

## ■ 5.2

## Gri charts

GENERAL STANDARD DISCLOSURES		PARAGRAPH
<b>STRATEGY AND ANALYSIS</b>		
G4-1		Declaration of the President
<b>PROFILE OF THE ORGANIZATION</b>		
G4-3	Name of the organization	1.2 Profile
G4-4	Trademarks, products and services	1.2
G4-5	Main headquarters	1.2
G4-6	Number of countries in which the organization operates	1.2
G4-7	Ownership and legal form	1.2 + 1.5 corporate governance
G4-8	Markets served	1.2 Profile
G4-9	Size of the organization	1.2
G4-10	Characteristics of the workforce	2.4.1 Employees
G4-11	Employees covered by collective labor contracts <i>Note: all employees are covered by the dispositions of the national contracts and regulations in force in the various countries in which the company operates</i>	2.4.1
G4-12	Description of the supply chain	2.5 Suppliers + 4.3 Supply chain
G4-13	Significant changes in the dimensions, structure, ownership or new supply chain during the reporting period <i>Note: There were no significant changes in the period in question</i>	5.2 Tab GRI
G4-14	Precautionary approach <i>Note: illycaffè adopts the precautionary approach to reduce the environmental impact of its production processes and its products, according to principle no. 15 of the 1992 UN Rio Declaration on Environment and Development</i>	1.4.2 + 3.2. Managing environmental sustainability
G4-15	Adoption of external codes and principles in economic, social and environmental matters	1.4.1 Sustainability Strategy and Governance
G4-16	Participation with associations or organizations	2.6.2
<b>MATERIALITY AND PERIMETERS OF THE REPORT</b>		
G4-17	Bodies included in the balance sheet	5.1
G4-18	Principles defining the contents	5.1
G4-19	Material aspects identified in the definition of the contents	1.8.2
G4-20	Material aspects inside the organization	1.8.2
G4-21	Material aspects outside the organization	1.8.2
G4-22	Explanation of the effects of any modifications to the information in the preceding report and relative motivations <i>Note: no modifications of this kind were made</i>	5.3 Tab GRI
G4-23	Significant changes of objectives or perimeters with respect to the previous balance sheet	5.1

STAKEHOLDER ENGAGEMENT		
<b>G4-24</b>	Groups of stakeholders involved by the organization	1.8.1
<b>G4-25</b>	Identification and selection of the stakeholders to involve	1.8.1
<b>G4-26</b>	Approach to the involvement of the stakeholders	1.8.1
<b>G4-27</b>	Key aspects which emerged from the involvement of the stakeholders	1.8.1

PROFILE OF THE REPORT		
<b>G4-28</b>	Period of reporting	5.1
<b>G4-29</b>	Date of publication of previous report: 2015.	5.1
<b>G4-30</b>	Periodicity of the report: annual	5.1
<b>G4-31</b>	Contacts and addresses for information about the balance sheet	5.1
<b>G4-32</b>	Index of the GRI contents and indication of the option "In accordance"	5.2
<b>G4-33</b>	External attestation	5.3 Assurance

GOVERNANCE		
<b>G4-34</b>	Governing structure	1.5 Corporate governance

ETHICS AND INTEGRITY		
<b>G4-56</b>	Values, principles, standards and conduct rules of the organization	1.3.1

## MATERIAL ASPECTS PARAGRAPH

### CATEGORY: ECONOMICS

ECONOMIC PERFORMANCE		
<b>DMA</b>		4.4 added value
<b>EC1</b>	Economic value directly generated and distributed	4.4 added value

PRESENCE ON THE MARKET		Non material
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INDIRECT ECONOMIC IMPACTS		
<b>DMA</b>		2.6.2 Community support 4.3.3 interventions on supply chain
<b>EC7</b>	Development and impact of investments in infrastructures and services for "public utility"	2.6.2 Community support 4.3.3 interventions on supply chain

SUPPLY PRACTICES		
<b>DMA</b>		2.5 suppliers
<b>EC9</b>	Policies, practices and spending percentages concentrated on local suppliers in relation to the most significant operative branches	2.5 suppliers
<b>FP1</b>	Percentage of the volume of purchases made by suppliers operating in accordance with the company's supply policies	4.3.2 RSCP
<b>FP2</b>	Percentage of the volume of purchases with verified conformity with production standards of responsibility which are credible and recognized internationally, separated per standard	4.3.2 RSCP

### CATEGORY: ENVIRONMENT

MATERIALS		
<b>DMA</b>		3.4 raw materials
<b>EN1</b>	Materials used	3.4 raw materials

ENERGY		
<b>DMA</b>		3.5 energy
<b>EN3</b>	Energy consumption within the organization	3.5 energy

WATER		
<b>DMA</b>		3.6 water
<b>EN8</b>	Total volume of water withdrawn per supply source	3.6 water

BIODIVERSITY		
<b>DMA</b>		3.2 Managing environmental sustainability + 3.10 Sustainable Agr. and biodiversity
<b>EN12</b>	Description of major impact of activities, products and services on the biodiversity of protected areas or areas with high biodiversity outside protected areas	3.10 Sustainable agr. and biodiversity

EMISSIONS		
<b>DMA</b>		3.3 emissions
<b>EN15</b>	Direct emissions of greenhouse gases (GHG) (Scope 1)	3.3 emissions

DISCHARGES AND WASTE		
<b>DMA</b>		
<b>EN23</b>	Total weight of waste per type and disposal method	3.7 Waste

GOODS AND SERVICES		
DMA		3.8 Product disposal
EN27	Mitigation of the impact of products and services on the environment	3.5+3.6+3.8
COMPLIANCE		
DMA		3.2 Managing environmental sustainability
EN29	Monetary value of the significant fines and total number of non-monetary penalties for not respecting environmental laws and regulations	3.2
TRANSPORTATION		
DMA		3.9 transportation
EN30	Significant environmental impact of the transportation of products and goods/materials and for personnel travel	3.9 transportation
GENERAL		
DMA		3.2 Environmental commitment
EN31	Total costs and environmental investments per type of product	3.2
ENVIRONMENTAL EVALUATION OF SUPPLIERS		
DMA		4.3.2 RSCP
EN32	Percentage of new suppliers evaluated according to environmental criteria <i>Note: all new green coffee suppliers are entered into the illycaffè evaluation program and are evaluated according to the criteria and timetables established with protocol B of the RSCP certification</i>	4.3.2 + 2.5.
COMPLAINT MECHANISMS DUE TO ENVIRONMENTAL ASPECTS		
		Non material
CATEGORY: SOCIAL		
EMPLOYMENT		
DMA		2.4.1 Employees
LA1	Number and rate of new hirings and personnel turnover	2.4.1 Employees
INDUSTRIAL RELATIONS		
		Non material
FP3	Percentage of work hours lost due to industrial disputes, strikes and lockouts, per country	Non material

HEALTH AND SAFETY AT WORK		
DMA		2.4.3. Health and safety
LA6	Rate of on-the-job accidents, illness, workdays lost, absenteeism and total number of deceases	2.4.3
TRAINING AND EDUCATION		
DMA		2.4.2 training and development
LA9	Personnel training	2.4.2
DIVERSITY AND EQUAL OPPORTUNITIES		
DMA		Employees
LA12	Composition of the business's governance bodies and division of personnel by diversity indicators	1.4.1 governance + 2.4.1 employees
EQUALITY OF PAY FOR MEN AND WOMEN		
DMA		Employees
LA13	Ratio between the basic salary of women and that of men	2.4.1 Employees
EVALUATION OF SUPPLIERS ON THE BASIS OF WORK POLICIES AND CONDITIONS		
DMA		4.3.2 RSCP
LA14	Evaluation of suppliers on the basis of work policies and conditions <i>Note: all new green coffee suppliers are entered into the illycaffè evaluation program and are evaluated according to the criteria and timetables established with protocol B of the RSCP certification</i>	4.3.2
COMPLAINT MECHANISMS DUE TO WORK ASPECTS		
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CATEGORY: HUMAN RIGHTS		
INVESTMENTS		
DMA		2.7+4.31
HR1	Percentage and total number of investment agreements and significant contracts which include human rights clauses or which undergo relative screening <i>Note: the company applies the indications contained in its own Ethical Code in all its relationships of collaboration and the requisites of the Responsible Supply Chain Process along the entire production chain</i>	2.7+4.31
NON DISCRIMINATION		
DMA		2.7+4.31
HR3	Total number of episodes related to discriminatory practices and corrective actions undertaken	<u>No episodes detected</u>

FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING		
DMA		2.7+4.32
HR4	Identification of the activities and main suppliers in which the freedom of association and collective bargaining can be violated or exposed to significant risks and the actions undertaken in defense of these rights. <i>Note: all new green coffee suppliers are entered into the illycaffè evaluation program and are evaluated according to the criteria and timetables established with protocol B of the RSCP certification</i>	4.3.2 Not significant for other suppliers
CHILD LABOR		
DMA		2.7+4.32
HR5	Identification of the operations and main suppliers with a high risk of use of child labor and measures adopted to contribute to its effective abolition <i>Note: all new green coffee suppliers are entered into the illycaffè evaluation program and are evaluated according to the criteria and timetables established with protocol B of the RSCP certification</i>	4.3.2 Not significant for other suppliers
FORCED LABOR		
DMA		2.7+4.32
HR6	Activities and main suppliers with a high risk of use of forced labor and measures undertaken to help abolish every form of it <i>Note: all new green coffee suppliers are entered into the illycaffè evaluation program and are evaluated according to the criteria and timetables established with protocol B of the RSCP certification</i>	4.3.2 Not significant for other suppliers
SAFETY PRACTICES		Non material
RIGHTS OF THE LOCAL COMMUNITY		
DMA		2.7+4.32
HR8	Number of violations of the rights of the local community and actions undertaken <i>Note: No episodes detected</i>	4.3.2 RSCP Not significant for other suppliers
EVALUATION		
DMA		2.7+4.32
HR9	Percentage and total number of activities submitted to impact controls and/or evaluations with regard to human rights	
EVALUATION OF SUPPLIERS ON THE BASIS OF HUMAN RIGHTS		
DMA		4.3.2
HR10	Percentage of new suppliers submitted to screening regarding human rights	4.3.2

MECHANISMS FOR COMPLAINTS REGARDING HUMAN RIGHTS		Non material
<b>CATEGORY: SOCIETY</b>		
LOCAL COMMUNITIES		
DMA		2,6 communities
SO1	Percentage of operations involving the local community, evaluation of the impacts and development programs	2,6 communities + 4.3.3 illycaffè's role in the supply chain
ANTI-CORRUPTION		
DMA	<i>Note: the company has adopted a Model of Organization, management and control (by legislative decree 231/2001) which aims to prevent or contrast the perpetration of crimes including corruption.</i>	1.5 Corporate governance
SO4	Communication and training on anti-corruption policies and procedures	
PUBLIC POLICY		
DMA		1.5 Corporate governance
SO6	Total political contributions and relative institutions per country and beneficiary <i>Note: no political contributions have been paid to parties and relative institutions, illycaffè belongs to sector and representative associations and supports the payment of the relative dues.</i>	2.6.2 + 4.4.
UNFAIR COMPETITION		Non material
COMPLIANCE		
DMA		1.5 Corporate governance
SO8	Monetary value of the significant fines and total number of non-monetary penalties for non-conformity to laws or regulations	<i>No fines of this nature</i>
EVALUATION OF SUPPLIERS ON THE BASIS OF THEIR IMPACT ON SOCIETY		
DMA		4.3.2 RSCP
SO09	Percentage of new suppliers evaluated according to criteria of their impact on society <i>Note: all new green coffee suppliers are entered into the illycaffè evaluation program and are evaluated according to the criteria and timetables established with protocol B of the RSCP certification</i>	4.3.2
COMPLAINT MECHANISMS REGARDING IMPACT ON SOCIETY		Non material

HEALTHY FOOD AT AFFORDABLE PRICES		Non material
DMA		Non material
WELLBEING OF ANIMALS		Non applicable
CATEGORY: PRODUCT RESPONSIBILITY		
HEALTH AND SAFETY OF CONSUMERS		
DMA		2.2 health and safety of consumers
PR1	Categories of products and services submitted to evaluations in order to improve health and safety	2.2
FP5	Percentage of the volume of production manufactured in plants certified by an independent outside body according to standards of food safety management systems recognized on an international level	2.2
FP6	Percentage of volume of total sales of consumer products, divided by category, that contain less saturated fat, trans fatty acids, sodium and added sugar	2.2
FP7	Percentage of volume of total sales of consumer products, divided by category, which contain ingredients enriched with nutritional substances, such as fiber, vitamins, minerals, phytochemicals or functional food additives	2.2
LABELING OF PRODUCTS AND SERVICES		
DMA		
PR5	Results of client satisfaction surveys	2.3.3 listening and satisfaction
MARKETING ACTIVITIES		
DMA		
PR6	Sale of products which are banned or the object of dispute	<i>No products of this type are sold</i>
CONSUMER PRIVACY		
DMA		
PR8	Number of documented complaints regarding violations of privacy and loss of consumer data	<i>No complaints of this nature</i>
COMPLIANCE		
DMA		
PR9	Monetary value of the main fines for non-conformity to laws or regulations regarding the supply and use of products or services	<i>No fines of this nature</i>