

IMPASTO

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INGREDIENTS OF SUSTAINABILITY



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CSR project
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EDITORIAL

Introducing **IMPASTO**, Surgital's first printed magazine. We chose a title that evokes the fusion of selected ingredients to create something unique and precious, just like our commitment to quality and sustainability. "Ingredients of Sustainability" is the subtitle, embodying the philosophy that guides every action we take. So, welcome to this shared journey towards a sustainable future.

This publication marks the beginning of a series of events where we'll have the opportunity to share initiatives, strategies, and stories that demonstrate our active contribution to the United Nations' Sustainable Development Goals (SDGs) of the 2030 Agenda.

Together, we'll explore **the numerous actions already taken and the future plans** that reflect our path towards ecological transition: from efficient resource management to promoting the

well-being of our employees, and to our responsibility towards customers and suppliers.

Our story, told through the voices of those who make this journey possible every day, reminds us that this path is made of small and big steps, of innovation, but also of a deep respect for traditions and the value of craftsmanship. By introducing advanced technologies and constantly seeking more sustainable solutions, we demonstrate that it's possible to harmonize industrial progress and environmental protection.

Our mission goes beyond the company's walls, touching the lives of the local community and fostering constructive dialogue with all our stakeholders. Through these pages, we aim not only to inform you but also to inspire you and, hopefully, engage you in this journey, one step at a time, one ingredient at a time.

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Craftsmanship and Innovation: Surgital's path towards Global Sustainability

We at Surgital have always aimed at combining the high artisanal quality of fresh pasta with large-scale production, maintaining a strong commitment to **innovation, food safety and environmental sustainability**.



Our shared vision includes spreading Made in Italy worldwide, in addition to a continuous improvement in business practices, focusing on quality, environment, safety and social responsibility.

This philosophy reflects a **virtuous path of sustainable and responsible growth**.

For this reason, we continuously invest in research and innovation, aiming at constantly improving processes and products, with a strong focus on employee well-being, customer satisfaction and environmental protection.

The result is a comprehensive action plan, focused on some priorities, in line with the UN Sustainable Development Goals (SDGs).

Aware of the importance of formalising and communicating our initiatives, today we propose to work together to improve visibility,



consolidate positioning and make public our contribution to the **UN 2030 Agenda**.

In the meantime, an analytical and in-depth evaluation of the activities carried out to date has allowed us to identify the critical issues and areas in need of improvement, in order to align ourselves in the most efficient and incisive way with the SDGs.

What we already do and what more we can do

Currently, we operate on a total area of 102,133 square metres, of which 32,000 square metres are dedicated to production and 34 are active production lines. We have implemented an integrated management system certified by RINA SpA, compliant with ISO 9001, ISO 14001, SA8000, as well as IFS and BRC food safety standards.

To reduce the environmental impact of all our activities, we have adopted **energy production systems that minimise CO₂ emissions**.

We work to improve the sustainability of our supply chain, packaging and the entire production cycle in response to the increase in interest from stakeholders and institutions towards environmental and social sustainability.

Through a careful analysis of priorities, we are also trying to assess in advance the possible requests that customers, who are also obliged to achieve sustainability objectives, could make to their suppliers.



For this reason, we constantly work to adopt the most advanced technologies for efficiency and waste reduction. This includes, for example, a constant commitment to reducing the environmental impact of our packaging, exploring new materials and reducing the weight of that already in use.

Areas of responsibility and sustainable development

While we have already implemented many activities to promote sustainability, these efforts have not yet been fully integrated into **a formalised Environmental, Social and Governance (ESG) framework**.

To address this challenge, we have chosen eight areas of responsibility, considering their interconnections, in order to ensure a holistic and measurable approach to sustainability. This will allow our company as a whole to effectively communicate its sustainability initiatives and draw up a **Sustainability Report**:

- Responsibility towards our customers
- Responsibility towards our suppliers
- Responsibility towards our Employees
- Responsibility towards the local community
- Circular Economy
- Governance and Compliance
- Economic responsibility
- Environmental Responsibility

Sharing values and objectives

In line with our overall vision, we wish to actively **involve and train** the entire population on sustainability issues, promoting a profound sharing of values and responsibility for a shared and shareable sustainable future.

Through our commitment, we want to show our desire to contribute to the well-being of society and the environment.

In the near future, we will continue to pursue the objectives of the UN Agenda 2030 in an even more conscious and proactive way, measuring ourselves with them in all activities and collaborating with the local community, partners and stakeholders to **spread a culture of environmental and social responsibility**.

Happy reading and stay tuned for the next appointments of our column, where we will continue to explore and share the commitment and the small and large achievements that we will carry forward together.

For news and insights on sustainability issues, register for our newsletter in the form below.



Synergy between quality and sustainability for a better-informed view of the future.

By **responsible production and consumption**, we mean an approach to business and everyday life that is sustainable, efficient and environmentally friendly. This implicates the need to consider **the social and environmental impact** of what we produce and consume.

For Surgital, with its history of **excellence and ethical products**, producing responsibly means not only achieving high standards of quality but also fostering processes

that safeguard our environment and the community. This also includes the adoption of renewable resources to minimise production waste and ensure that every link in the supply chain operates according to ethical principles and respects the eco-system. After all, it is essential to opt for articles produced with care and attention, and **to adopt consumption habits that limit the negative consequences on the environment**. For anyone choosing our products, this means appreciating only the excellent quality but also

the company's code of ethics which contribute to business models promoting a positive impact on the world and the community. Focusing on product quality and care is, therefore, a key element in contributing to the creation of a more sustainable future and a business standard aimed at inspiring everyone.



Contherm Max: an additional step towards Goals 9, 12 and 13 of the UN 2030 Agenda

Innovation and technology are the fundamental drivers for guiding the **transition of industry towards more sustainable processes and products**.

Surgital has once again demonstrated its breadth of vision by implementing models of efficiency and sustainability and evolving in line with cutting-edge sector-based solutions. The introduction of the **Contherm Max, the new heat exchanger**, has allowed us to expand the facility's production capacity and increase product yield.

An innovation that **has increased our sauce production capacity by 20% whilst also reducing energy costs**.



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Through this more efficient process, we have been able to confirm how technological choices can have a positive impact both on an environmental and social level, reinforcing the company's commitment to a more responsible and sustainable industry.

Cristiana Savoia, Quality Assurance Quality Control Manager, tells us about this technology and its effect of the sauce production chain.

"It all started with a necessity. We needed to find a system that could efficiently decrease the temperature of some of the sauces at the initial freezing stage."

The goal was to optimise the use of cold air whilst the product was being moved in its liquid state to the initial freezing stage, thus improving the portioning process.

The collaboration with **Tetra Pak**, which already supplies us with kitchen technology, proved crucial. Thanks to the partnership with **Alfa Laval**, they succeeded in coming up with the ideal solution: Contherm Max. Machines which treat sauces containing bits, a key characteristic of our products.

The introduction of Contherm Max, backed by an in-depth study in the development phase, enabled us to find the right balance in temperatures between the cold air and the sauces spread out on the conveyor belt, thus obtaining a more defined and smoother cut of our pellets.

This change to the production process has resulted in energy savings, increased production capacity and an improved end product that lends itself to rational, less wasteful consumption.

A successful innovation, resulting from carefully considered decision-making processes and a reasoned investment of economic resources and labour: for theoretical and practical training and the calibration of the new process.

By no means a foregone conclusion, because investing in innovation and sustainable development is not always easy or guaranteed to succeed. We are often faced with roadblocks, such as high costs and uncertain outcomes, both economic and environmental, that may slow down our efforts towards an ecological and energy transition. However, we refuse to give up and continue to explore new ways to improve efficiency and reduce the consumption of resources, both for the environment and for our company."

In an attempt to trace the innovation of the Contherm Max heat exchanger back to Surgital's ongoing commitment to achieving the

goals of Sustainable Development, we can pinpoint two goals of the UN 2030 Agenda, in particular:

Goal 9: Enterprises, innovation and infrastructure - This goal focuses on building resilient infrastructure, **promoting inclusive and sustainable industrialization, and fostering innovation.**

The introduction of Contherm Max is an example of innovation in the industrial sector that improves production efficiency. This innovation helps to improve industrial efficiency by reducing the amount of energy required to cool the sauces and by optimising the production process;

Goal 12: Sustainable consumption and production - This goal focuses on ensuring sustainable consumption and production patterns. Contherm Max helps to reduce energy consumption and maintenance costs which are aligned with the goal of a more efficient economy in terms of resources and less waste.

The 2030 Agenda highlights the importance of innovative and sustainable solutions in all industrial sectors to achieve these global goals, and the innovation of Contherm Max is a step in the right direction.



Education as a driver of sustainability and local development

Training represents a fundamental pillar not only for individual development, but also for strengthening ties with the territory and supporting the local economy.

Investing in education and skill growth thus becomes a strategic lever for a more prosperous and sustainable future.

This approach is fully in line with the objectives of the **2030 Agenda, in particular with Goal 4, 'Quality Education'**, which aims to ensure inclusive and equitable quality education for all. The importance of education extends far

beyond the individual, positively influencing the social and economic development of the communities and territories in which we live.

Surgital's commitment aligns perfectly with these principles. Through careful **analysis of internal training needs and constant dialogue with managers and employees**, we have developed a training plan aimed not only at improving the technical and professional skills of the company's workforce, but also at strengthening communication, sales, and administrative abilities.

With a particular focus on the personal development of key figures and a broad cross-departmental involvement in training courses, Surgital not only aims to **elevate the level of internal know-how, but also actively contributes to the economic and social fabric of the territory**, reaffirming the crucial role of education for sustainable development.

Training and territory: Surgital's circular ecosystem



**#madeofpeople,
#madeofpasta
#madeofitaly**

At the core of these three claims lies Surgital's commitment to creating value, emphasizing the **fundamental role of people as custodians and promoters of traditions, Italianity, and innovation.**



Recognizing the importance of human resources, over time we have been able to establish solid collaborations with the educational world through targeted initiatives in the territory such as Programs for Core Skills and Orientation and curricular internships, involving upper secondary schools particularly with hospitality schools, such as the prestigious Istituto Alberghiero Statale 'Pellegrino Artusi' in Riolo Terme, and prominent universities including the University of Bologna, Ferrara, Verona, and the Bocconi University in Milan. Over the past year, we have intensified these activities, with over 2000 hours of internships in the company, consolidating a constructive exchange with the academic sector, enriched by participation in seminars, lectures, visits, and joint projects.

Although the scope and complexity of the initiatives described may seem the result of a long journey, surprisingly, they have been implemented in a relatively short time frame, which started just 5 years ago, coinciding with the establishment of the Human Resources office.

Before that, the company did not have an organized structure for HR management, nor a formal system for the development of employees' skills.

The training program has embraced a holistic approach, moving



from technical to relational work management, laying the groundwork for continuous exchange with the employees.

A key initiative in this regard has been the establishment of a weekly 'help desk' within the production area dedicated to collecting staff needs and questions.

The goal was to bridge the gap between management and operations, facilitating the assimilation of new company policies, including reward systems, welfare, contractual integrations, and performance evaluation.

Indeed, the entire company is evaluated through a sophisticated KPI system for each department, allowing for the establishment of incentives, contractual increases and promotions, as well as the identification of training needs.

Training has thus become an integral part of the path of professional and personal growth, supporting employees in a comprehensive evolution. The implementation of the performance evaluation system and the definition of career paths have made training a crucial tool to support **professional development and maximize motivation**.

This approach has elevated training to a fundamental element in the cycle of personal growth and development within the company, generating a climate of positive anticipation among the employees, who annually prepare to embrace new opportunities and the proposed evolutionary steps.

'My arrival in 2019 coincided with the significant challenges brought by the health crisis,' said Federica Pelliconi, our HR Manager. 'I found myself in a context that was distant from the hubs of large metropolises and outside the most efficient connection networks, in an unprecedented historical moment.

Obstacles that together we have transformed into a unique opportunity: to renew our commitment to weaving and strengthening relationships with the surrounding territory to increase the company's visibility.

*The adopted strategy has seen us **actively engaged with the local educational system**, starting from schools. Initially through some teaching, and later, school-work alternation programs: the company began to integrate students into offices and departments, emphasizing the importance of their contribution and helping them develop meaningful projects during their internships. This commitment is now well established, with creative initiatives involving many institutions.*

*Attention then shifted towards the university world, with the establishment of advertisements for internships which further expanded Surgital's network of contacts. An approach that has led to tangible results: we have gained previously very limited visibility, transforming ourselves into a local point of reference. Today, students and professors themselves are the ones looking for us, **recognizing us as an important point of reference in various fields, from quality management to logistics, from safety to the cold chain**. The interaction with universities has become an enriching cultural exchange appreciated at all levels that has also stimulated general interest in the company.*

The greatest satisfaction for the HR team comes from observing the professional progress of the employees, a tangible result of effective training, designed to look to the future of the individuals, the company, and the team itself.'



Elena Balbi
Finance and Control
Manager

A team journey towards conscious energy efficiency

Just like when creating a perfect pasta dish, every ingredient must be carefully chosen, precisely measured, and combined at the right moment; at Surgital, we have always selected the most suitable technologies, measured energy interventions, and coordinated innovations to optimize our production.

In this journey, **each phase of energy improvement represents a step in the recipe**. Each stage contributes to the final result, just as each ingredient and each step in the preparation contributes to the perfection of the dish.

Elena Balbi's vision and passion for innovation and process sustainability clearly convey how, with the right combination of ingredients (technologies, innovations, and people), one can create not only a high-quality product, but also an efficient, sustainable production system in harmony with the environment.

*'I have been here for 29 years and, although I have an economic background, I have always had a great passion for machines and technology. We were just a handful of people when I joined Surgital. Today, we are more than 350. I remember with great fondness and gratitude how Romana Tamburini, our President, and Edoardo Bacchini, our CEO, introduced me right from the start to the heart of the company's production, **explaining the operation of every machine and process**. That experience was fundamental for me because it allowed me to fully learn and understand every detail of what makes Surgital what it is today.'*

Since 2008, as a production company already with high energy and steam consumption, we took **the first major step towards energy efficiency** with the idea, proposed by the Bacchini family, of installing a cogeneration plant. The strategic choice aimed to simultaneously produce electrical and thermal energy, hot and cold water, thus starting a path towards the company's energy self-sufficiency and reducing operating costs.

*'Relying on a turnkey project or directly manage the reins of the project? This was the crossroads we faced. Our CEO opted for the second option. Certainly more demanding, this choice imposed and allowed us direct and thorough control over all aspects of the project. I, Massimiliano Gadoni, responsible for cold and cogeneration plants, together with Mr Bacchini, closely followed every phase, from the idea to development and finally to implementation. The attention to detail and commitment to monitoring every variable of the process translated into tangible benefits not only in terms of energy efficiency, but also in the quality of the final product. The steam produced by the plant also proved to be qualitatively better and therefore satisfactory for food safety. It was evident **how the precise, punctual, and careful control of the people in the production processes allowed us to also obtain a superior quality product**.'*

The construction of the new storage cell was a new opportunity to review the energy strategy: producing the necessary electricity internally rather than purchasing it. The answer was a second cogeneration plant with turbines, dedicated to the modifiable generation of steam for both production processes and cooling the cell engines. Since 2014, our energy system has included two plants for energy and steam, in addition to the production of hot and cold water, making us self-sufficient for over 80% of our energy needs. In 2022, Surgital significantly revamped its energy system by replacing the first cogeneration engine, which had already generated over 256 million kWh, with a smaller but more efficient one. The installation of the new engine, completed in just two months, seamlessly integrated with the existing infrastructure, minimizing production interruptions and demonstrating the versatility and resilience of the entire system we had composed. The upgrade involved the introduction of a machine learning software, Trigenia, aimed at optimizing the management and calibration of all energy and thermal drivers. In this phase, like in the previous ones, **the training of the involved personnel** was a crucial step in the overall upgrade plan.





'My historic and eclectic role allowed me to immerse myself in every aspect of the company, from management control to finance, to energy aspects, making my work incredibly rewarding. Over the years, with Edoardo, we have dedicated a lot of time to making and remaking calculations to refine processes and reduce waste. Even today, with the introduction of systems that automate part of our work, we cannot resist the temptation to verify the calculations manually, to ensure that everything is as it should be.'

The near future sees us engaged on two fronts.

*'We are working on the installation of a **new photovoltaic plant**: in addition to the existing megawatt, we will add*

2.5 megawatts, which will cover part of our energy consumption on weekends. We will complete the installation by summer. At the same time, we are investing in adopting the principles of Industry 5.0, focusing on detailed analysis of energy consumption to optimize efficiency. From macro to micro. A challenge that promises to be demanding, but we are now a consolidated and experienced team. We are ready.'

Clean energy and sustainable future: the winning combination

Goal 7 of the UN's 2030 Agenda, 'Affordable and clean energy', highlights the urgency of a paradigm shift in energy for sustainable development, focusing on renewables, energy efficiency, and clean technologies. The ultimate goal is an energy system that supports social **equity, economic resilience, and environmental protection**. A path that will not only improve the quality of life for billions of people, but also significantly **contribute to**

the fight against climate change.

Surgital, through its vision and practices, actively contributes to achieving this goal. By integrating advanced technologies such as cogeneration, quadgeneration, and expanding the use of solar photovoltaics, we constantly work to make all our activities increasingly sustainable.

With great attention to resource **efficiency and the reduction of energy waste**, we demonstrate daily how responsible

production can be a driver of industrial progress and environmental protection. The implementation of Industry 5.0 principles aims to further optimize performance and, at the same time, reduce emissions.

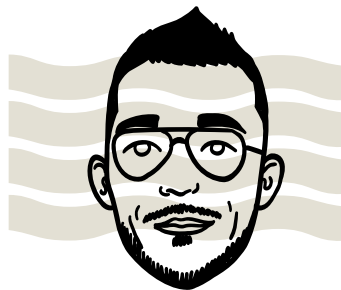
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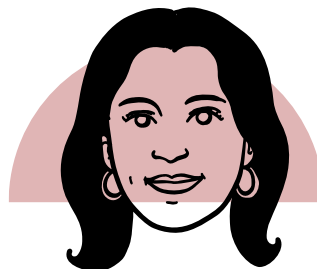
The new faces of Surgital



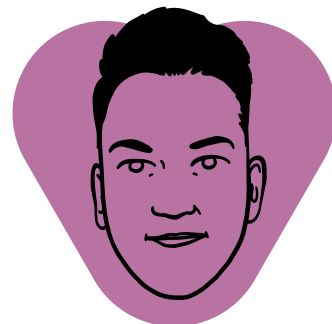
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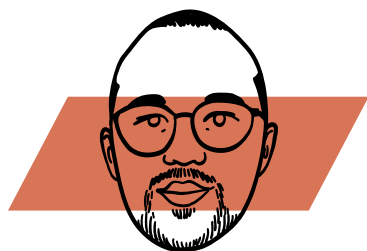
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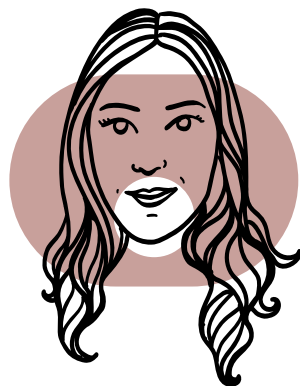
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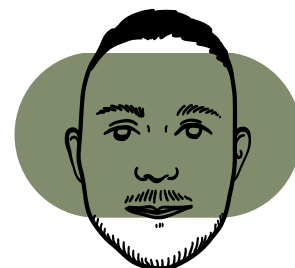
MATTEO FERRUZZI
Pasta maker



NICOLE GEMINIANI
Production employee



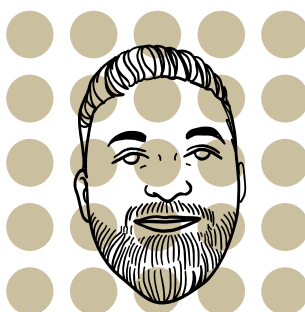
RINO MALAGUTI
Packaging worker



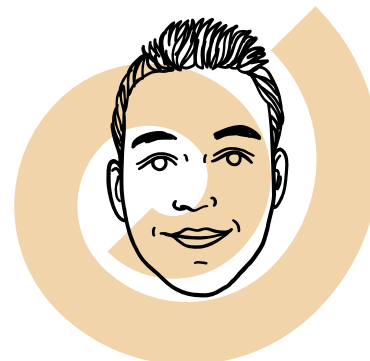
LORENZO MEZZOLI
Pasta maker



ANDREA POZZETTO
Cook

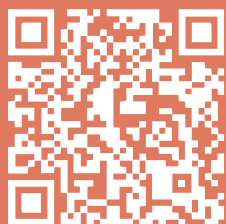


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OUR COMMITMENT TO
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VERY BUONO!
IT'S BETTER
TOGETHER

SAVE THE DATE

June 8, 2024

AT THE HEADQUARTERS IN LAVEZZOLA
An unmissable event: the first Open Day
dedicated to all internal collaborators of Surgital
and their friends and family.

A day of sharing to introduce the company
and strengthen Surgital's bond with the local
community.



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