



VIMEC s.r.l.
Via Parri, 7 | 42045 Luzzara (RE) | Italy
Ph. +39 0522 970666 | Fax +39 0522 970677
P.I. 00758850358 | info@vimec.biz
www.vimec.biz

Sedi estere: Madrid - Spagna
Avignone - Francia | Londra - Regno Unito
Varsavia - Polonia | Monaco - Germania

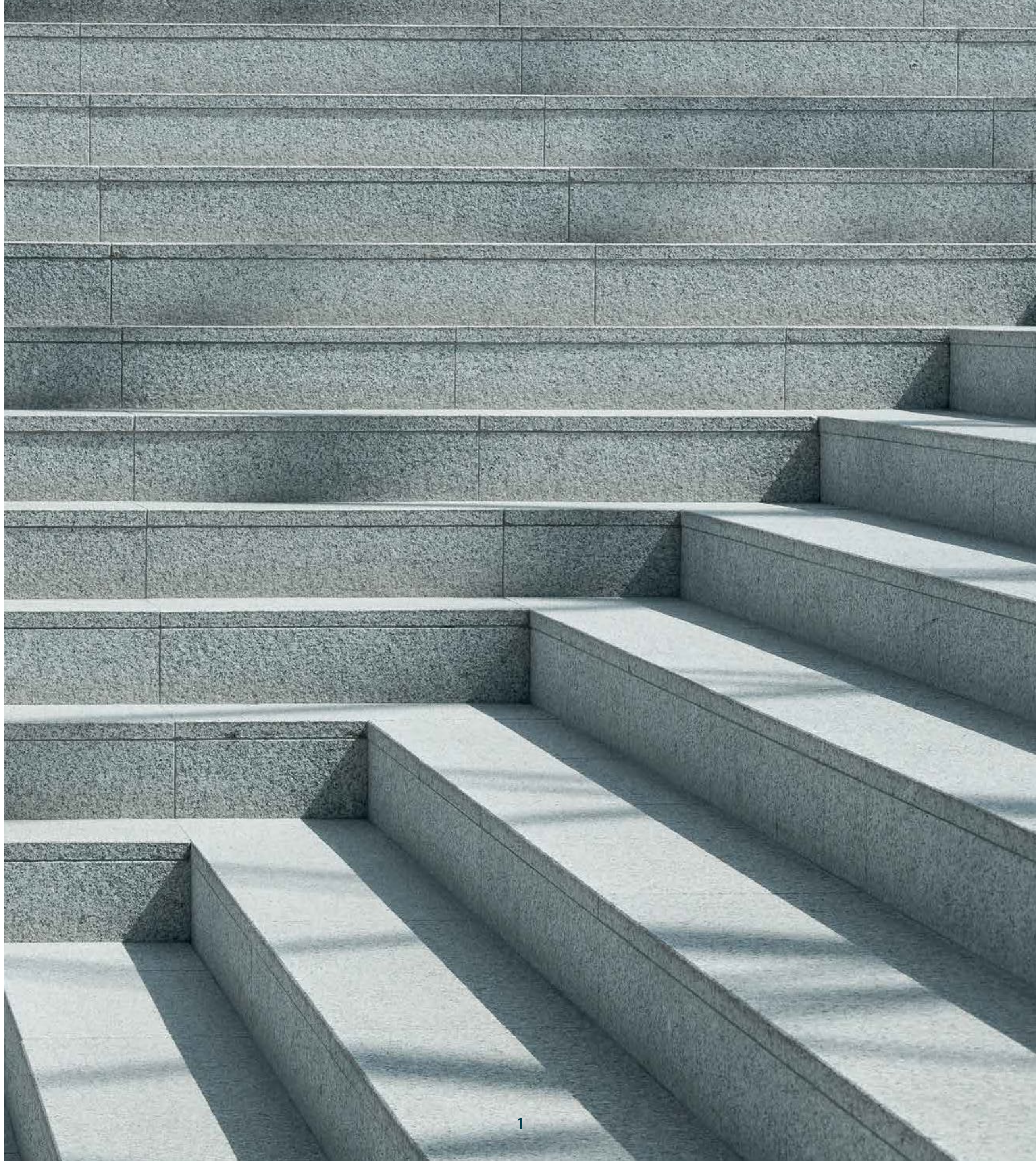
Capitale Sociale Euro 1.000.000,00 i.v.
Cod. Fisc. E Reg. Impr. RE n. 00596150201
REA n.185748 | PEC: vimecsrl@legalmail.it

Società soggetta a direzione e coordinamento di Investmentaktiebolaget Latour.



TABLE OF CONTENTS

1.0_OPENING LETTER	2
2.0_ABOUT US	3
2.1_COMPANY PROFILE	3
2.2_A HISTORY SPANNING OVER 45 YEAR	5
2.3_OUR PRODUCTS	6
2.4_ECONOMIC AND FINANCIAL RESULTS 2024	9
2.5_AWARDS AND CERTIFICATIONS	10
3.0_PEOPLE	12
3.1_“GREAT PLACE TO WORK”	13
3.2_FROM PROMISES TO ACTION: GENDER EQUALITY CERTIFICATION	14
4.0_PLANET	15
4.1_ENVIRONMENTAL FOCU	16
4.2_TOWARDS INCREASINGLY SUSTAINABLE PRODUCTS	19
5.0_PROSPERITY	20
5.1_FOCUS ON CLIENTS AND END-USERS	20
5.2_A GENUINE, ALL-ROUND COMMITMENT	23



1.0_ OPENING LETTER



Dear Readers,

There are everyday gestures that tell the story of a change that is quiet yet profound. This is how Vimec works: we have spent every day for the last 45 years committed to making the world more accessible, with the aim of **breaking down architectural barriers** and enabling thousands of people to move around freely and safely. One project at a time, **we improve quality of life**.

Our range includes both stairlifts and platform lifts. In 2024 we launched the new **AR:IA lifts**, designed for both the public and private sectors and built on the experience of over 40,000 installations worldwide. AR:IA combines **energy efficiency** and **comfort**, reaffirming our commitment to solutions that integrate **sustainability, technical innovation** and **care for people**.

The value of Vimec lies in its people. In 2024 we introduced a new **performance evaluation process**, designed to recognise people's individual contributions and make career development paths clearer.

For the third year running, Vimec was certified as a **Great Place to Work** and ranked 13th among the **Best Workplaces for Blue Collar 2024** in Italy.

We also obtained **Gender Equality Certification**, in line with the **UNI/PdR 125:2022 national guidelines**, confirming our commitment to an inclusive environment based on equal opportunities.

In 2024 we continued to support our local community through **educational projects**, a partnership with Il Bettolino, and the decision to donate a stairlift to a family in need. At a global level, we renewed our support for **Solvatten**, an initiative that delivers safe drinking water to vulnerable communities.

On the environmental front, 2024 was marked by significant milestones: our "B office building" became operational again after a major **energy-efficiency refurbishment**

lasting almost 12 months; our new photovoltaic system began full-scale production; we launched the **Innovalean** project to cut waste and streamline production; and, together with our parent company Innovalift, we took up Latour's challenge by establishing our **CO₂ emissions baseline**, with the first **reduction roadmap** set to be published in 2025.

Vimec looks to the future with vision and pragmatism: optimising processes, innovating responsibly and creating value for people, the environment and communities.

Thank you for your support. Together, we are building a fairer, freer and more connected world.

Elisabetta Senes,
CEO



Designing connections
between all levels of life

- Our vision

2.0_ ABOUT US

160.000 +
INSTALLATIONS

45
YEARS OF
HISTORY

76
COUNTRIES
SERVED

2.1_COMPANY PROFILE

Vimec takes people's mobility to the next level, both at home and in public spaces. For more than 45 years, our company has specialised in designing and manufacturing systems that overcome architectural barriers, including platform lifts, stairlifts and mobile stairclimbers.

Founded in 1980 in Luzzara, between the provinces of Reggio Emilia and Mantua, Vimec is rooted in the tradition of Made-in-Italy excellence. The company headquarters and production facilities have always remained in the same area, reflecting our strong connection with the local community. By prioritising local suppliers and collaborating with regional businesses, Vimec actively supports and contributes to local employment and economic development.

In 2017, our company was acquired by Latour Industries AB, becoming part of the Latour Group, a Swedish investment company listed on the Stockholm Stock Exchange. Today, Vimec is the market leader in Italy, recognised as a consolidated international player. We have sales subsidiaries in Spain, France, the United Kingdom, Germany and Poland, and are also present in Australia, South Africa and Latin America.

The ability to design a wide range of bespoke solutions, tailoring products to clients' spaces, is one of Vimec's defining strengths. Our company claim, "Designed for life", reflects our central focus on people throughout the design and manufacturing process, offering features and finishes that can be introduced as upgrades over time. Innovation is central to our identity, with continuous investment in research and development (over €240,000 in 2024) to respond ever more effectively to the needs of end-users and their families.

Vimec delivers comprehensive installation and maintenance support through its dedicated agents in Italy and an extensive international distributor network, strengthened by ongoing training and refresher courses to ensure reliable services for customers.

Legality and business ethics form the basis for everything we do at Vimec.

Our company has adopted the 231 Management Model, implemented to safeguard corporate integrity and ensure the transparent management of operations.

Within this framework, Vimec has introduced a Code of Ethics that defines the fundamental principles guiding every business decision: legality, fairness, transparency and the protection of human resources.

The Code of Ethics also highlights the importance of privacy, workplace safety and social responsibility.

To further strengthen these values, Vimec has established a whistleblowing channel, ensuring all reports are handled seriously and with discretion, promoting an honest and safe work environment.

MISSION

We put our heart, mind and hands into ensuring mobility in every living space.

VISION

We design connections between all levels of life.

OUR CORE VALUES

have always been:

Passion, understood as a constant and genuine drive to improve our products;

Integrity, understood as open, transparent, honest communication and conduct, with a long-term perspective that respects stakeholders and the environment;

Commitment, understood as the ambition to offer customers the best purchasing experience through high-quality products and services;

Teamwork: understood not only as the ability to work together, but also to respect others and recognise that the greatest and most important results are achieved through collective effort.

2.2 _ A HISTORY SPANNING OVER 45 YEARS

1980	VIMEC (Villastrada Meccanica) was founded by 4 partners in Villastrada (MN) to operate as a mechanical workshop for third parties with 5 employees.
1983	The first stairlift model (V1) was created.
1985 /1995	Production grew from 100 to 2,300 units, with the workforce reaching 100 employees. The company relocated to Luzzara (Reggio Emilia), where its current headquarters remain today.
1996	Vimec obtained UNI EN ISO 9001 certification.
1998 /2001	The headquarters were expanded and production reached 4,500 units with 140 employees .
2001 /2002	Vimec enlarged its metalworking department (5,500 m ² indoors, for a total of 12,000 m ²) and its assembly department (7,500 m ² indoors, for a total of 19,500 m ²)
2006	Subsidiaries were opened in France, Spain, the United Kingdom and Poland.
2017	Vimec was acquired by Latour Investment Fund (Sweden).
2020 /2023	Vimec obtained UNI EN ISO 14001 certification. +150,000 machines installed worldwide.
2024	An exceptional year, in terms of both economic results and the number of systems and products sold



2.3_ OUR PRODUCTS

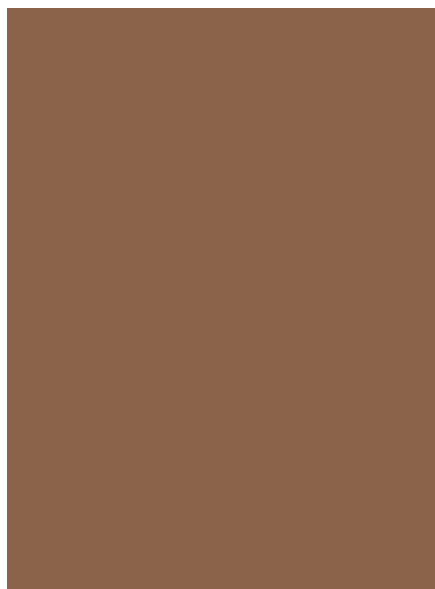
Vimec's strength lies in its ability to develop tailor-made products that perfectly adapt to the specific mobility needs of its customers, while meeting the aesthetic and technological expectations of an ever-evolving market.

Beyond the functionality and accessibility that have always defined its products, Vimec's new models are increasingly focused on visual appeal and technical design.

This approach aims not only to enhance the user experience but also to ensure that products integrate seamlessly into both residential and public environments.

Vimec products are designed for use in private settings (homes and apartment buildings) as well as in public spaces (shops, restaurants, banks, museums, offices, train stations and undergrounds.)

VIMEC FOR
ACCESSIBLE
SPACES AND
PEOPLE'S
MOBILITY



vimec ACCESSIBILITY

Vimec offers the widest range of solutions by a single manufacturer worldwide. Each system is designed and **built to measure, supporting people with mobility needs** and ensuring every movement is carried out in complete safety – for both the user and caregivers.

CHAIR LIFT

Designed for elderly people, these chair lifts make it possible to continue living safely in one's own home, without having to change daily habits.

LIFTS FOR COMMERCIAL AND PUBLIC SPACES

Similar to traditional lifts but operating at lower speeds in compliance with current legislation, these lifts are ideal for restaurants, schools, banks, shops and offices, facilitating vertical mobility.

STEPLIFTS

Platform lifts designed to overcome minor height differences – from just a few steps to up to three metres – improving accessibility in a variety of settings.

INCLINED PLATFORM LIFTS

Platform stairlifts installed along stairways, ideal for people with reduced mobility who use a wheelchair.

MOBILE STAIRCLIMBERS

Tracked devices requiring a trained caregiver, allowing users to overcome architectural barriers in both private and public environments, whether seated or in their own wheelchair.



vimec homelift

Homelifts – also known as “mini-lifts” – represent a fast-growing trend, designed to improve mobility and comfort in the home. Vimec Homelifts, distinguished by unique technology, design and Italian-made quality, offer a wide range of customisable features to meet all user needs.

The advanced technology built into Vimec Homelifts enables tailor-made solutions with continuous upgrade options, effectively meeting customers’ evolving needs.

Vimec offers tools allowing users to personalise their Homelift, choosing from a variety of wall finishes, doors, LED lighting options and much more.

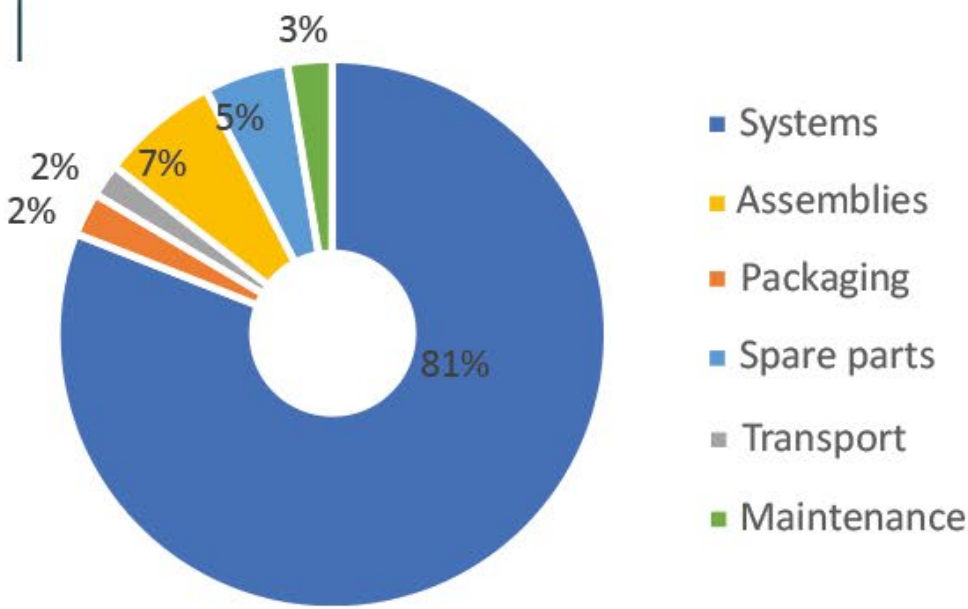
This technology, combined with excellence in design, installation and service, ensures a fully personalised and safe vertical mobility experience, while maintaining **high-level visual appeal and functionality.**

2.4_ECONOMIC AND FINANCIAL RESULTS 2024

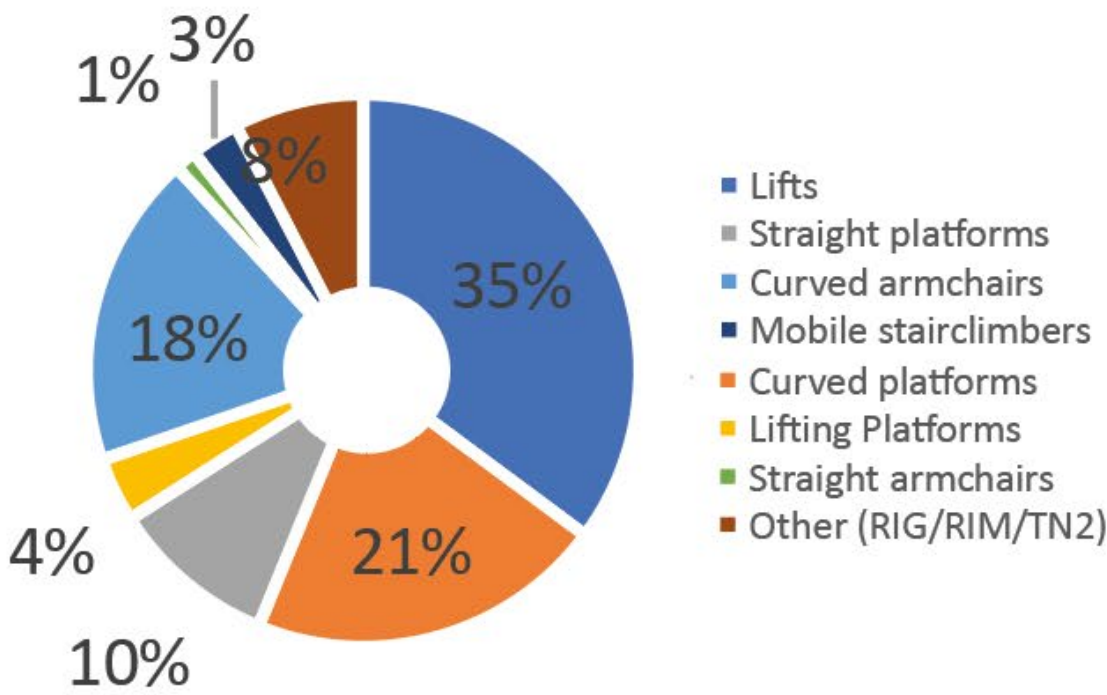
In 2024, Vimec reported a turnover of €70.554 mln, up 1.2% compared to the previous year.

	2022	2023	2024
TURNOVER	€62.777mln	€69.746mln	€70.554mln

TYPE OF REVENUE



TYPE OF PRODUCT





2.5_AWARDS AND CERTIFICATIONS

In 2023, Vimec’s V6s platform stairlift received two prestigious awards: the Good Design Award and the Archiproducts Design Award.

The Good Design® Award, established in 1950 by the Chicago Athenaeum Museum of Architecture and Design and the Metropolitan Arts Press Ltd., is the longest-running design award worldwide. Founded by eminent architects such as Eero Saarinen, Charles and Ray Eames, and Edgar Kaufmann Jr., the award is renowned for its rigorous selection process and its prestigious jury of internationally acclaimed designers, architects and critics. The Good Design Award celebrates innovation and quality in design, recognising excellence in product development and architecture.

The Archiproducts® Design Award is one of the most important global prizes in architecture and design. It highlights the most innovative and original solutions in the field, supporting and promoting excellence through Archiproducts’ leading online platform. Vimec’s stairlift is the only one in the world to have received a design award.



CERTIFICATIONS



Gender Equality Certification, UNI PDR 125:2022, **confirms that the company has adopted a Gender Equality Management System** aimed at promoting equality between men and women in the workplace. It is based on six strategic areas (culture and strategy, governance, HR processes, career opportunities, pay equity, work-life balance and parenting) and requires the use of measurable indicators.



The Unified Environmental Authorisation (AUA), defined by Presidential Decree No.59 of 13 March 2013, replaces seven different environmental permits with the aim of streamlining bureaucratic procedures in the ecological sector and making procedures more effective.



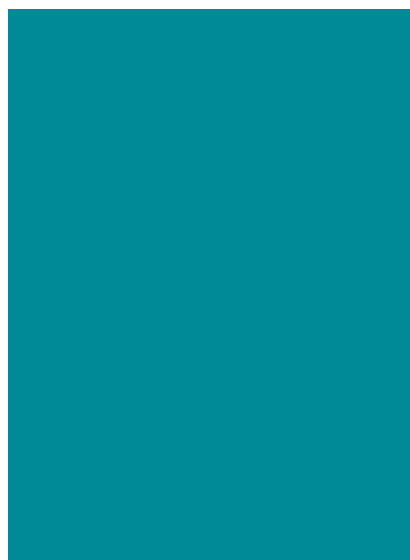
The ISO 9001 certification confirms that the company has adopted a **Quality Management System** ensuring operational efficiency and customer satisfaction. It guarantees compliance with high standards in the delivery of products and services, supported by the continuous improvement of business processes.



ISO 14001 certification attests to the implementation of an effective **Environmental Management System**, designed to reduce the environmental impact of the company's operations and continuously improve its environmental performance. It ensures compliance with environmental regulations and demonstrates commitment to sustainable practices such as waste management and the reduction of pollutant gas emissions.



The Best Workplaces ranking and Great Place to Work certification, promoted by the similarly named international research and consultancy company. These titles are based on a rigorous assessment of work environments through employee feedback and are recognised worldwide as **benchmarks of excellence in human resources**.



3.0 _ PEOPLE

"People at the centre" has always been Vimec's philosophy and reflects the company's ongoing commitment to the well-being of its employees. The corporate philosophy is based on the daily commitment to building a fair workplace, where every individual can achieve personal growth and professional fulfilment. At the core of the Vimec mission lie: strengthening the relationship of trust between the company and its employees, supporting a work-life balance and ensuring development opportunities.

172
EMPLOYEES

63%
EMPLOYEES
UNDER 50

40%
OF WOMEN IN
LEADERSHIP
POSITIONS
(EXECUTIVES)

+22%
AVERAGE TRAINING
HOURS PER
EMPLOYEE VS 2023

**Gender Equality
Management System**
WITH OBTAINMENT OF
THE RELATIVE CERTIFICATION

**Best
Workplaces
for Blue Collar**

3.1_“GREAT PLACE TO WORK”

In 2024, for the second year running, Vimec was certified as a Great Place to Work and achieved 13th place in the Best Workplaces for Blue Collar 2024 ranking promoted by the similarly named organisation.

As part of the certification process, Vimec identified several **strengths**, including **attention and care for employees’ personal needs, welcoming initiatives and opportunities for team-building**. This is supported by the existence of the Team Experience, a group of volunteers whose purpose is to facilitate discussion to strengthen relationships among colleagues, encourage proposals to improve interpersonal connections inside and outside the company, and promote well-being activities in the workplace.

Vimec also organised a workshop with Great Place To Work to address areas for improvement, establishing dedicated groups to enhance customer centricity and strengthen employee engagement across the business. In 2024, Vimec focused on “recognition” dynamics between different departments, introducing “Coffee Break Together”, an initiative designed to share a simple coffee break with colleagues with whom, due to different roles or “distance” between workstations, there would otherwise be little opportunity to

interact. The aim was also to gain a better understanding of colleagues’ roles in other offices and departments.

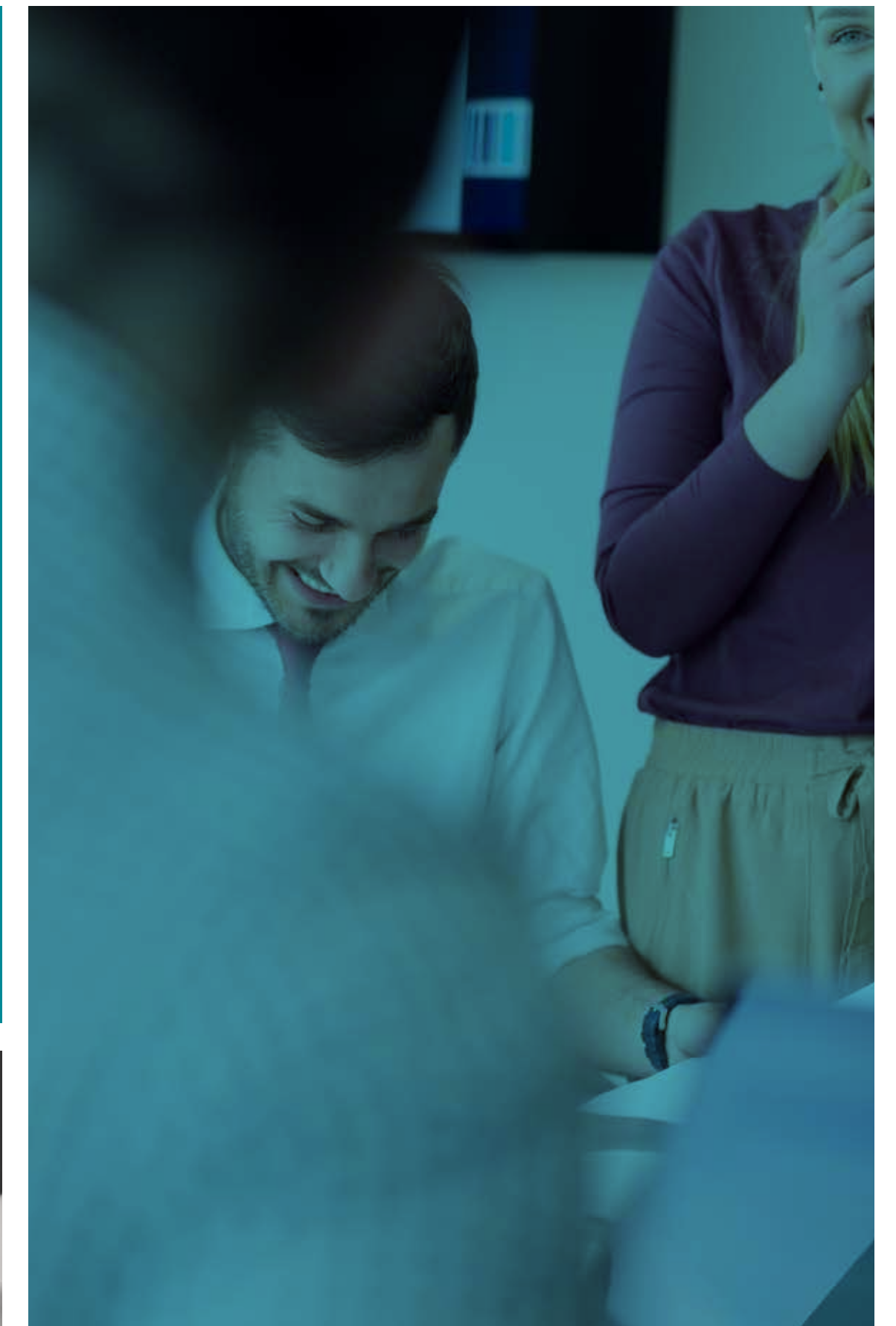
The Great Place To Work survey in 2024 highlighted the need for a more objective performance review process. With this in mind, Vimec implemented a new procedure for performance evaluation and salary review. The new framework combines behavioural and operational performance to create an eligibility matrix, guiding salary increases and career progression.



Great Place To Work® is a global organisation that certifies and rewards companies with the best workplace cultures.

Its certification confirms the excellence of a work environment based on values such as trust, respect, fairness, pride and teamwork. This recognition is awarded through a rigorous process, including anonymous employee surveys and an evaluation of company practices.

Certified companies are eligible for the **Best Workplaces™ ranking**, which identifies and rewards the best employers by sector and company size. Inclusion in this ranking brings prestige and serves as a benchmark for enhancing internal practices. Companies that earn this recognition demonstrate leadership in building outstanding workplaces and advancing innovative people management practices.



3.2_ FROM PROMISES TO ACTION: GENDER EQUALITY CERTIFICATION

Vimec recognises the importance of equality, diversity and inclusion as key drivers of the company’s success and the well-being of all its members, ensuring every person feels valued, respected and supported. To put this commitment into practice, Vimec has adopted a **Gender Equality Management System, in line with UNI/PDR 125:2022 national guidelines**, which in **2024 led to certification**.

In this context, Vimec developed the **Gender Equality Policy**, reflecting its ongoing commitment to implementing measures that ensure equality across all areas of the organisation and guarantee equal opportunities for career and professional development.

The policy focuses on personnel management, strengthening the application of equity principles at every stage of the employee journey: recruitment, role assignment, performance evaluation, promotion and career progression, pay and termination.

Training courses and communication initiatives are in place to raise awareness among employees on inclusivity and diversity, helping to maintain a welcoming and respectful company climate. In particular, Vimec has introduced measures to ensure fair representation in leadership roles and to promote a corporate culture that values every person’s contribution. From a broader perspective, the policy also provides for the **monitoring and regular updating** of all company practices, preventing any form of discrimination.

_DIVERSITY WITHIN THE COMPANY

	2023			2024		
	Women	Men	Total	Women	Men	Total
Total employees	41	129	170	44	128	172
Executives	2	3	5	2	3	5
Clerical workers	31	63	94	32	61	93
Production workers	8	63	71	10	64	74
	2022			2023		
	<30 y/o	30-50 y/o	>50 y/o	<30 y/o	30-50 y/o	>50 y/o
Total employees	14	97	59	16	92	64
Executives	0	1	4	0	2	3
Clerical workers	9	50	35	9	46	36
Production workers	5	46	20	7	44	25

_TRAINING AT VIMEC

	2023			2024		
	Women	Men	Total	Women	Men	Total
Total training hours	591	1560	2151	814	1851	2665
Executives	24	168	192	24	148	172
Clerical workers	511	860	1372	790	1703	2493
Production workers	56	532	588	0	0	0
	Women	Men	Total	Women	Men	Total
Hours of training per employee	14,4	12,1	12,7	18,5	14,5	15,5
Executives	12,0	56,0	38,4	12	49,3	34,4
Clerical workers	16,5	13,7	14,6	24,7	27,9	26,2
Production workers	7,0	8,4	8,3	0	0	0

4.0_ **PLA NET**

Vimec stands out for its strong commitment to protecting the environment, focusing on **reducing CO₂ emissions in its operations** through the increased use of renewable energy and other energy-efficiency measures.

At the same time, our company is constantly working to **improve the sustainability of its products**, aiming to make them increasingly energy-efficient and designed according to the principles of circularity.

-71 tco₂

IN SCOPE 2 FROM 2002
THANKS TO EFFICIENCY
MEASURES ALREADY
IMPLEMENTED

**Environmental
Management
System**

CERTIFIED ACCORDING
TO ISO 14001

**100%
Renewable**

OUR 2030 TARGET

SBTi

WE WILL DEFINE
A TARGET ALIGNED
WITH SBTi
BY 2025

37%

PROPORTION
OF ELECTRICITY
CONSUMPTION
SELF-PRODUCED BY
PHOTOVOLTAIC
SYSTEM

**Up to
75%**

RECYCLABLE MATERIALS IN
THE MAIN VIMEC HOMELIFT
PRODUCTS

4.1_ENVIRONMENTAL FOCUS

Vimec is committed to advancing numerous initiatives to improve its environmental impact, all aimed at achieving its 2035 sustainability goals.

These include the use of 100% renewable energy, a 63% reduction in Scope 1 and 2 emissions compared with 2022, and a 66,3% reduction in Scope 3 emissions per unit value added.

Environmental Improvement Plan

In 2024, Vimec established the Environmental Improvement Plan (ISO 14001), developed through a structured process of analysis, identification of critical issues and implementation of corrective measures to strengthen its environmental management system.

Energy efficiency

Between 2023 and 2024, Vimec completed the renovation of its corporate buildings, achieving substantial improvements in energy efficiency. Among the key measures was the installation of two photovoltaic systems for self-consumption.

The first system, consisting of 310 modules, each 410 WP, achieves a total output of 130 kW. The second system, with 440 modules, each 410 WP, provides an output of 180 kW.

Operational since March 2023, the two systems represent an investment of €280,000 and will reduce CO2 emissions by approximately 261 tonnes per year, making a significant contribution to climate change mitigation.

As part of its renovation work, Vimec also completed the **replacement of all lighting in its production plants with LED lamps.** This operation, which involved an investment of €100,000, will reduce CO2 emissions by 100 tonnes per year and generate annual savings of €130,000.

New tube-bending machine

The increased use of renewable energy sources is complemented by other actions undertaken to enhance the sustainability of production processes. A key example is the adoption of a **new, fully electric tube-bending machine** powered by energy self-produced through photovoltaic panels. This tool, essential for the creation of custom guides for stairlifts, marks a step forward towards low-greenhouse gas production.

Groupage

Vimec's commitment to sustainability goes beyond manufacturing activities, extending to logistics, too. Our company has adopted the practice of groupage to optimise transport and reduce the environmental impact of logistics. This approach consists of consolidating shipments from geographically close suppliers into a single delivery. The strategy has led to a significant reduction in journeys, cutting both costs and CO2 emissions. Updated estimates as of May 2024 indicate shipping cost savings of €2,615 per month.

_ENERGY

	2023		2024	
	MWh	MWh/mln€*	MWh	MWh/mln€*
Consumption of energy from fossil fuels	652,9	9,36	930,3	13,19
Petrol for hybrid company fleet	313,9	4,50	417,6	5,92
Diesel for standard company fleet	79,7	1,14	195,4	2,77
Natural gas (methane)	104,3	1,50	125,3	1,78
Electricity, heat, steam or cooling from fossil fuels	155,0	2,22	192,0	2,72
Consumption of energy from renewable sources	190,0	2,72	234,0	3,32
Electricity, heat, steam or cooling from renewable sources	104,0	1,49	128,0	1,81
Renewable energy self-produced by photovoltaic systems	86,0	1,23	106,0	1,50
Total energy consumption	842,9	12,09	1164,3	16,51
Proportion of consumption from fossil fuels on total	77%		80%	
Proportion of consumption from renewable sources on total	23%		20%	

*turnover

_ACQUA

		2023	2024	D23-24
Water withdrawal	U.o.M	m3	m3	%m3
	Total water withdrawal	1379	1732	+25,6%

_EMISSIONS

	2023			2024		
	tCO ₂ eq	%	tCO ₂ eq/mln€*	tCO ₂ eq	%	tCO ₂ eq/mln€*
Gross GHG emissions scope 1	312,6	1%	4,5	482,6	2%	6,8
Stationary combustion	267,2		3,8	320,9		4,5
Company fleet	45,4		0,7	161,7		2,3
Gross GHG emissions scope 2	77,8	0%	1,1	96,1	0%	1,4
Market-based	77,8		1,1	96,1		1,4
Location-based	148,8		2,1	183,7		2,6
Gross GHG emissions scope 3	26.228,8	99%	376,1	26.721,7	98%	378,8
3.1. Purchased goods and services	19.508,3	73%	279,7	19.613,8	72%	278,1
3.2. Capital goods	97,4	0%	1,4	758,8	3%	10,8
3.3. Fuel- and energy-related activities	92,6	0%	1,3	108,6	0%	1,5
3.4. Upstream transport and distribution	36,6	0%	0,5	30,0	0%	0,4
3.5. Waste generated by operations	5,2	0%	0,1	6,6	0%	0,1
3.6. Business travel	51,1	0%	0,7	53,8	0%	0,8
3.7. Employee commuting	373,7	1%	5,4	375,9	1%	5,3
3.8. Upstream leased assets	0,0	0%	0,0	0,0	0%	0,0
3.9. Downstream transport and distribution	1,8	0%	0,0	1,8	0%	0,0
3.10. Processing of sold products	0,0	0%	0,0	0,0	0%	0,0
3.11. Use of sold products	5.874,0	22%	84,2	5.594,9	20%	79,3
3.12. End-of-life treatment of sold products	188,0	1%	2,7	177,5	1%	2,5
3.13. Downstream leased assets	0,0	0%	0,0	0,0	0%	0,0
3.14. Franchising	0,0	0%	0,0	0,0	0%	0,0
3.15. Investments	0,0	0%	0,0	0,0	0%	0,0
Total	26.619,2	100%	381,7	27.300,4	100%	387,0

*turnover

Circular economy initiatives

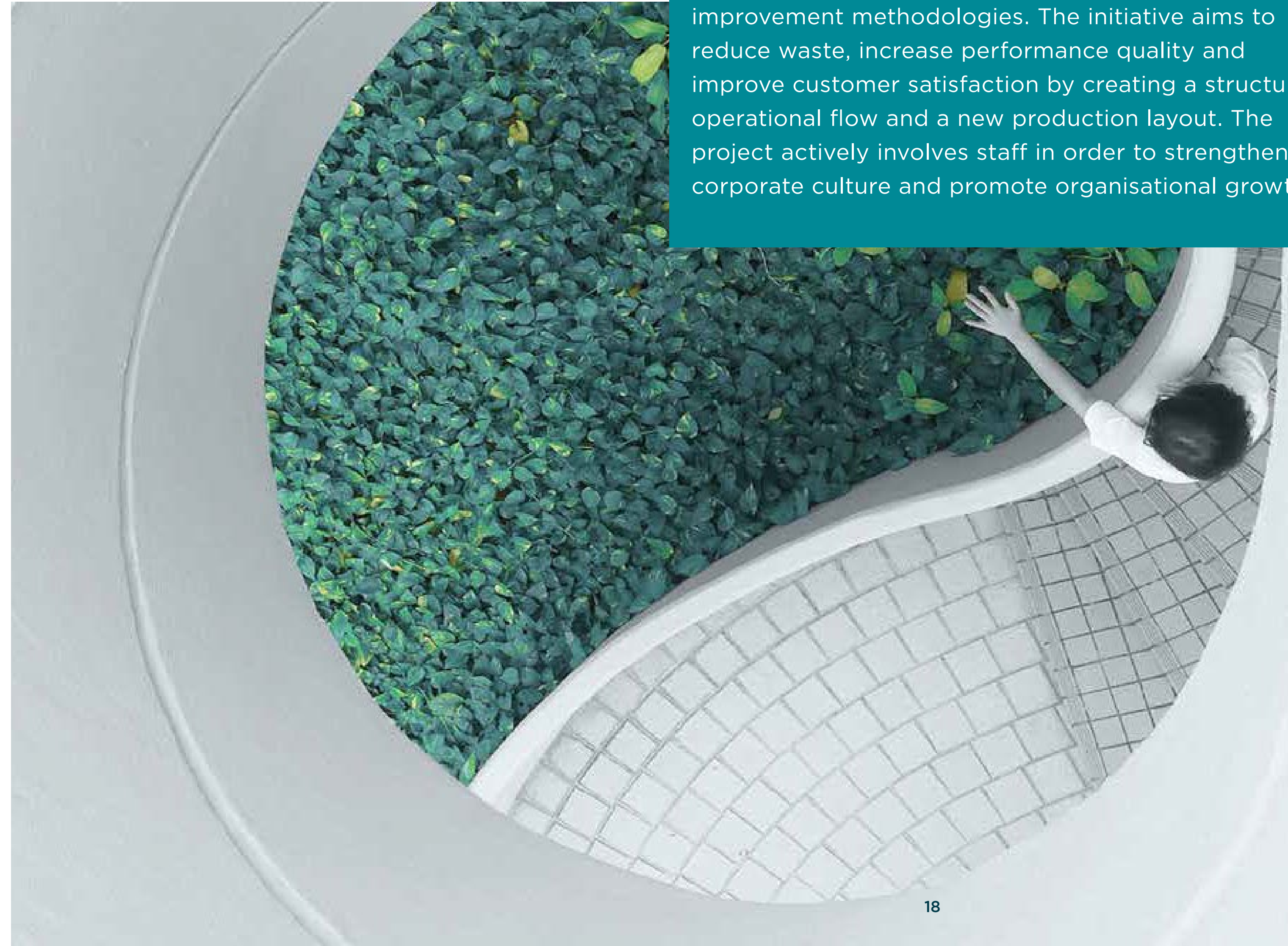
Throughout the year, Vimec continued to strengthen its approach to the circular economy and resource usage by improving its waste management through two additional initiatives.

Our company was registered with the **National Register of Environmental Operators**, certifying its satisfaction of the technical and organisational requirements necessary to operate in the sector and confirming its commitment to the traceability and sustainability of the waste cycle.

At the same time, as part of the Unified Environmental Authorisation, Vimec implemented a **structured waste management policy** that includes the classification and safe storage of materials, disposal through qualified suppliers in compliance with the Vimec Code of Ethics, and a continuous monitoring system involving quarterly reviews of procedures and annual mapping of signage. The system ensures full traceability through waste (loading and unloading) tracking registers and validated forms, guaranteeing regulatory compliance and reducing environmental impact.

Innovalean Project

In 2024, Vimec launched the Innovalean project to optimise its lift production line through continuous improvement methodologies. The initiative aims to reduce waste, increase performance quality and improve customer satisfaction by creating a structured operational flow and a new production layout. The project actively involves staff in order to strengthen corporate culture and promote organisational growth.





4.2_TOWARDS INCREASINGLY SUSTAINABLE PRODUCTS

Vimec is committed not only to improving the energy efficiency of its production processes but also to designing products that embrace the principles of sustainability and recyclability.

The Homelift E20 is a prime example of Vimec's commitment to sustainable design. This model is manufactured using certified, recyclable materials with a reduced environmental impact. **95% of the materials used are recyclable**, while the control panel wall is made **entirely from recycled wood**, certified for both fire and water resistance.

This approach not only improves the energy efficiency of the product but also ensures durability and environmental responsibility.

5.0_ PRO SPE RITY

240
k€

INVESTED IN
R&D IN 2024

7.200 €

DONATED

600+

INSTALLATIONS FOR LOCAL
HEALTH AUTHORITIES
(ASL) AND OTHER PUBLIC
INSTITUTIONS

5.1_FOCUS ON CLIENTS AND END-USERS

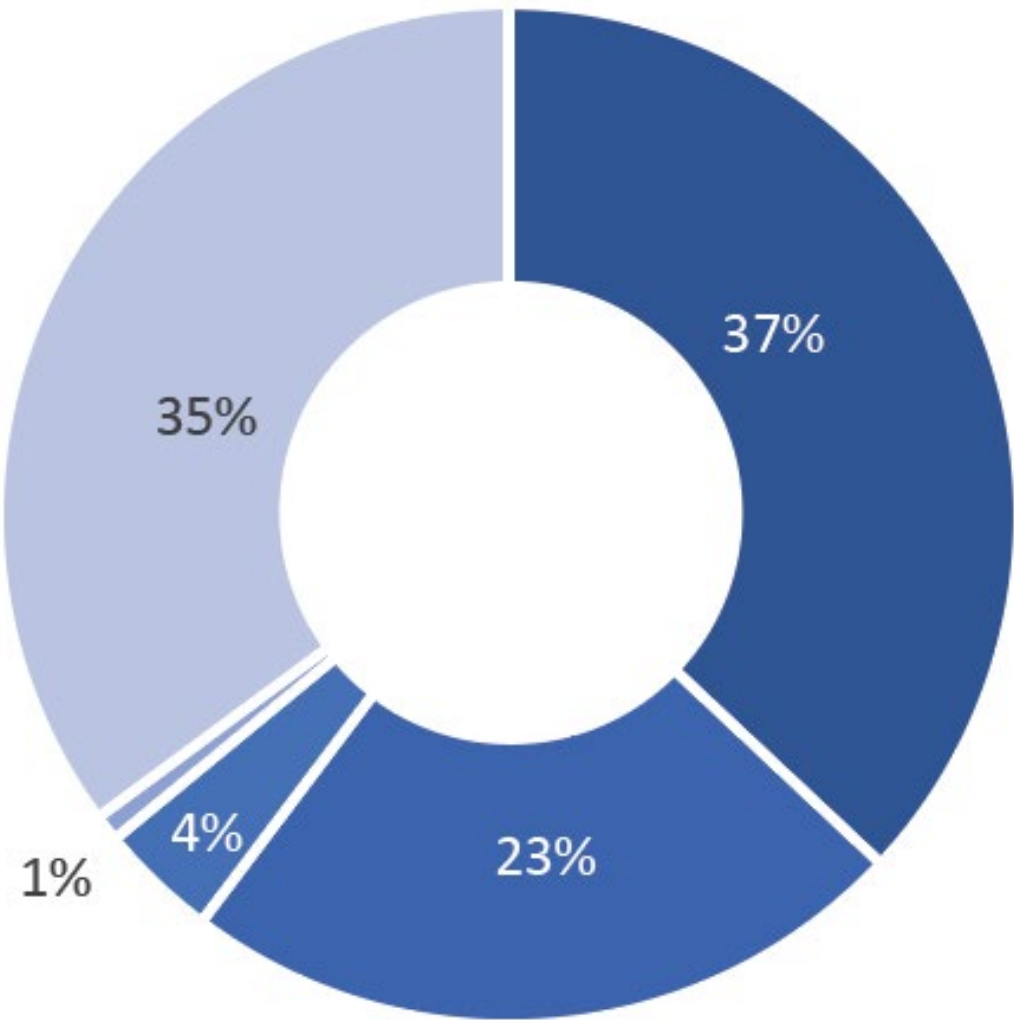
At the heart of Vimec's mission is the goal of improving end-users' quality of life by supporting personal mobility in both private and public spaces. This commitment is reflected in the development of customised solutions tailored to the specific needs of each client or end-user, alongside continuous improvements in after-sales and maintenance services.

In 2023, Vimec sold more than 6,350 units, serving a wide ecosystem of clients in both the B2B and B2C channels. In Italy, Vimec serves private customers directly through its own installers, in addition to collaborating with an extensive network of third-party distributors. Vimec's Italian clients also include public institutions – such as hospitals, orthopaedic centres and other healthcare facilities – which our company supported with over 2,755 installations in 2024.

Internationally, products are primarily distributed through B2B channels. For this reason, Vimec values its commercial partners as strategic and essential components of its ecosystem. We work closely with a vast network of distributors and third-party installers worldwide, with a strong focus on continuous training and refresher courses. These initiatives ensure that installers remain fully up to date with the latest developments and best practices. The goal is to guarantee the best possible purchasing and after-sales experience for end customers, ensuring that every step – from consultation to installation – meets the company's high standards.

THE VIMEC CLIENT ECOSYSTEM

Percentage of order volume by customer type



■ End-users ■ Italian dealers ■ Public administration ■ Others ■ International dealers

■ B2C ■ B2B



CLIENTS AT
THE CENTRE

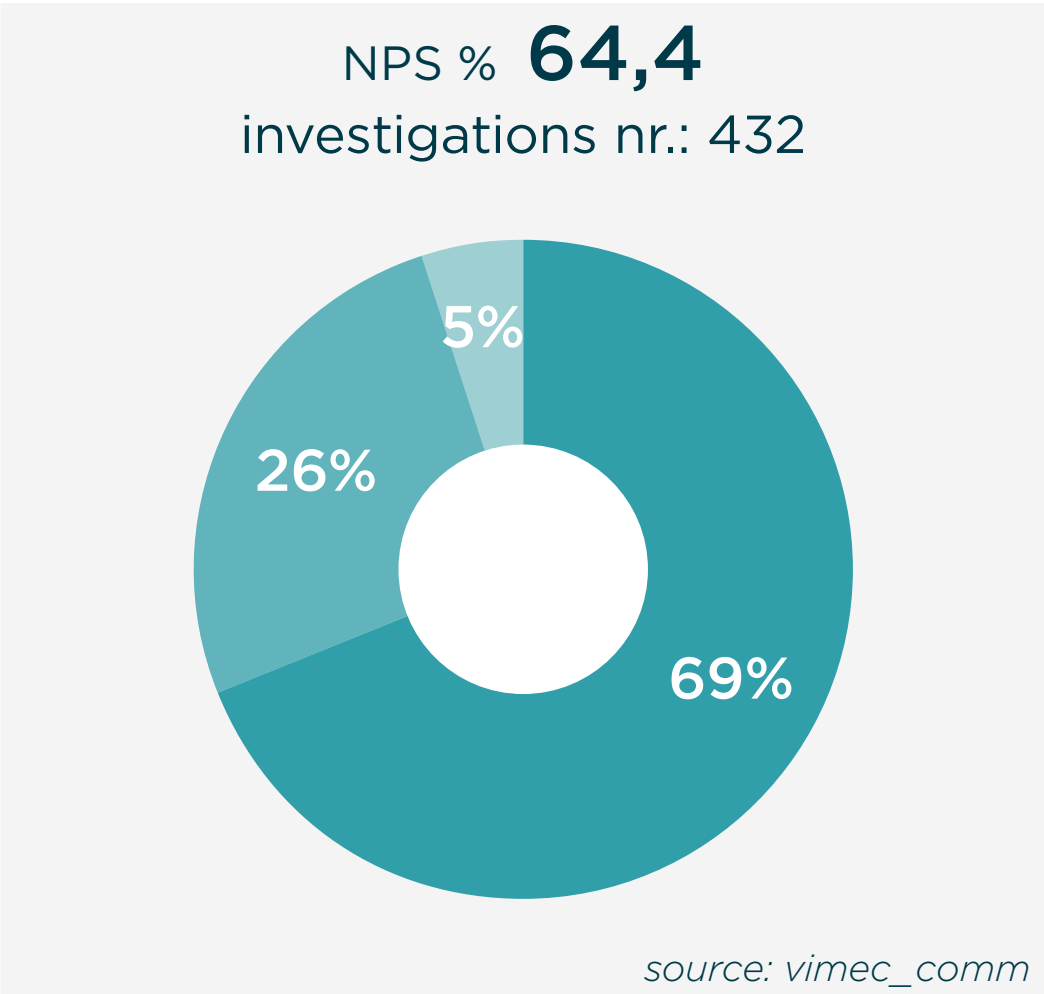


In July 2023, Vimec introduced a **dedicated customer service team**. The team was created to more effectively integrate customer feedback into business processes, aiming to continuously improve products and the purchasing experience. Vimec's customer service stands out for its attention to detail and ongoing support. Customer service representatives actively reach out to all private customers at three key stages: **When the order is placed**, to ensure that all information is clear and the process is on track; **During preparation** for shipment, to update the customer on the order status and prepare them for delivery; **One to two weeks after installation**, to check that the customer is satisfied and that the system is working correctly.

Vimec also conducts **twice-yearly interviews** with customers who purchased a system 12 to 24 months earlier. This process is designed to assess long-term satisfaction and to maintain client interest well after the initial purchase. The interview sample covers approximately 60-70% of customers from each four-month period.

During these interviews, customers are asked about:

- How they came to know Vimec.
- Their level of satisfaction with the consultant, the product and the service.
- The main reason for choosing Vimec.
- A score from 1 to 10 to rate Vimec.



The results of these interviews feed into the calculation of the **Net Promoter Score (NPS)**, which is reported monthly.

For 2024, the NPS stood at 64.4%, based on 432 surveys. The target for 2025 is to reach 69%.

5.2_A GENUINE, ALL-ROUND COMMITMENT

Vimec products have always been designed to improve accessibility for people with reduced mobility, promoting social inclusion and quality of life. This approach is mirrored in Vimec’s wider commitment – supporting local communities through social and collaborative initiatives, while also focusing on global challenges.

From caring for its local community...

Vimec attaches great importance to the interests of the communities in which it operates, actively involving them in its strategy. **Vimec works closely with local cooperatives to promote the economic and social development of the community.** Vimec initiatives not only support important local projects but also aim to provide opportunities for sustainable economic growth in surrounding communities. For example, in 2024, following a recommendation from the Mayor of Luzzara, Vimec decided to donate a stairlift to a family in need.



Vimec’s commitment to its local area extends beyond its business practices. In continuity with initiatives undertaken in previous years, in 2024 Vimec once again supported the social cooperative “**Il Bettolino**”, founded in 1989 by the Cooperativa Muratori Reggiolo s.c. together with the Local Health Authority (AUSL) and the Municipal Administrations of the Bassa Reggiana area. “Il Bettolino” operates across the municipalities of Boretto, Brescello, Gualtieri, Guastalla, Luzzara, Novellara, Poviglio and Reggiolo, and is dedicated to promoting human development and the social inclusion of disabled and disadvantaged citizens through activities in the agricultural, industrial, commercial and service sectors. Among the joint initiatives, Vimec collaborated in the Mimosa Campaign to mark International Women’s Day.

Vimec also supports the “**Madrelingua Inglese**” project at the Istituto Comprensivo di Luzzara, whereby native English-speaking teachers are engaged to enrich the educational experience of students. In April 2024, to celebrate its forty-fourth year of business and coinciding with Earth Day, the Social Sustainability Team, in collaboration with the Municipality of Luzzara, organised a clean-up project along the Po River floodplain.





... with a focus on global challenges

Beyond its focus on local communities and its own region, Vimec is committed to playing its part in addressing global challenges.

In 2024, Vimec renewed its support for the **Solvatten project**, which seeks to improve access to safe drinking water for communities living in extreme poverty.

Solvatten produces portable water purifiers that use solar energy to transform contaminated water into safe, heated water. Each device purifies 10 litres of water in about two hours, meeting WHO standards.

As a result of this initiative, 1,201 Solvatten units were distributed, providing safe water for around 6,000 people.



vimec
Designed for Life