

COMPANY PROFILE



The world of MAPEI:

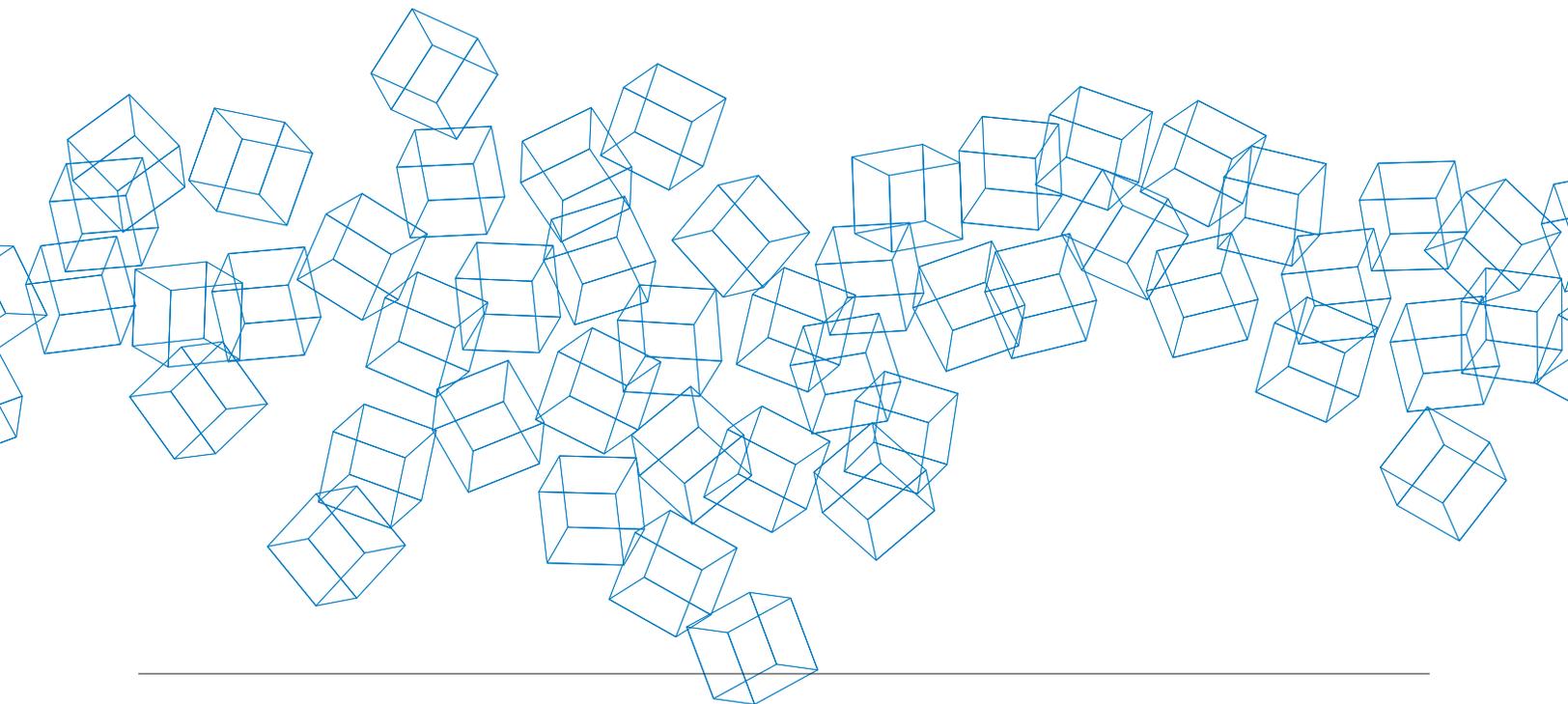
Quality and innovation for
the construction industry

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80+ years of excellence

Construction sites worldwide count on MAPEI for solutions and leadership.



Our legacy includes more than 80 years of successful construction projects as well as renovation and conservation of important artistic and cultural works around the world.

Our story has close ties with Italy, where our company was born and grew up. Our desire to create and innovate inspired us to conquer new countries and new markets.

MAPEI has been a worldwide leader for decades. And wherever we go, we bring our corporate philosophy: specialization, global internationalization, R&D of technologically

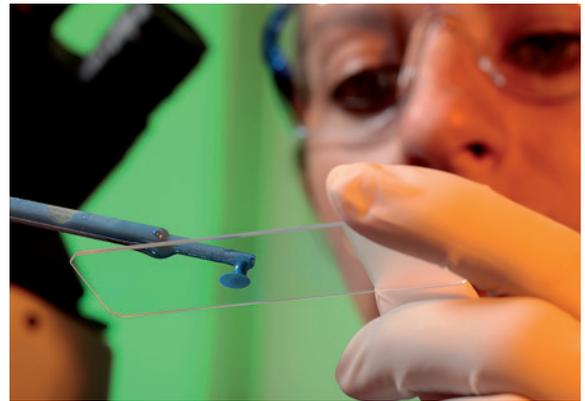
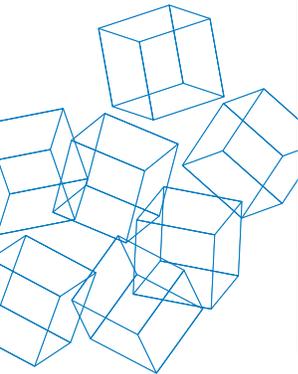
With the constant aim of supplying solutions of excellence, MAPEI provides leadership based on its unrivaled know-how.

advanced products, tailor-made services and support for our clientele, concern for the health and safety of all who use and apply our products, and appreciation and development of all who are part of the world of MAPEI.



Research & Development

We research and innovate for today's fast-track construction market.



A considerable portion of MAPEI's annual revenue is channeled into investments for R&D activities. For MAPEI, **research and innovation are the cornerstones and the most powerful driving force behind our growth.**

31 main research centers in 20 countries

The primary objective behind MAPEI's commitment to research is supplying users with innovative, safe solutions to improve all aspects of work on the jobsite, including the most difficult ones. MAPEI has always been highly committed to research. Today, **12% of MAPEI Group's employees are involved in research, and 5% of our annual revenue is channeled into R&D.**

MAPEI's research scientists work within a global network of **31 main centers**. Our corporate research center in Milan acts as a central analysis laboratory and central hub to coordinate the activities of the other 30 laboratories.

Equipped with the most sophisticated equipment available, the R&D laboratories **collaborate with each other and with prestigious universities and scientific/industrial research institutes**. In addition, our laboratories provide support to the MAPEI Technical Services Departments to help resolve challenges and satisfy the most complicated customer requests. The R&D laboratories are supported by the quality control laboratories, which are also present in the MAPEI Group's **83 production facilities**.

31 MAPEI R&D centers around the world:

6 Italy	1 India
5 United States	1 Malaysia
2 Austria	1 Mexico
2 Germany	1 Norway
1 Canada	1 Poland
1 Argentina	1 Singapore
1 Australia	1 South Korea
1 United Arab Emirates	1 Switzerland
1 China	1 Spain
1 France	1 Colombia







Production

Our manufacturing techniques are powerful, efficient, flexible and sustainable.



Cutting-edge production technology is used in MAPEI's production facilities, where the intense rhythm of the entire chain is monitored by **continual quality control**, from raw materials to final packaging.



MAPEI's production efforts are reflected through **optimization** of logistics costs, **close proximity** to our customers, and a **guarantee** of maximum efficiency of production processes while respecting the environment.

**More than 25,000 tons
of products are
manufactured every day**

MAPEI's production statistics are impressive: 83 production facilities in 36 countries on five continents. Along with more than 25,000 tons of finished products that are manufactured at our production facilities every day (that's more than 4.5 million tons per year), we receive just as many tons of raw materials to keep our sites supplied around the world.



Products

Our 20 global product lines can support any construction site worldwide.

MAPEI's product range is vast - more than 5,500 products, including adhesive, sealants and specialty grouts. That broad diversification allows MAPEI to help improve the multiple characteristics of buildings, from anti-seismic upgrading to the healthiness of their surroundings.

We produce the most innovative solutions for the building world. Our products are manufactured with minimized energy consumption and manufactured locally in production facilities that respect the environment. With respect for workers and end users alike, our products are certified according to the most stringent official standards.

For our thousands of jobsites around the world, MAPEI has provided the most complete range of products available. Often invisible, always indispensable: That is what using MAPEI products

means. We use **cutting-edge technology to meet the needs of designers and end users alike**, supplying the best solutions each and every time. Aimed specifically at the needs and evolution of the market, our products combine perfectly with similar and integrated systems to offer our customers the most targeted and advanced solutions in the building world.

**More than 66,000
customers worldwide**

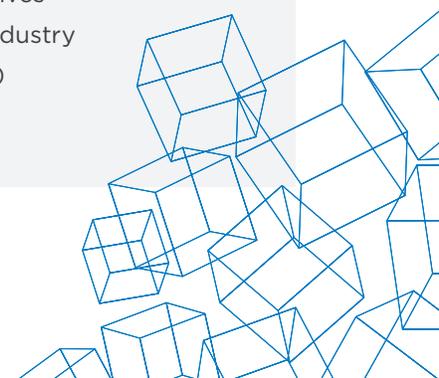
Certified quality

MAPEI has always obtained certification for our products from internationally recognized official bodies.

For details, visit our Website at www.mapei.com.

MAPEI's product lines globally

1. Products for ceramic and stone materials
2. Products for resilient, LVT and textile materials
3. Products for sports flooring
4. Products for wood flooring
5. Products for cementitious and resin flooring
6. Products for acoustic insulation
7. Products for building
8. Admixtures for concrete
9. Architectural stone paving
10. Architectural exposed aggregate concrete surfaces
11. Products for structural strengthening
12. Products for masonry restoration
13. Products for thermal insulation
14. Protective and decorative wall coatings
15. Products for waterproofing
16. Products for underground construction (UTT)
17. Elastic sealants and adhesives
18. Products for the marine industry
19. Cement additives (C-ADD)
20. Asphalt pavement





Technical Services

MAPEI works with designers, users and building materials suppliers to achieve better, long-lasting results.

Those who use MAPEI products can see for themselves how choosing MAPEI leads to optimization of their daily work, the **maximum application yield** and superior results under all conditions. MAPEI is not only a supplier, but also a **partner** for all those who work in the construction sector.

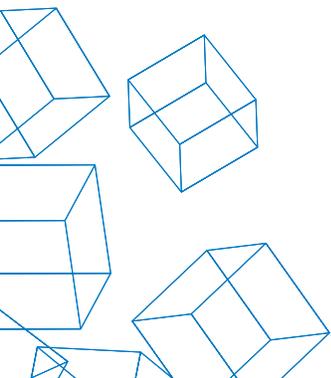
From the ongoing exchange of experience and ideas with our customers and building suppliers, MAPEI considers their feedback in guiding our innovations and widening our product lines. At every sales point for ceramics and building

More than 1,000 new R&D formulas every year

materials, MAPEI quality owes a debt to the **competence** of the sales team, the **passion** of our retailers and the **value** of their advice. Our customers can also take advantage of MAPEI's **Technical Services Departments** and their **expert support**. From the design phase to the execution phase, Technical Services representatives guarantee an end result that always lives up to expectations.



After having celebrated our 80th anniversary, MAPEI continues our reputation for inspiring, supporting and facilitating our customers' design, construction and operating choices.

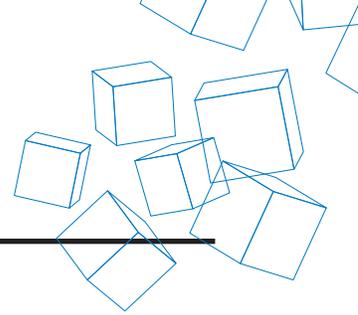




Across the globe, you'll find prestigious projects utilizing MAPEI's products and systems.



Sustainability



Our experience, research and innovation unite to build a sustainable future.

MAPEI products are characterized by reliability; durability; respect for the environment, workers and end users; and a lower consumption of raw materials and energy during production. This makes them desirable for **large and small projects in every part of the world.**

The company is fundamentally committed to offering the best innovative solutions for those who design and construct according to eco-sustainable principles. This commitment requires a sense of responsibility and the ability to make solid choices for supplying designers, contractors, workers and clients with **products that are reliable, durable and minimal in their possible impact on the environment.**

**More than 50,000 tons
of CO₂ offset**

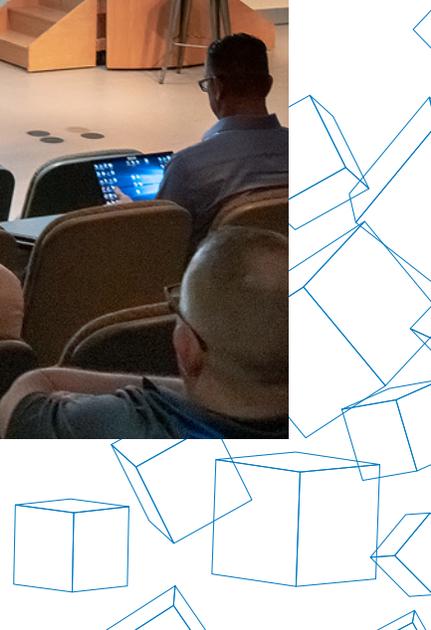
MAPEI substantially contributes to the concept of “green” building by formulating products that are made from innovative, recycled and ultra lightweight raw materials; that are specifically developed to reduce energy consumption; and that have low emission levels of volatile organic compounds. MAPEI also contributes to eco-sustainability by developing products with improved mechanical performance and durability. These characteristics allow construction components and structures to be built with an intrinsically longer service life,

leading to an inevitable reduction of waste materials and lower consumption of materials and energy for their construction.

In following a sustainable path, MAPEI keeps our sights set on the future and remains steadfast in our commitment to develop innovative, efficient formulas that can be integrated to form complete application systems.

Maintaining high-quality standards of excellence also requires significant, targeted investments. Excellence should not just be something that companies declare. The sustainability information that MAPEI communicates is measured and certified by external bodies that can evaluate that information objectively. And MAPEI has gone even further: Since 2012, we have offset more than 50,000 tons of CO₂ associated with the production of *Keraflex Maxi S1 zero* in Italy through the acquisition of certified credits by financing wind-energy projects in India.

MAPEI concretely promotes sustainability by joining international programs and organizations, including the Responsible Care initiative for sustainable development and the Leadership in Energy and Environmental Design (LEED) system developed by the U.S. Green Building Council for the design and construction of eco-compatible buildings. In addition, MAPEI’s products are **certified in compliance with the most stringent and demanding norms and standards.**





Training

We implement the best training methods, and the results reflect our efforts.



Technical training is key for MAPEI. We **promote installation workshops and refresher courses around the world** in helping construction professionals to master application techniques for our products.

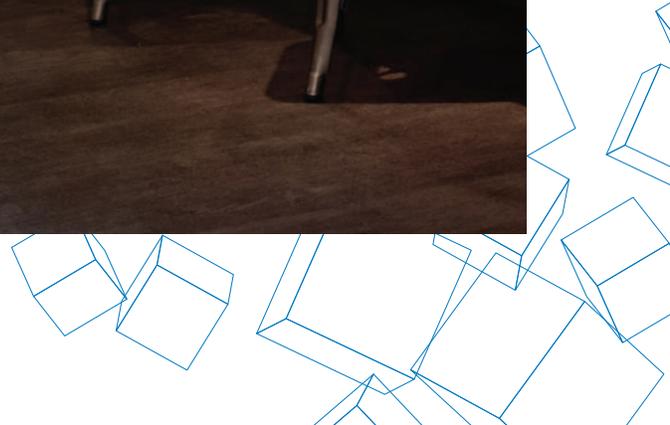
The courses are conducted by MAPEI Technical Services and our expert technicians through practical demonstrations, audio-visual training and the distribution of information packets. In Europe, to reach sites directly, MAPEI uses a special motorhome that is available for a number of countries. This mobile training center allows us to form a wider network of training opportunities anywhere they are needed. Just as important is the availability of online training using the latest digital technology, accessible via personal computers, tablets and smartphones.

Periodically, MAPEI organizes technical refresher conventions and seminars in conjunction with various chartered bodies for designers, site managers and specialists from the construction

sector. MAPEI is officially recognized in various countries such as the USA and Canada as an External Training Body by the National Order of Architects, with authorization to carry out training activities and to issue professional training awards.

**More than 161,000
professionals from the
construction sector involved**

More than 6,700 events are held in MAPEI training centers in Italy and all around the world, particularly France, Norway, Germany, Singapore, Canada and the United States. These events are presented by experts from the region and center on technical issues and the latest developments in the building industry.





Quality

High quality for our customers and the environment is part of our corporate culture.



In the sector of chemical products for the construction industry, MAPEI plays an important role through **constant improvement in the satisfaction of our customers** and of all those involved in the industry (employees, suppliers, local communities, local authorities and proprietors).

1994, the year of our first certified QMS

Our Code of Ethics is our identity document. Our management systems support the foundational stones of our corporate culture – quality, environment, safety, sustainability and social responsibility.

A Quality Management System (QMS) was adopted by MAPEI in 1994. The system was certified as compliant with ISO 9001 standards and, since then, has been constantly updated.

MAPEI's main production facilities operate under an Environmental Management System compliant with **ISO 14001** standards. Every year, the program is extended to include an increasing number of MAPEI Group's production facilities around the globe. It is a source of great pride that many of our production facilities have been awarded **OHSAS 18001** certification for their Occupational Health and Safety Management Systems. MAPEI Group's main production facility adopts **EMAS III** (Environmental Management and Audit Scheme) and Environmental Management System of the European Union. The first **Sustainability Report** was drawn up in 2017 to take stock of all Mapei S.p.A. Operations in the realm of social responsibility.

- Companies certified as ISO 9001: **42**
- Production facilities certified as ISO 14001: **40**
- Production facilities certified as OHSAS 18001: **21**

For details on each of MAPEI Group's companies, visit **www.mapei.com**.

MAPEI Group statistics



3.0

Billion (U.S. dollars) in estimated sales in 2019



31

Main research centers in 20 countries



More than

1,000

New R&D formulas every year

More than



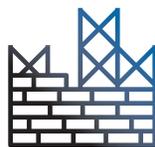
10,500

Employees, with 12% working in R&D



3,000,000

Fewer tons of CO₂ produced, thanks to MAPEI additives for cement grinding



More than

5,500

Products for the building industry



More than

50,000

Tons of CO₂ offset



More than

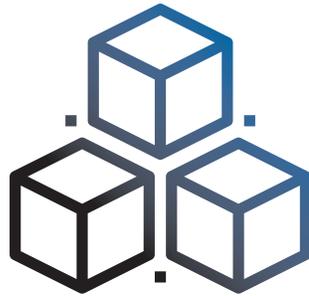
66,000

Customers around the world



83

Plants in 36 countries
on 5 continents



More than

25,000

Tons of products manufactured every day

More than

161,000



Construction professionals involved
in MAPEI training



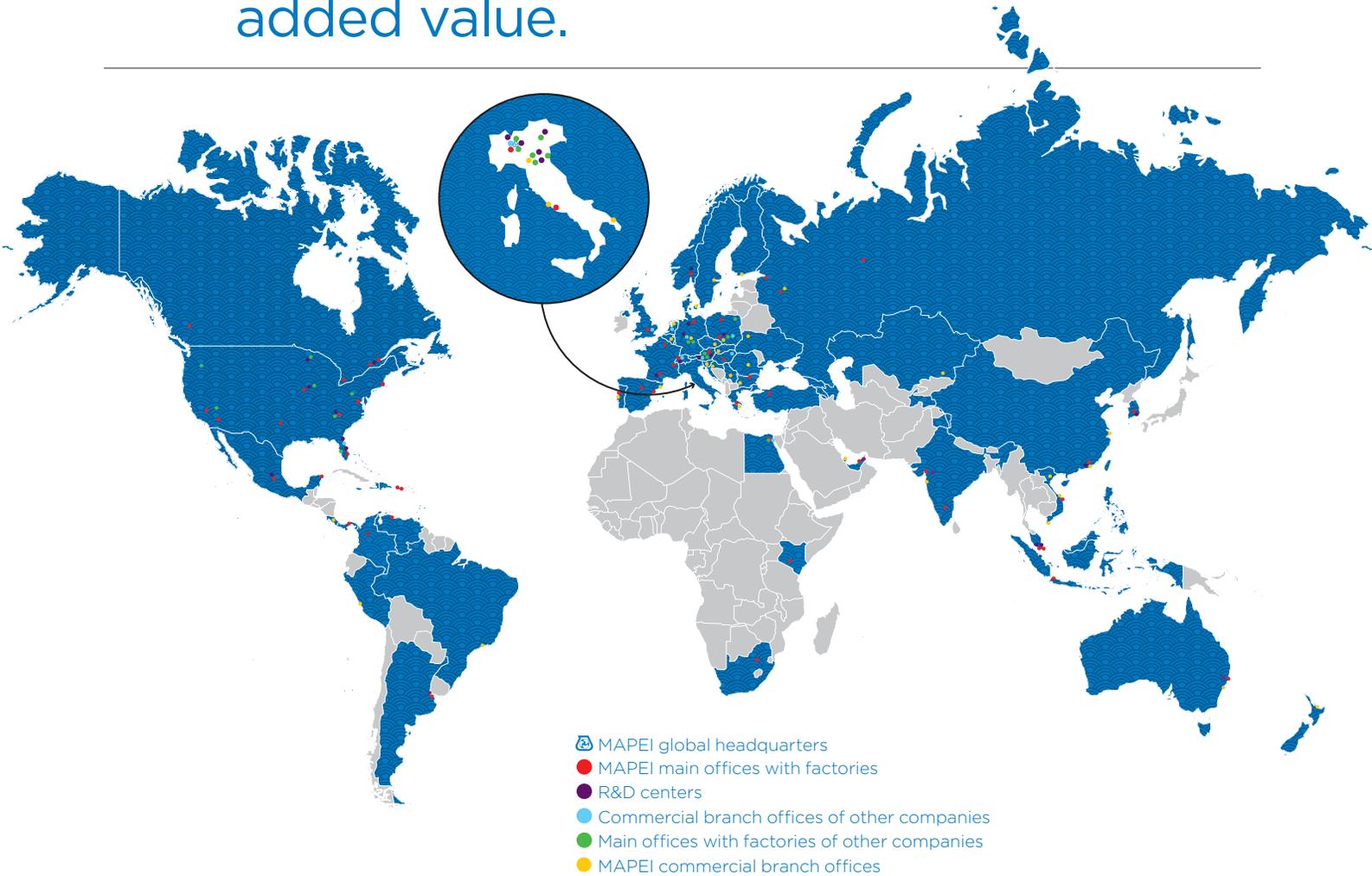
90

Subsidiaries in
57 countries



MAPEI around the world

83 plants and 90 subsidiaries
– a synergy that creates
added value.



The dialogue between MAPEI facilities and building professionals worldwide strengthens MAPEI Group and helps everyone in sharing new developments. **MAPEI continues to grow by building upon the knowledge and relationships** from inside and outside the company.

