we come into contact with.

After all, we believe it is not only important to improve Italy's GDP, but it is also vital to improve intangible assets by nurturing and fostering people and their ideas by supporting those who do things in an innovative, responsible and ethical way.

Taking a lawful approach, sharing expertise, participating in charitable initiatives, protecting the environment, acting as an agent of active citizenship, and transparency are examples of principles that the Contra group chooses to embrace. The founding members' personal vocation is based on these.

It is also a matter of trust, as Nobel Prize winner Angus Deaton pointed out when, among other things, he analysed why consumption - especially in poor-income families - does not resume if people are afraid of the future. And the great thing about trust is its extraordinary power to spread.

#### **Core Values**

#### **ETHICS**

**Respect is our guiding principle.** ConTra is AEO certified, and has a top "legality rate" certified by the Italian Antitrust Authority.

#### INNOVATION

The company uses the most currrent level of technology to provide quality services.

We use an ERP designed by us to manage the shipments. Our track and trace service is available even on your smartphone.

#### **PARTNERSHIP**

**Our client is our partner**, their problems are ours, their sastisfaction is ours, their success is ours.

#### **QUALITY**

We constantly strive for quality; our team is highly skilled and well trained to provide **tailor-made services at extremely competitive costs.** 

#### **PROMPTNESS**

**Our staff is able to ensure quick responses,** because we know how timeliness is crucial to our clients' success.

#### **RELIABILITY**

In our daily business we ensure that every single shipment gets safely and securely to it's destination. **We bring you solutions not problems!** 

#### **CONSISTENCY**

**Since 1988,** ConTra has built a very high reputation in the shipping industry by consistantly exceeding industry standards.

#### **TRANSPARENCY**

No matter who our interlocutors are, our approach is always based on absoulte transparency.



















# We promote practical actions to support people, local areas and communities.

## **CSR** and Sustainability

In a responsible and sustainable way, we are committed to being an active part of the change envisaged by the 2023 UN Sustainable Development Goals Agenda.

We have focused our commitment on the following SDG Goals: 1, 2, 3, 4, 5, 8, 9, 10, 11, 12, 13, 15, 16,17 In Our CSR-ESG STRATEGIC PLAN at governance level we have outlined a framework to pursue and monitor our commitments on an ongoing basis.

We wish to spread a sustainable ethos that remains continuously at the heart of our business, and is constantly reflected in our strategies to reduce our environmental footprint. Our actions are also aimed at fostering the wellbeing of human beings, our staff and the local community.

In line with this commitment, for the several years now, our group has set out to integrate our sustainability concerns into our organisational model and business decisions. The Group has adopted a CSR Strategy closely related to its values, which is reflected in the **2020-26 Sustainability Strategic Plan** based on four macro objectives:

- **CSR.1 Employee wellbeing**
- CSR.2 Occupational health & safety risks and legal compliance
- CSR.3 Promoting social and economic development of the community
- CSR.4 Reducing our environmental footprint

## CSR.1 Employee wellbeing

#### WELLBEING

We are convinced that each of our employees is essential to our value chain.

We aim to incentivise and retain all our staff by offering a combination of benefits, both monetary and non-monetary, in addition to a pleasant work environment.

The initiatives introduced in recent years, combined with ever-increasing benefits for all employees, have helped to create a corporate well-being plan that is ahead of its time in Italy. It aims to offer increasing opportunities for all employees. Here are some examples:

- Free parking during working hours for employees who not working from home.
- **Health check-ups** for each employee, with the aim of encouraging preventive medical care.
- Annual season ticket to museums in Campania for each employee, with a view to boosting cultural awareness and offering a further chance to grow.

#### **GUARANTEEING JOB STABILITY**

More than 85 per cent of our employees held permanent contracts as the year ended on 31 December 2024.

#### TRAINING

We consider training a key to harnessing professional development of our staff.

We implement specific training programmes to strengthen the managerial, specialist and cross-functional skills of our employees.

#### **DIVERSITY**

**Diversity and gender inclusion is one of the fundamental elements of our CSR strategy.** We believe, in particular, that bringing people with diverse backgrounds, experiences and socio-cultural heritages together enables our Group to better meet the challenges of an increasingly global market.

#### **REMUNERATION**

We are convinced that an equal pay system based on consistency and merit allows us to create long-term value at all levels of our organisation.

We have therefore adopted a salary policy rooted on equal opportunities, which features benefits and incentive systems. This policy is tailored to both improve employees' quality of life and to reward, on a meritocratic basis, performance and the achievement of shared goals.

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This policy, in keeping with our other social-impact initiatives, includes, among the qualitative indicators for staff appraisal, those attributable to ESG principles:

- **People Engagement**, aimed at assessing the quality of the workplace environment and the degree of employee motivation;
- **Talent Managment and Human Capital**, pertaining to employees' professional growth and the level of employee advancement;
- "Tone from the top" on complicance culture, setting out clear standards that regulate how all employees conduct themselves with integrity in line with compliance rules and risk culture;
- **Sustainability strategy**, assessing how staff contribute to development of our ESG strategy;
- **Customer satisfaction**, meeting the needs of customers to be measured on the basis of certain specific parameters.

#### DIALOGUE AND INVOLVEMENT

We are convinced that involving employees in company life is the main way to achieve an inclusive approach to employee relations.

To achieve this, we organise plenary meetings open to the entire workforce, during which we share:

- Our Group's quarterly financial reports.
- Our annual budget and Strategic Plan targets, which included sustainability targets for the first time in 2023:
- Our new project plans and status updates of existing projects.

The following are also planned annually:

- Ad hoc meetings between staff and their line manager during which staff members receive feedback on their work, express their views, make further suggestions, discuss their company-wide expectations, and share their own goals for the upcoming year directly with their line manager.
- **Socialising moments** such as our Christmas Gala, special lunches to celebrate successful milestones, and in-company cooking contests.
- Long weekends away with staff family members as part of our effort to build a family-like environment within our company.

## CSR.2 Workplace health & safety risks and legal compliance

Con-Tra Spa considers health and safety in the workplace a priority to be guaranteed not merely to comply with the legal requirements, in accordance with Legislative Decree 81 of 2008, but also to ensure a high level of wellbeing at work.

Our commitment to continuous improvement in this area has become an integral part of our Corporate Strategic Plan via the planning of specific prevention initiatives.

- We have implemented an occupational health & safety risk management system, establishing responsibilities, processes and resources within the organisational structure to apply employee protection standards despite not engaging in high risk activities.
- Our offices are inspected annually for compliance, conducted by means of desktop and on-site audits and, if deemed advisable, an action plan is put in place to improve workplace premises and equipment.
- Staff training forms part of our company safety and prevention activities. Most employees have received, in accordance with statutory regulations, general training on workplace safety. Additional specialised training, for managers and supervisors, is provided for those who occupy positions of responsibility and coordination in the company. This training assists staff in complying to health and safety measures and ensures all staff conduct is compliant to national H&S regulations.

Con-Tra Spa operates in full compliance of the current national and EU data protection requirements as set out in European Regulation 679 of 2016 and Legislative Decree 196 of 2003, further integrated and reviewed by Legislative Decree 101 in 2018. We are committed to safeguarding data privacy when handling data as a controller and/or as a data processor.

## CSR.3 Promoting social and economic development in our local communities

We promote social and economic development of local communities by funding the educational programmes for young people, in order to enhance the value of our local area and raise awareness of art and culture. We work closely in partnership with local universities, institutions and associations by sponsoring programs, events and making donations.

#### FRIENDS OF CONTRA

Giving back is one of the most important and valuable things an entrepreneur can do.











#### SOME OF OUR INITIATIVES

#### · People come first

Respecting ourselves, others and our origins. Humans are unique in the same way as each life story is unique. It was on these principles that our 'People come First' project was launched. It became the theme for our 2023 non-profit calendar, designed and distributed to support a local charity, Figli in famiglia.

We were eager to narrate and sustain wonderful real-life stories. To give those "unsung heroes," to give everyday people with whom everyone could identify a voice. Our 'People come First' project embodies our company's mission to rediscover the flow of things in transportation, a flow made by people for people, which encompasses much more than the material value of objects on the move. This initiative renewed the genuine connection between our Contra Group and the Figli in Famiglia charity located in the deprived San Giovanni a Teduccio Naples neighbourhood. Figli in Famiglia is a haven in an underprivileged setting. For many years now, we have proudly been supporting Carmela Manco, president of the association and "grandmother" to the young people from disadvantaged backgrounds in San Giovanni a Teduccio to enable her to carry on with her charitable cause.

#### · A container of solidarity from Salerno to Africa

This solidarity and humanitarian aid project was initiated by the Fondazione Istituto Antoniano, which has been running since 2016 in Rwanda. It is called IZEREMWANA (literally translated as 'A hope for the children') Our Contra group supported it by delivering a container of building materials destined for the parish of Rukoma, in the diocese of Kibungo. The material will be used to build a medical rehabilitation centre, specialised in the treatment of congenital and acquired disabilities, to benefit the local population. This was the first of many containers.

#### PARTNERSHIPS WITH SCHOOLS AND UNIVERSITIES

Our focus on education is directed, in particular, to secondary school students. Some of the recent events we have promoted:

- School-Work placement Program, held on our premises for secondary school students wishing to find out more about the world of work. We also offer student internships from students at local universities or colleges. We have also recently donated computers and electronic devices no longer used by company staff. As part of our educational support programme, we ensure that all second-hand equipment donated is first reconditioned prior to being delivered to the heads of schools in our local area.
- **Youth Meetings.** The freight forwarder's role and the logistics supply chain were the focus of an event held in the assembly hall of the Giovanni XXIII Higher Education Institute in Salerno. The session involved schoolchildren engaging in a storytelling and discussions.

It was a well-attended and stimulating meeting which provided an excellent opportunity for local students to gain insights into logistics. They had the chance to hear about real-life case studies on key global transportation concepts. During the talk, some fundamental aspects of the logistics supply chain were explained, thus providing a general overview of the role of the freight forwarder. In addition, it was also an exciting moment to talk about and promote future job opportunities. Overall it was a successful future-oriented training event.

#### **CONTRA FOR SPORTS**

**Sponsoring sporting events is our way of building a healthier society and providing local youth with a future to believe in.** Contra has always supported meaningful initiatives for the sports community, such as the management of Angri Basketball and the Trastevere Women's Football Team — two professional and dedicated organizations that play an active role in promoting sport at both the local and national level. We are proud to collaborate with these teams, sharing a common passion, strong values, and a firm commitment to the growth of the community.

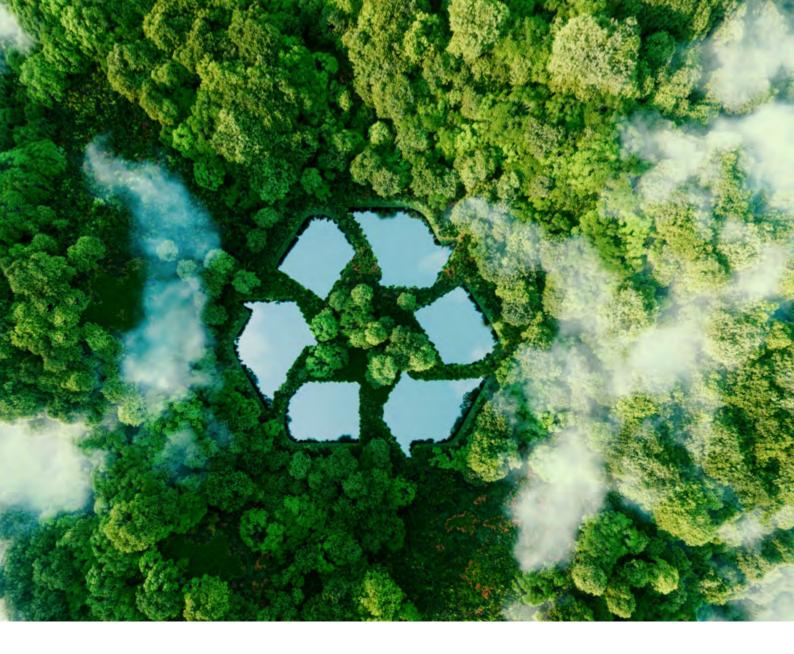
#### **CONTRA FOR CULTURE**

The company reaffirms its commitment to supporting art and culture as part of its social responsibility, strengthening its bond with the community.

In 2024, Contra Group sponsored a short film created by young professionals, many of whom are from Salerno. The initiative, led by CEO Ermanno Giamberini, gave the team the opportunity to interact with the film crew and explore the world of cinema.

Shot in the stunning Cilento region, the project reflects Contra's core values, including the principle of "giving back" returning to the community what one receives.

All of our Contra Group initiatives are reported on our official social media channels.



## CSR.4 Reducing our environmental footprint

The Contra Group aims to expand its corporate social responsibility projects by engaging in responsible and sustainable actions to support local areas and communities. We have a guiding ethical approach to business that has sustainability at the core of its agenda and focuses on three key aspects:

Investing in solutions aimed at reducing consumption and waste. Communicating and spreading awareness on the impact of our own actions. Taking positive steps to safeguard our planet.

Fundamental goals for a decent future, for our environment and human beings.

While our direct environmental footprint as a service company is relatively limited compared to manufacturing industries, we are fully aware of the carbon impact of the logistics and shipping sector. That's why we've implemented a series of initiatives to actively contribute to more sustainable operations, as outlined below.

For example, we have equipped ourselves the **Code of Conduct for a Sustainable Office**, which is a self-regulatory tool for environment-related matters adopted to :

- Raise employees' awareness of our environmental footprint in our daily actions and thus spread best practice.
- Establish, through specific policies, rules to reduce of our own personal environmental footprint.
- Comply to a number of the legal requirements introduced by the EU Directive 2018/0172 on single-use plastics which came into vigor with effect in 2021.

Our Code therefore contains **Recycling Policy & Handbook for the Protection of the Environment**, the latter aimed at ensuring:

- · Efficient use of natural resources.
- Proper management of company equipment.
- Better management of corporate mobility.

## Over the years we have implemented a series of initiatives to achieve these goals. For the phasing out of plastic, we have:

- Installed a new drinking water delivery system that through a special dispenser allows staff and contractors to fill up their personal customised water bottle directly from the water tap. This new system filters water with the addition of a reverse osmosis process, freeing it of microorganisms and any potentially harmful substances (microplastics, metals etc).
- Replaced plastic bottles with glass ones in all meeting rooms.
- Replaced plastic cups and stirrers with paper or compostable plastic ones in all hot beverage dispensers.
- Raised awareness of the use of exclusively compostable coffee pods.

#### To reduce paper use, we encourage:

- use of only ECF (Elemental Chlorine Free) or FSC-certified paper;
- use of recycled paper when printing documents for internal use;
- · computer communication as opposed to paper communication;
- · "double-sided" printing mode.

#### We have also:

- · created a shared digital suite to access for viewing/editing documents;
- set up a video projector for some meeting rooms to view documents, thus avoiding the printing of documents.

#### To promote recycling we:

- provide special waste containers for paper/plastic/food waste/undifferentiated waste;
- · display a "Where do I throw it?" poster in our dedicated break room to indicate the appropriate containers to use;
- hire a specialised company to pick up and dispose of printer cartridges and toners.

#### To reduce energy consumption, we have:

- chosen power saving settings for all company computer screens so they automatically turn off after 10 minutes when not in use and restart by a simple movement of the mouse or keyboard;
- installed LED lighting system throughout our premises.



#### To reduce CO2, we have:

- Subsidised a FOREST IN GUATEMALA IN PARTNERSHIP WITH ZEROCO2 benefit company. Agriculture is a major source of income and the rate of deforestation in Guatemala is one of the highest rates in the Americas. Deforestation has become a social problem as well as an environmental one. By bringing reforestation to Guatemala local biodiversity can be regenerated. Forests can absorbCO2 and guarantee locals can farm their own land. We are proud to invest in this long-term project that puts the land and the people who live on it at its heart.
- Laid down the groundwork for a single sustainable action through the 2024 SMALL ACTS CHANGE THE WORLD awareness campaign involving all our partners in the group. Helping everyone to understand that change must be perceived and embraced in our own daily habits before it can be implemented wider a field. We choose to lead by example and share our this respect for the planet.



The zeroCO2 company is a certified B Corp Benefit Society that develops natural solutions to address climate change, protect ecosystems and support rural communities. The zeroCO2 develops natural solutions to address climate change, protect ecosystems, and support underprivileged communities.

"We reforest where there is a real need and we support rural families to envision a more dignified future; a future where they don't have to fight against the expropriation of their own land and where they can apply easy and functional solutions to mitigate the climate crisis."

## 2024 CONTRA GROUP CALENDAR

Small acts change the world









































## UN 2030 Agenda for Sustainable Development

#### GOAL 1. NO POVERTY GOAL 2. END HUNGER

To help others achieve food security and improved nutrition and promote sustainable agriculture we: Support nonprofit organisations under the Friends of Contra corporate program. Support the El Eden community in the municipality of Sayaxche, Guatemala in partnership with zeroCO2, a B Corp certified Benefit Society

#### GOAL 3. HEALTH AND WELL-BEING

To ensure healthy lives and promote well-being for all at all ages, we: Take positive actions in support of AIL Naples association. Implement safety, health and prevention actions for staff and their families.

GOAL 4. QUALITY EDUCATION To ensure inclusive and equitable quality education and promote lifelong learning opportunities for all, we offer school-work placement programmes and college/university course internships.

GOAL 5. GENDER EQUALITY To achieve gender equality and empower all women, we implement our gender equality policy from recruitment to pay checks fight against all forms of gender discrimination offer an inclusive workplace environment.

GOAL 8. DECENT WORK AND ECONOMIC GROWTH To promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all, we apply fairness, transparency and ethics in all human resources management procedures we offer additional company welfare.

GOAL 9. ENTERPRISE, INNOVATION AND INFRASTRUCTURE To build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation, we support for agricultural microenterprises and local artisans.

GOAL 10. REDUCED INEQUALITIES To reduce inequality within and among countries, we support nonprofit entities under our People come first corporate program.

GOAL 11. SUSTAINABLE CITIES AND COMMUNITIES To make cities and human settlements inclusive, safe, resilient and sustainable, we support actions towards artistic and cultural realities; take positive actions to promote sporting events under the Contra For Sport company programme framework.

GOAL 12. RESPONSIBLE CONSUMPTION AND PRODUCTION To ensure sustainable consumption and production patterns, we implement environmentally friendly actions to reduce the use of paper, plastic and energy consumption. We choose FSC-certified paper.

#### GOAL 13. FIGHT AGAINST CLIMATE CHANGE. GOAL 15. LIFE ON LAND

To protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss, we fund a forest grant in Guatemala to regenerate local biodiversity and promote CO2 absorption.

GOAL 16. PEACE JUSTICE AND SOUND INSTITUTIONS To promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels, we have an ADM legality rating, a certified AEO Operator; protocols compliant with Legislative Decree 81/08 in the area of Workplace Health & Safety; protocols compliant with EU Reg. 679 of 2016 in the area of Personal Data Portability.

GOAL 17. PARTNERSHIPS FOR OBJECTIVES To Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development, we partner with schools, universities, local companies, nonprofit associations amateur sports companies, Benefit companies and local businesses.

#### **ACHIEVEMENTS**

2024 We established a working group for sustainability in the company

2024 We completed the first revision of the ESG protocol

#### **UPCOMING STRATEGIC GOALS**

2026 Certify the quality management system with Standard ISO 9001

2026 Certify environmental management system with Standard ISO 14001

**2026** Adopt the Code of Ethics and Management Model Legislative Decree 231/2001. Audit for alleged crimes in the company and establish a corporate Supervisory Board

2028 Calculate global container carbon footprint of all transports to report this as information to customers

2028 Apply UNI ISO 20400 Guidelines for the integration of Social Responsibility

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