



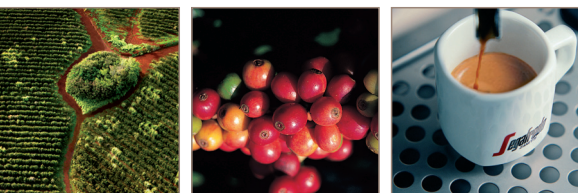
COMMUNICATION ON PROGRESS COP

SEGAFREDO ZANETTI FRANCE
UN Global Compact



2020

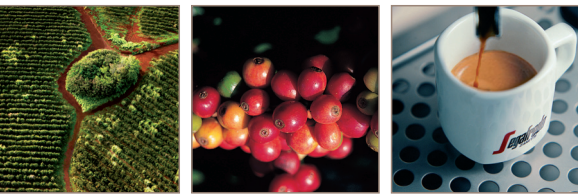




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Since 2016, **Segafredo Zanetti France** has been engaged in the United Nations Global Compact social responsibility initiative and its 10 principles relating to human rights, labour, the environment and anti-corruption.

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CSR APPROACH

COMMUNICATION ON PROGRESS COP - 2020



A signatory of the United Nations Global Compact since 2016, **SEGAFREDO ZANETTI France** is renewing its commitment for 2020, to support a set of fundamental values and strategic issues relating to human rights, labour, respect for the environment and the fight against corruption.

For 2020, **SEGAFREDO ZANETTI France** maintains and directing all its activities towards the lasting satisfaction of its customers and listening to its stakeholders in order to ensure the durability of the company within the framework of continuous improvement and a CSR approach that has been labelled, understood and applied at the heart of the company.

Nicolas PEYRESBLANQUES
Managing Director,
24th march 2020

Photograph of medal presentation 2019



"I ask each member of SEGAFREDO ZANETTI FRANCE to make a commitment by my side, by adopting significant reflexes to reach our objectives together."



THE COMPANY

OUR COMMITMENTS

Our desire, above all, is to be a player in a positive economy.





THE COMPANY

ESPRESSO WORLD LEADER

Massimo Zanetti Beverage Group (MZB) is a company founded and presided over by Massimo Zanetti, constituting a large network of companies in continuous, rapid growth on a global scale.

MZB encompasses many renowned international brands and sector leaders, with a wide range of very high-quality products, from coffee and tea to cocoa and spices.

MZB is present in over 110 countries and serves over 100,000 customers.



<http://www.mzb-group.com/>

Segafredo Zanetti France is the second subsidiary of the MZB group and occupies third place in the French large retailers' market. **Segafredo Zanetti France** ranks third in exports and occupies a strong position in the private label sector.







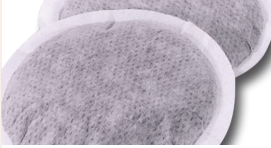



THE COMPANY

LASTING SATISFACTION OF CONSUMERS AND DISTRIBUTORS

- Very wide range available
- Diversity of products, to satisfy all tastes
- Presence in all distribution channels.



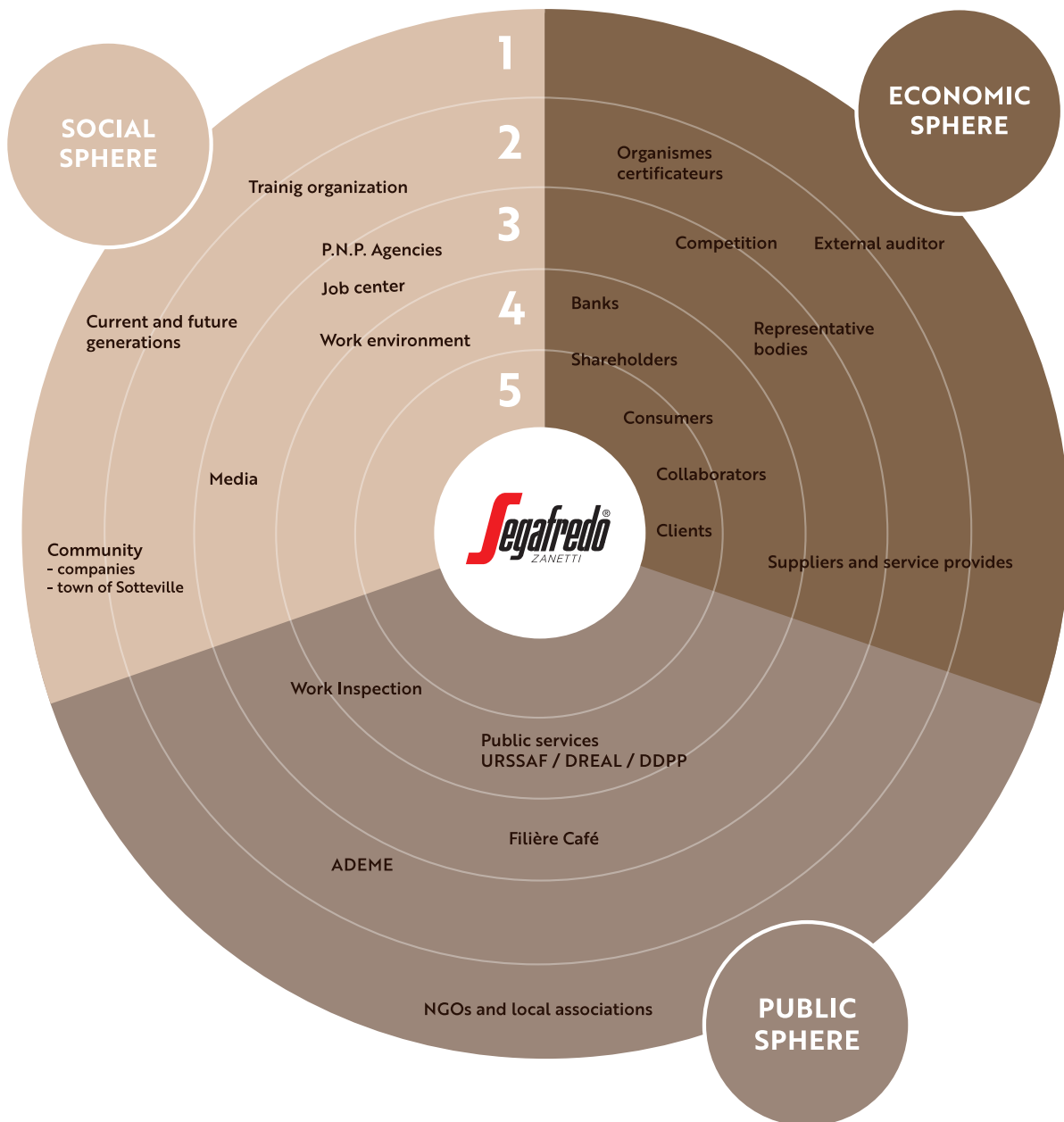
	RANGE	TYPE OF MACHINE	DISTRIBUTION CHANNELS
Beans			Large Retailers Cash & Carry
Ground			Hospitals – Direct and Warehouses Private Label
Capsules			Food Service - Wholesalers Food Service -
Pods			Major Accounts E-commerce
			



THE COMPANY

CHART OF STAKEHOLDERS

Following the determination of its stakeholders, this chart was created. The company considers and involves its stakeholders in its strategy.





THE COMPANY

2016-2020 : STRATEGIC ISSUES

OPERATIONAL AND TRANSPARENT COMMITMENTS

Our desire, above all, is to be a player in a positive economy.

SOCIAL RESPONSIBILITY, THE HUMAN DIMENSION AND ETHICS

- Respecting the law in terms of Employment Law
- Voluntary approaches to promoting Diversity:
 - Equal Opportunities for Men and Women
 - Juniors / Seniors / Disabled Policy
 - Anti-Discrimination Charter
 - Values and Behaviours Charter
- Encouraging internal and external communication
- Making our collaborators loyal and a process of capitalising on each talent
- The development of a Strategic Workforce Planning policy
- The development of a SAFETY / HEALTH AND WELL-BEING culture in the workplace: campaigns to raise awareness of risks and maintaining health reserves of workers; assessment of risks and action plans aiming to reduce or even eliminate them; preventative actions aiming to maintain the employment of staff.
- **The development of the employer brand, in particular through external communication**
- **Promotion of work-study**
- **HR digitalization**
- **Development of quality of work life (QWL)**





THE COMPANY

2016-2020 : STRATEGIC ISSUES

OPERATIONAL AND TRANSPARENT COMMITMENTS

SUSTAINABLE DEVELOPMENT AND ENVIRONMENT

- Respecting the environment through managing our waste, reducing our packaging at source, Energy Management and reducing our impact regarding transportation.
- A low carbon strategy for our Supply Chain and our management of supplies.
- **Modification of our packaging to make it compatible with existing sorting subsidiaries.**

RESPONSIBLE USE

- Listening to the needs and expectations of our clients.
- The satisfaction of our CLIENTS: Distributors, Hospital Clients and End Consumers.
- The manufacture and development of our products in accordance with Food Safety, Quality, and Hygiene guidelines, knowledge of our processes, FOOD DEFENSE, **FOOD FRAUD**, customer and regulatory requirements.
- Compliance with ISO 9001, IFS and SQMS standards.
- The promotion of «PLEASURE» products: the choice, accessibility and **diversity** of our coffees (labeled coffees).

CORPORATE SOCIAL RESPONSIBILITY

- Making our work part of a dynamic of local prosperity and contributing to social integration through sustainable partnerships.
- **Communicate with our internal and external stakeholders through charters (anti-corruption charter and responsible purchasing policy).**





SOCIAL RESPONSIBILITY



The SDGs constitute a reference framework for action, an awareness-raising tool, a source of economic opportunities and a lever for multi-stakeholder collaboration.

These 17 objectives are accompanied by 169 linked targets, aimed at all types of actors and specifying their content. It is essential to read them in order to identify the SDGs most relevant to your organization - extract from the site *Global Compact France*





SOCIAL RESPONSIBILITY

HUMAN DIMENSION AND ETHICS

Capitalise on each talent, develop skills and promote the culture of health and safety to contribute to the collective performance and ensure the sustainability of the company.

Respect for Employment Law legislation

Segafredo Zanetti France ensures that every employee works in compliance with social legislation and well-being within the company.

Diversity approach

Segafredo Zanetti France has been a signatory of the Diversity Charter since 5th October 2015, which confirms our team spirit and solidarity. Our goal: to IMPROVE our DIVERSITY every day.

- Equal Opportunities for men and women



with the signature of the parenthood charter.

MEN
2019



WOMEN
2019



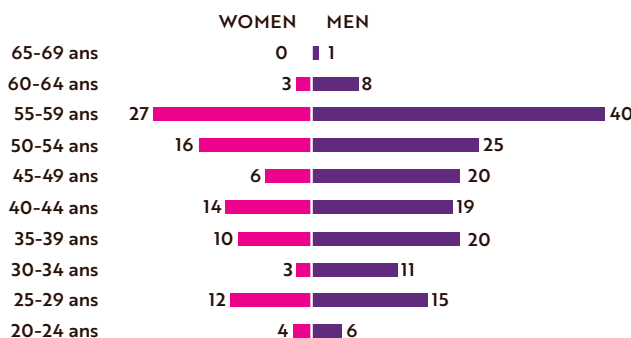
Our objective is to promote diversity in recruitment and employment.

- Intergenerational

with the signature of a "Generation Contract" agreement on 5th September 2016

2018 2019

Number of young people (under 30) on a permanent contract	12	7
Number of apprentices welcomed	6	7
Number of block release training contracts	8	7



We value the function of tutoring and give priority to employees aged over 50. Currently, 15% of the over 50s have been trained in tutoring.

Pyramid of ages for employees within the company **Segafredo Zanetti France**.



SOCIAL RESPONSIBILITY

HUMAN DIMENSION AND ETHICS

- Integration into the world of work for disabled people



with the signature of a partnership with the association Handisup for the past 4 years.

Segafredo Zanetti France above all wants to promote the integration of people with disabilities, who are often excluded, into the world of work – we focus on equal opportunities for all.

	2018	2019
Temporary integration of disabled workers/students	6	2
Employment rate of disabled workers	6%	6%
Work medals	27	11

Recognition / Value-Creation

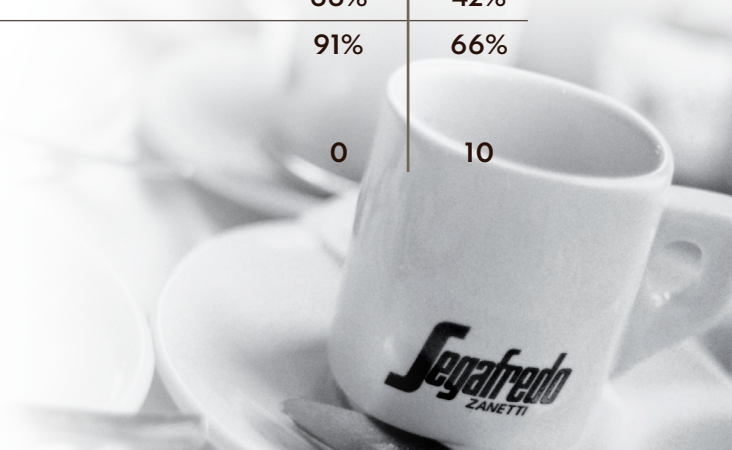
In January 2020, **Segafredo Zanetti France** paid tribute to the loyalty of 11 employees present in the company for 20 years (3 medals), 30 years (5 medals), 35 years (2 medals) and 40 years (1 medal).

Following the medal presentation, and as is customary every year, a **fun event** was organised for employees in the field of Forges-les-Eaux with **an Escape Game activity to promote team cohesion**. In the past, this event has been held in places as varied as the Folies Bergeres, the Palace of Versailles, Disneyland Paris and a riverboat on the Seine.

Skills development

- **Training courses:** **Segafredo Zanetti France** ensures that it offers training suitable for the needs of employees and the company, thus enhancing their employability.

	2018	2019
Total number of training courses	66	34
Training rate - Men	66%	42%
Training rate - Women	91%	66%
- Careers:		
Commercial Careers	0	10





SOCIAL RESPONSIBILITY



HUMAN DIMENSION AND ETHICS

A culture of health and well-being in the workplace

- **Safety at work:** preventative actions with pre-accident sheets established and corrective actions taken.

Number of pre-accident sheets

2018	2019
6	13

Frequency

21,15	22,6
-------	------

Seriousness

0,47	2,10
------	------

- **Health and Well-Being in the workplace:** preventative actions

In 2018: "Month Without Tobacco" campaign

In 2019, campaigns on sustainable development and quality of work life.

- **job retention:** layout of workstations.

Segafredo Zanetti France pays particular attention to the needs expressed by employees, especially those over 57 years of age, in terms of station layout or working conditions in order to promote job retention. **Thus, in 2019, the company was able to respond favorably to 50% of the request expressed (workstation layout, schedule layout), the other half of the requests being studied.**

Maintaining and developing labour relations

- Agreement on the day passes of 21th May 2015
- Agreement on giving holidays, 5th September 2016
- Agreement on generation contract, 5th September 2016
- Agreement on the right to disconnect, 23rd May 2017
- Establishment of the Social and Economic Committee in Mars 2019
- NAO Agreement, 14th May 2019

Respecting Human Rights

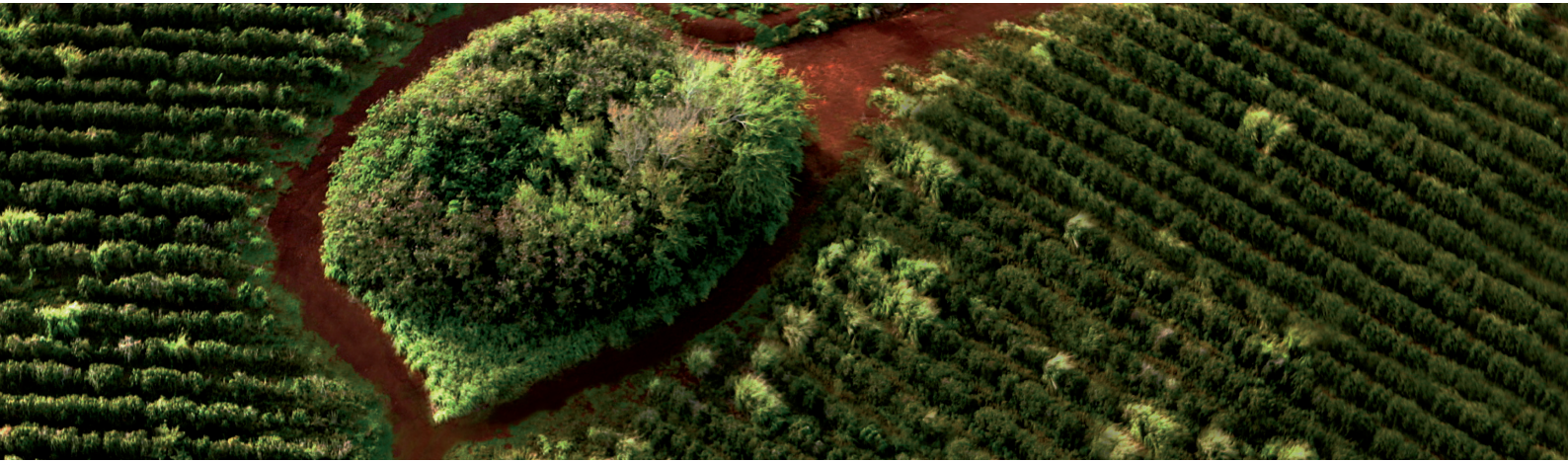
Litigations relating to the respect of basic human rights in the company.

2018	2019
0	0





SUSTAINABLE DEVELOPMENT ENVIRONMENT



12 CONSOMMATION
ET PRODUCTION
RESPONSABLES



13 MESURES RELATIVES
À LA LUTTE CONTRE
LES CHANGEMENTS
CLIMATIQUES





SUSTAINABLE DEVELOPMENT - ENVIRONMENT

SUSTAINABLE DEVELOPMENT

Reducing the impact of our transportation

- Drivers' charter:

Segafredo Zanetti France signed the voluntary charter to reduce CO2 emissions from road traffic on 5th October 2015.

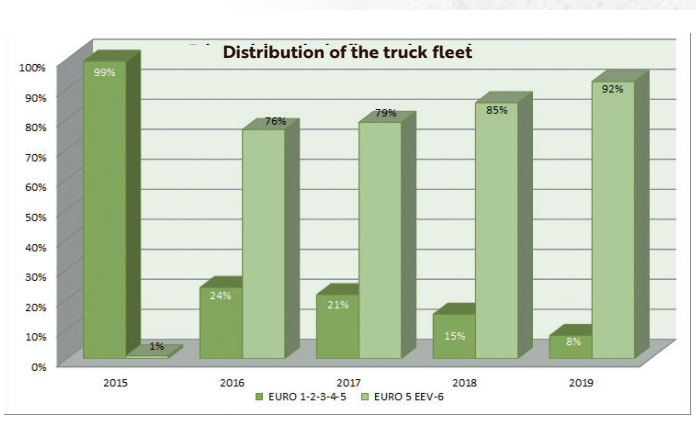
Reducing our environmental impact by adopting a low carbon strategy for our supply chain, for our waste management and for our energy supplies.

- Development of emissions from the fleet of vehicles owned (or leased) Gr CO2 / KM

- A project is being considered for the coming years: establishing an electric terminal and an electric vehicle on the Sotteville-Lès-Rouen site for the purchases of the company.

- Prioritising multimodal transportation as soon as possible for our outbound flow

Tonnes transported via multimodal transportation	2018	2019
- Favouring EURO 6 lorries within the fleet to ensure land transportation.	361	135





SUSTAINABLE DEVELOPMENT - ENVIRONMENT

SUSTAINABLE DEVELOPMENT

- Trips to Italy (Bologna and Fano): CO2 emissions from road transport are reduced by three, i.e. 16 tonnes less CO2 in the year.

In 2019, **16 tonnes of CO2 are saved.**

- **Eco-driving:** training drivers in eco-driving.
Rate of training employees in the sales force in preventing road accidents.

2018	2019
8%	12%

100% of waste recovered

All waste products are recovered through well-identified channels.

Several types of waste:

- Non-hazardous industrial waste
- Waste Electrical and Electronic Equipment (WEEE)
- Computing consumables

100% 776T	100% 708T
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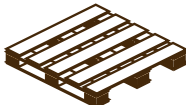





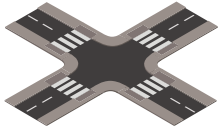


There are three types of waste recovery: material, energy and recycling





SUSTAINABLE DEVELOPMENT - ENVIRONMENT

SUSTAINABLE DEVELOPMENT

TYPE OF WASTE	TYPE OF RECOVERY	TRANSFORMATION
 jute bags	Material	Stuffing or rush seating 
 Wood (pallet)	Energy and Material	Material: repairing pallets, producing chipboard panelling
 Dandruff and broken coffee	Methanation	
 DIB	Energy	
 DEEE	Material	Recycling 
 Pebbles	Material	Roads 
 Bottle cap	Material	Transformed into plastic granules (to raise money for disabled people, through the charity Bouchons 276) 





SUSTAINABLE DEVELOPMENT - ENVIRONMENT

SUSTAINABLE DEVELOPMENT

Eco-design: reducing packaging

- **With the San Marco innovation:** the first and only capsule that is **aluminium-free, compostable** (95,6% of the capsule will be decomposed in water + CO₂ in 62 days at an industrial establishment), and a **barrier** guaranteeing optimum conservation of the coffee.

Highly technological filter paper

- Oxygen barrier
- Biodegradable



Biocapsule

produced exclusively green energy (wind, solar, hydro, biogas)

Biocapsule

containing at least 62% renewable raw materials

Cardboard seal

Made from 100% cellulose and 100% biodegradable

Carboard box

FSC certified

100% plant-based ink

Box 100% biodegradable



Reduction in atmospheric emissions (target at 4 years) New

- Installation of catalysts on all roasters.

Limitation of the plastic problem New

- Reduction of cups and forecast of total elimination of plastic cups and bottle of water.





SUSTAINABLE DEVELOPMENT - ENVIRONMENT

SUSTAINABLE DEVELOPMENT

Low-carbon strategy for managing our supply

- **Electricity:** 100% of electricity is green energy. COMMITMENT to renewable energies.



Segafredo Zanetti France is in the process of replacing lighting with low consumption LEDs (400W vs 130W).

- **Energy diagnosis:** regular in order to improve energy performance.

Segafredo Zanetti France has been working on improvements for the past three years:

- restoring the insulation of the roasting ovens,
- replacing electric radiators as work progresses with reversible air conditioners (better electrical efficiency),
- reviewing insulation in false ceilings
- optimization of exterior glazing

New

- **Environment:** replacement of compressed fluids / gases with fluids meeting the new requirements.





RESPONSIBLE USE



12 CONSOMMATION
ET PRODUCTION
RESPONSABLES





RESPONSIBLE USE

PRODUCT QUALITY AND SAFETY

Manufacturing products that meet consumers' expectations in terms of pleasure, food safety, choice and accessibility is our objective, as well as offering them innovative solutions to reduce and recycle their waste.

Continuous improvement

- On a risk / opportunity approach, **Segafredo Zanetti France** has a quality continuous improvement process, in accordance with the international standard ISO 9001 V2015.



Quality Control

Promoting «pleasure» and quality products by offering compliant products.

- Use of QUALITATIVE coffee: our commitment to fair trade with the MAX HAVELAAR certification, which allows the use of trade to give farmers and agricultural workers in the southern hemisphere the means to fight poverty themselves.



And our environmental stance with RAINFORESTALLIANCE and I.G.P. (Protected Geographical Indication) certification.



HS In August 2017, we obtained HALAL certification in order to be present in the Middle East.

Halal Certification Services

	2018	2019
Percentage of sales of certified coffee	13%	23%
Percentage of Max Havelaar coffee	1,6%	3%
Percentage of organic coffee	0,3%	2%



RESPONSIBLE USE

PRODUCT QUALITY AND SAFETY

Since April 2010, **Segafredo Zanetti France** has been committed to respecting organic production methods by obtaining the organic farming certification.



New In 2019, we are continuing our expansion of organic products in order to meet the many customer requests in this area. «Premium d'Arôme» range was launched and contains 2 organic products: ground 250g and beans 500g. «Intermezzo» changes format, it goes from 1kg to 500g but it also changes its red coat to dress in green for an organic adaptation.

In 2018, an organic range with San Marco brand was launched (250g ground and capsules).

Safety and Control of food hazards

To develop products in line with food safety, **Segafredo Zanetti France** has implemented a tool highlighting the risks with solutions to adopt.

Security / Traceability

- A FOOD DEFENSE initiative in place since 2013: protecting the food chain from the risks of malicious actions. This initiative is reviewed and updated every year.

- Company participation in customer meetings, particularly on the theme of Food Safety.

Food Fraud / Authenticity

The approach was implemented last year to ensure the provenance, quality and authenticity of our raw materials, as well as meet the new demand of IFS V6.1. This process is reviewed and updated each year.

Our certifications are maintained and renewed each year: SQMS, and IFS at the higher level.





RESPONSIBLE USE

PRODUCT QUALITY AND SAFETY

- **Responsible use:** our objective is to maintain lasting satisfaction among consumers and distributors.

Segafredo Zanetti France has a portfolio of brands.



The company is present in all distribution channels: Large Retailers, Cash & Carry, Hospitals (Direct and Warehouses), Private Label, Food Service Wholesalers, Food Service Major Accounts and E-commerce.

New **Segafredo Zanetti France** has produced and marketed numerous new products to meet the needs of as many clients as possible, and therefore expand his range.



Premium d'Arôme beans organic 500g



Premium d'Arôme ground organic 250g



Expansion of the organic capsule range



Capsule format change



Intermezzo beans organic 500 g



These products have been named and elected «product of the year»



CORPORATE SOCIAL RESPONSIBILITY



16 PAIX, JUSTICE
ET INSTITUTIONS
EFFICACES





CORPORATE SOCIAL RESPONSIBILITY

Making our work part of a dynamic of local prosperity and contributing to social integration through sustainable partnerships with professional organisations, educational fabric, our suppliers and local charities that support people.

Making our work part of a dynamic of local prosperity

- Lasting partnership with local companies:

Membership of AREA and the Club des Entreprises du Bord de Seine, the Normand Global Compact France circle.



Participation in a first meeting of the Normand Global Compact France circle in October 2019 on the theme of digital pollution.

Contributing to social integration

- Partnership with schools: technical and professional senior schools, CFA training centres, universities, business schools etc.

- Partnership with organisations and charities such as food banks and poverty-fighting charities, in order to help them.



Gifts to organisations in tonnes

2018	2019
6,2	3,9

- Donations to the popular rescue of Sotteville-lès-Rouen of 50 Disney pass for children.

- Helping start-ups, in local development for example Domaine de Saint-Expédit vineyard in Freneuse: planting 2500 vine plants using **Segafredo Zanetti France** jute bags.



CORPORATE SOCIAL RESPONSIBILITY

Sponsoring

- VIVACITÉ: **Segafredo Zanetti France** sponsors this festival, an unmissable annual event for street art lovers.
- UNSS - Rouen and Evreux: The organisation of school sports meetings at an academic level. Segafredo Zanetti France has been providing sponsorship support since 1992.
- TÉLÉTHON: participation in the event in different towns in the urban area.
- 24 HOURS POWERBOATING IN ROUEN
- ROUEN MÉTROPOLE BASKET



Partenaire du Rouen Métropole Basket

Sports and solidarity commitment

Segafredo Zanetti France has been supporting the association since 2017. In 2019, **18 employees** took part in the challenge against hunger in PARIS and **4140€** of donations were collected and donated to «Action contre la faim».

This event created a boost of solidarity and a real feeling of team spirit.





CORPORATE SOCIAL RESPONSIBILITY



Ecovadis

Scores from a new partnership between **Segafredo Zanetti France** and MAJOR ACCOUNT clients demonstrate the external recognition of our CSR performance since 2016.

ECOVADIS : Their goal is to enable **Segafredo Zanetti France** to behave in an exemplary way in terms of sustainable development in the purchasing processes. This therefore means evaluations of **Segafredo Zanetti France's** CSR performance. Ecovadis will ultimately provide a complete diagnosis, comparison data and tools to engage the company in a continuous improvement process.



	2018	2019	
Level reached	gold	gold	
Overall score (%)	70	71	➔
CSR Performance			
Environment	70	80	➔
Social	70	70	➔
Business Ethics	60	60	➔
Responsible Purchasing	60	60	➔

Segafredo Zanetti France is in the TOP 2% of suppliers evaluated by ECOVADIS in all categories and in the Manufacture of other food products category.





CORPORATE SOCIAL RESPONSIBILITY

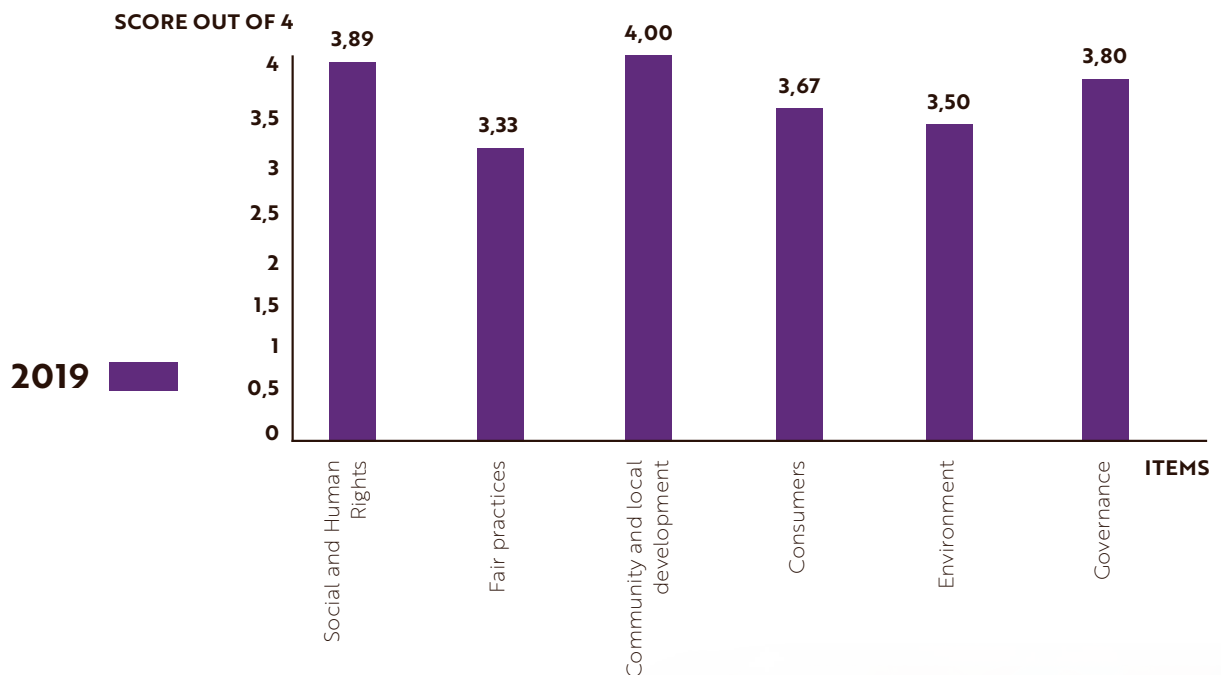


Valorise

This is a CSR self-assessment portal designed by four professional federations: ANIA, Coop de France, FCD and FEEF in partnership with Greenflex.

This web platform shows the expected efficiency based on the six items (ISO 26000).

This evaluation has been carried out since 2017 as part of a collaboration with a different European distributors:



LRQA, Lloyd's Register France

Segafredo Zanetti France has been working in collaboration with LRQA, a global expert in sustainable management systems, to improve the CSR approach within the company. On 5th October 2017, **Segafredo Zanetti France** obtained the «maturity» level of the «CSR performance» certification.





CORPORATE SOCIAL RESPONSIBILITY

Anti-corruption policy

- Having already been considered for many years, the **anti-corruption charter** was finalised, signed and has been communicated internally / externally since 1st February 2018.

The purpose of this policy is to define the responsibilities of the **Segafredo Zanetti France** team as well as those of external stakeholders. It is a guide on how to recognise and mitigate risks. It is distributed within the company and to customers.



Segafredo Zanetti France is committed to conducting its activities fairly, honourably, with integrity and in accordance with the laws in force.

This anti-corruption policy makes it possible to raise awareness of, detect and trace back acts of corruption. It will be reviewed regularly.

	2018	2019
- Corruption incidents	0	0
- Regulation / law incidents (economic and social)	0	0

Responsible purchasing

- Sourcing: **Segafredo Zanetti France** works with a company in the MZB group for green coffee raw material, the supply can also come from clean channels (e.g. Brazil, Vietnam, Honduras).

- **Segafredo Zanetti France** drafted, formalised and integrated a **Responsible Purchasing Charter (03/2016-version 1)**. With this charter, the company is committed to «respecting the conventions of the International Labour Organization (ILO), the principles of the United Nations Global Compact», «promoting the professionalism of buyers based on integrity, ethics, impartiality and objectivity» and also «anticipating the issues of sustainable development». This charter will be reviewed regularly. **(02/2020-version 2)**.





- The company is also subject to an ethical code written and published by Massimo Zanetti Beverage GROUP.

<http://investors.mzb-group.com/fase2/eng/corporate-governance/code-of-ethics/>

- **Segafredo Zanetti France** is also subject to internal financial and non-financial audits.

CONCORDANCE TABLE

10 principles of the United Nations Global Compact:

	HUMAN RIGHTS		INTERNATIONAL LABOUR STANDARDS						ENVIRONMENT			FIGHTING CORRUPTION	
	Promoting and respecting the protection of international human rights law	Ensuring no complicity in violations of human rights	Respecting the freedom of association and recognising the right to collective bargaining	Helping to eliminate forced or compulsory labour	Helping to abolish child labour	Helping to eliminate all discrimination in terms of employment and profession	Applying a precautionary approach to environmental issues	Taking initiatives to promote greater responsibility for the environment	Promoting the development and distribution of environmentally friendly technologies	Taking action against corruption in all its forms, including extortion of money and bribery			
SOCIAL 	X Human dimension and ethics	X Human dimension and ethics	X Human dimension and ethics	X Human dimension and ethics	X Human dimension and ethics	X Human dimension and ethics	X Human dimension and ethics						
ENVIRONMENT 							X Sustainable development	X Sustainable development	X Sustainable development				
RESPONSIBLE USE 								X Product quality and safety					
CORPORATE SOCIAL RESPONSIBILITY 													X Anti-corruption policy







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 Segafredo Zanetti France

 Segafredo Zanetti France