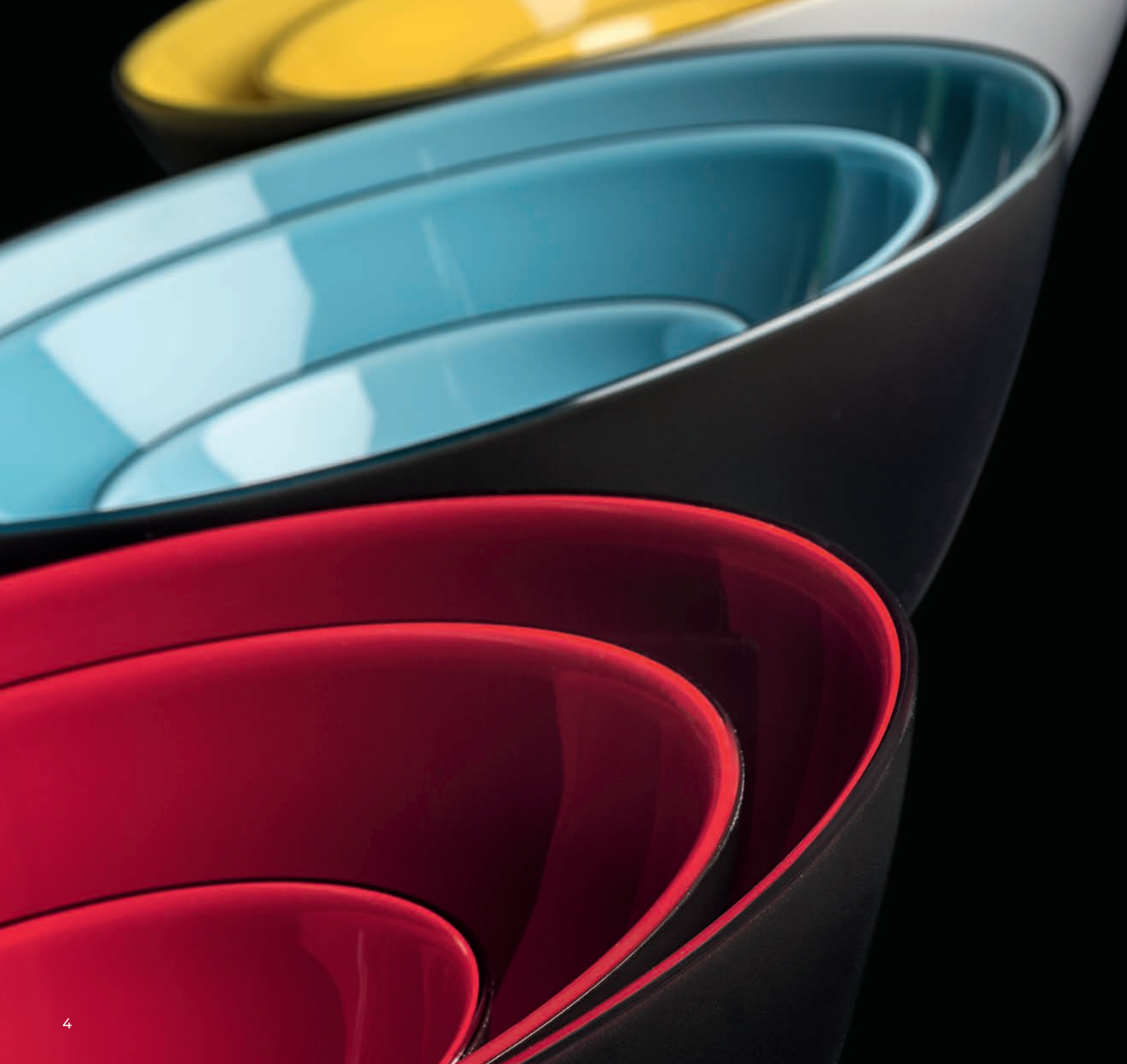


guzzini 

Sustainability Report 2019



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A story of Italian design

Ever since its origins, Fratelli Guzzini has conducted its manufacturing operations from its plant at Recanati, in a historic landscape home to a community of innovators who share an innate passion for the future. The people of this area have been the crucial factor in our evolution, and their ideas, ingenuity and research have helped to make Italian products respected and admired worldwide. These same ideas enabled Enrico Guzzini to aim high, when in 1912, the year of our birth, he started to make attractive objects from ox horn. More, even more innovative ideas followed, followed by more and yet more, and we have now been playing a part in our country's path through the great challenges and evolutions of our age for over a century: from the introduction of Plexiglas to the manufacture of household products, to acrylics, two-colour sheets, injection moulding and research into food-design, always staying close to what Fratelli Guzzini knows best and is best at: bringing beauty to everyday life without seeking profit at all cost, with the good of the environment and the community in mind. Beauty, expertise, solidity, sobriety, inventiveness and a focus on usability have always been the fundamental ingredients in our successful concept.

Drawing on this history and these values, central to the Guzzini Family's business for a hundred years, today we are still responding to our era's changes arising from the climate, population and food emergency, in the conviction that radical change can be achieved starting from the way we produce the objects that are part of our everyday lives. So we have started to rethink our concept of the home in

the broadest sense, to embrace the Earth itself and the environment. As a result, we are now one of the world's first companies to produce new beauty from recycled materials, believing in the rebirth of the environment, its regeneration and transformation, and giving new life to materials that from potential waste become pieces of fine design.

We believe in a cultural revolution involving the definitive transition from the concept of consumption to that of the use of resources, leading to new value landscapes and new questions regarding the quality of plastics, and redrawing the motivations underlying consumer choices.

It is with this vision that we have the honour of presenting to you the first Sustainability Report of Fratelli Guzzini, a company now run by the fourth generation of its founder's family, to keep all our stakeholders up to date with our mission and our ambitious goals: to create objects of value, useful for people and good for the environment.

Domenico Guzzini, Chairman.





Letter to stakeholders

It is with great pleasure that I introduce the first Fratelli Guzzini Sustainability Report, which presents our strategy and the results achieved in economic, social and environmental terms. Sustainability has always been central to our innovative solutions, responsible in their design and creation, and it is an essential factor for ensuring our competitiveness and the generation of shared value.

We have a long-established commitment to combining commercial growth and financial stability with genuine results in sustainability, in line with our corporate philosophy based on the values of justice, honesty, people-centredness, and fairness in employment and business, on which Fratelli Guzzini's operations have been based since the outset.

Today, we view sustainability as the key to understanding, interpreting and responding to social and environmental changes and to people's lifestyles, a continual challenge that guides our constant research and innovation and our decisions when creating new product lines. All our products have always been famed on the market as multifunctional, recyclable and amazingly durable, all characteristics guaranteed by genuine, always ground-breaking Italian design, choice quality materials and state-of-the-art technologies, which also enable us to eliminate all waste from our raw material processing. To encourage the advent of a more natural economy, we have decided to adopt a working programme, Circle, that aims to create circular design objects by regenerating natural resources: as a result, today we are one of the world's first companies to produce recycled plastic articles suitable for food contact. The Tierra collection is a revolution in tactile appeal and style and expresses all the know-how of a company that has always processed plastics, and that now does so conserving the environment and creating beauty for the table, with materials 100% obtained

from post-consumer recycled material derived from people's own recycling efforts, consisting mainly of PET water bottles which would otherwise end up in landfills.

We are specialists in plastic, and this is our aim today: not to reject our roots, but to bring about profound innovation in our sector with the aid of multidisciplinary research, scientific cooperation programmes and the hands-on input of our staff. Fratelli Guzzini views its people as the crucial, essential factor for its success, and fosters their professional growth and development to expand its skills base, with full respect for individual human rights.

The writing of the Sustainability Report, involving all functions within the company, has given us an opportunity to strengthen our in-house culture and consolidate our approach to running our business. The ethical conduct of our business, caring for and satisfying our customers and suppliers, and a strong bond to our local Marche region, guide us in the design and manufacture of our products, and in the management of our staff with a view to the fulfilment of their potential. These are some of the topics covered by the document, which I hope will help our consumers and stakeholders to fully understand the context in which Fratelli Guzzini operates, and its sustainability policy and strategy and the results achieved, to reinforce their trust in our company and our products, the authentic expression of Italian design worldwide.

Sergio Grasso, Chief Executive Officer.

Sustainable innovation

Authentic expression of Italian design
Sustainable value
Business model
Long-term innovation
The design idea
The Designers



Authentic expression of Italian design

Fratelli Guzzini is an Italian company which has been working with the most famous designers and architects from right across the world for over a century, to offer multi-functional, durable, eco-sustainable, always leading-edge design objects to improve the quality of everyday life. Today Fratelli Guzzini, Italian in every respect, is a well known ambassador for distinctive Made in Italy manufactured goods, internationally admired for their creativity, inventiveness, style, quality and sustainability.

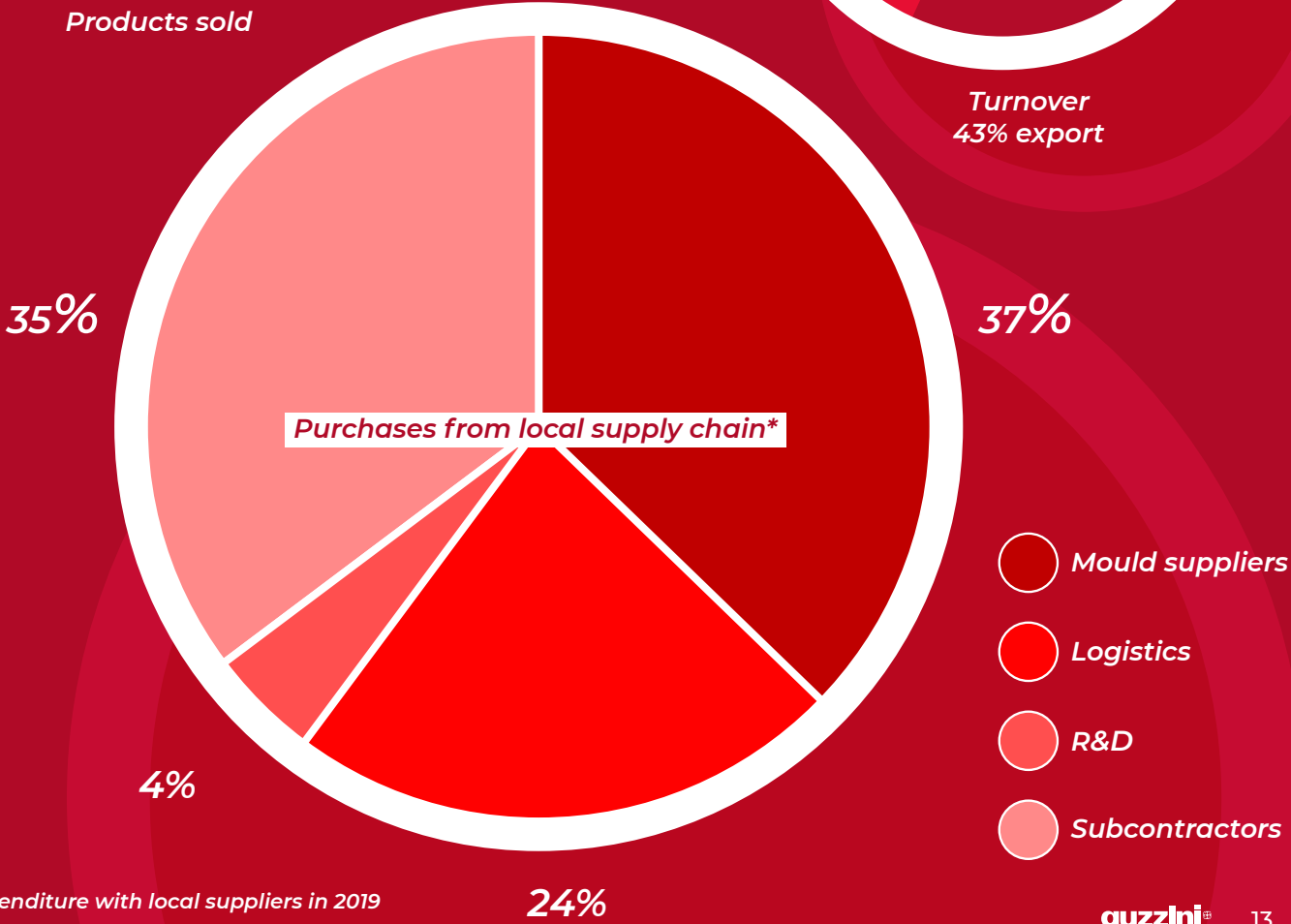
Thanks to 2,700 distribution partners, the company covers the global market with its three main lines of products and appliances:

- Kitchen: intelligent solutions to organise spaces and improve preparation, serving and cleaning, all practical, user-friendly and precise.
- Table: stylish, attractive, functional objects and accessories for everyday use, to bring beauty to the everyday.
- Home: indoor accessories and small furnishings designed for time and space.

In 2019 alone, our Recanatì plant processed about 1898 tonnes of raw material to create about 9,800,000 products, representing total turnover of 20.5 M€.

Ownership of the factory, the transformation technology and the moulding machines guarantees full, direct control of the entire production process, from the selection and management of the raw materials used to the quality of the finished products right through to logistics, enabling highly efficient Customer service.

Today, Fratelli Guzzini employs 126 people and has a strong bond to the local community, which has always been reflected in industrial synergies and partnerships with local service companies and subcontractors with specialist skills rooted in the local area, such as industrial mould production, in which the Marche region has long been outstanding. Outsourcing to local companies was worth 2.8 million Euro last year.



Sustainable value

Fratelli Guzzini's approach to business management aims to grow its capital by making the right investments, to make its business sustainable and durable over time and create shared value for the community. The fundamentals of this strategy are the intellectual capital generated by continual innovation and the registration of ornamental and utility models to protect the brand and Italian style and ingenuity. The responsible use of natural capital and the promotion of human and relational capital are crucial, and the company cultivates them through stakeholder engagement including in-house communication, assessment processes and meetings to share results with staff, consumer market surveys, external and social media communications, meetings with distribution partners and participation at industry shows, technical forums with local and regional institutions, and partnerships with universities.

STAKEHOLDER MAP



Company Code of Ethics and Values

Ever since its foundation, Fratelli has always based its business on solid human and social values. To share and spread these principles, in 2017 the company decided to issue a Code of Ethics, disseminated to all employees and external associates, compliance with which is overseen via appropriate prevention and monitoring tools.

The essential Corporate Principles embodied in the Code of Ethics are: respect for the laws, respected for human rights, freedom, dignity, fairness, equality, and transparency in communications and business transactions, fair competition, integrity and honesty in relationships with local government, associations and trade unions, to ensure the lawfulness of operations and the promotion of activities with social, moral, scientific and cultural aims.

Business model

SUPPLY CHAIN

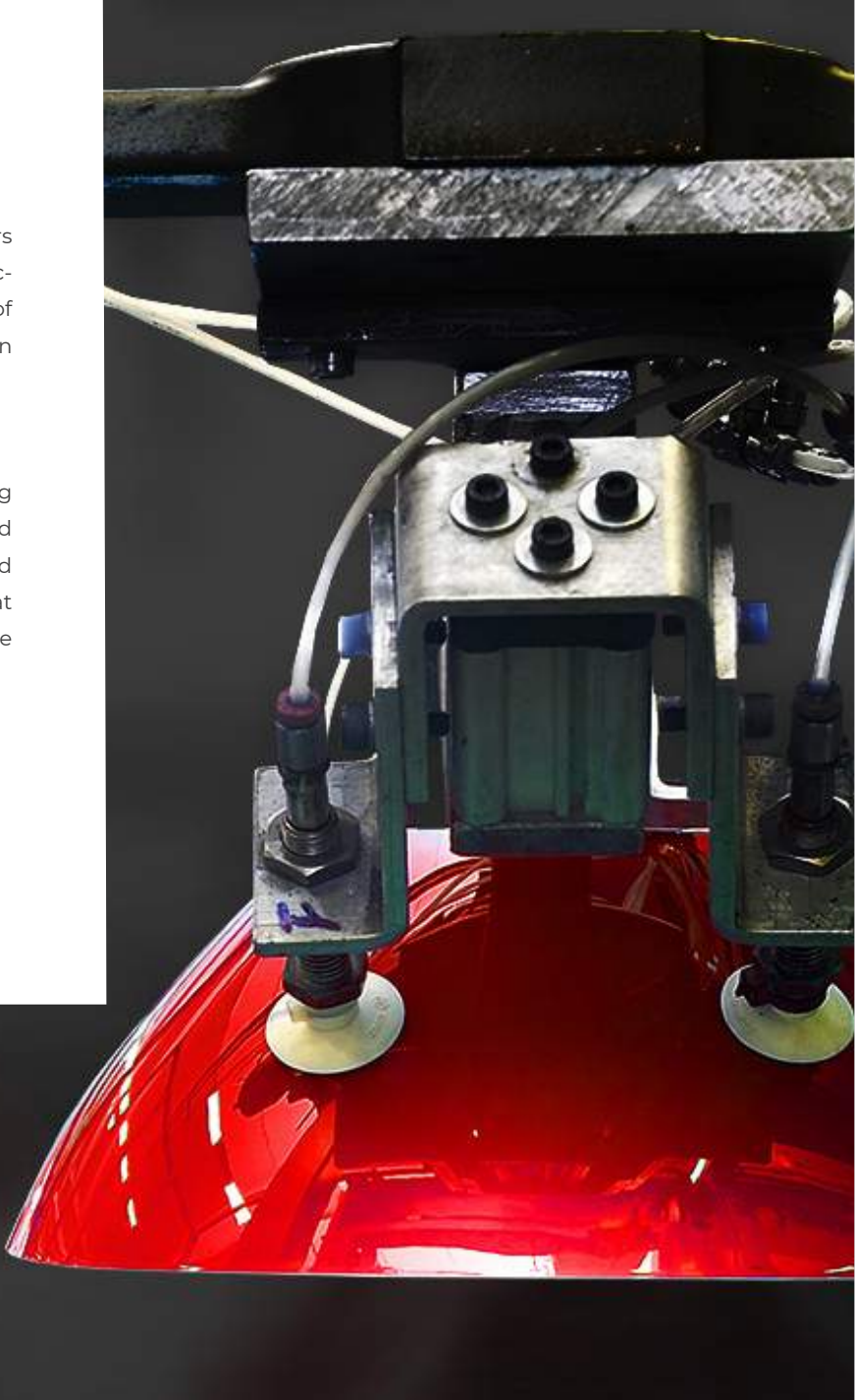
Materials, components, finished products and services are only purchased from companies registered on the List of Qualified Suppliers. Purchases are regulated by a specific operating procedure, which enforces appropriate measures to ensure high quality, conformity and adequacy standards, common to all Fratelli Guzzini products.

In order to be included in the system, suppliers are evaluated on the basis of sample products, previous supplies and information obtained using specific questionnaires, which assess technical, design and manufacturing capabilities, qualification of processes and equipment, staff qualification and certifications. Audits are also performed at the locations of the most important suppliers, to verify the adequacy of their Quality Systems and the implementation of any corrective actions agreed previously. In fact, it is company policy to establish lasting, transparent, cooperative relationships with its suppliers, capable of constantly promoting growth in quality and efficiency.

We do not currently have systems for evaluating suppliers on environmental and social topics, although the introduction of criteria for assessing suppliers from these points of view is one of the company's objectives in its supply chain management.

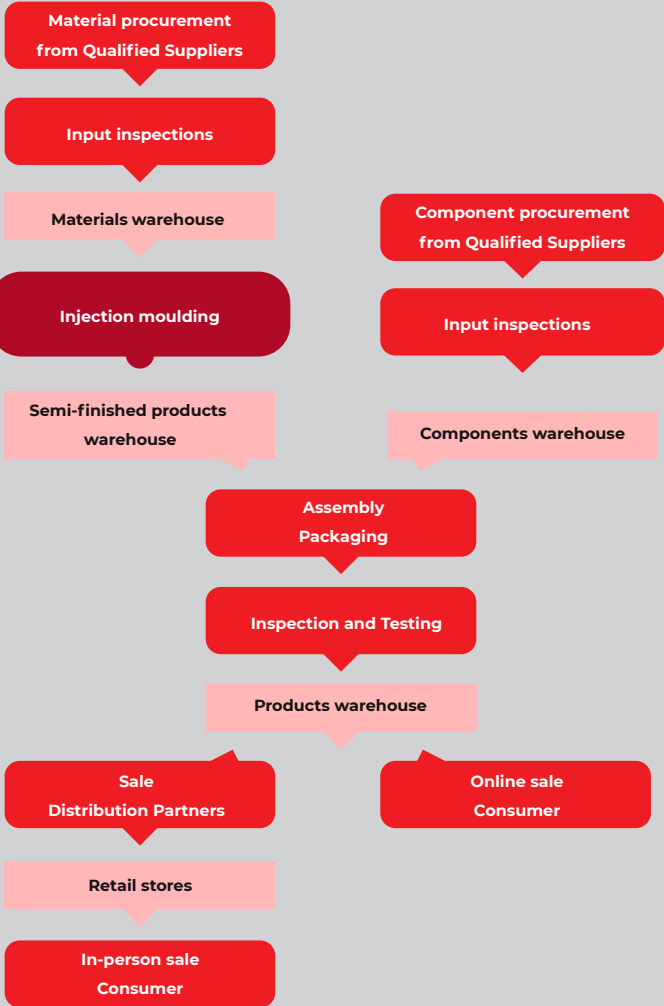
PRODUCTION PROCESS

At its Recanati plant, Fratelli Guzzini uses the best moulding techniques currently available. The main technology used is injection moulding: the acrylic granules are heated and injected into the mould. Inside it, the material is pressed at high pressure, and once it has cooled the moving part of the mould is lifted to allow the finished article to be removed.



Industry 4.0

The company has launched a process of transformation towards the Industry 4.0 concept, by adopting automation solutions in its plant, including an articulated robot for laser cutting and a 3D printer for product prototype production. The next goals with regard to automation are the introduction of automatic bagging and labelling machines and another 3 collaborative robots for product handling.



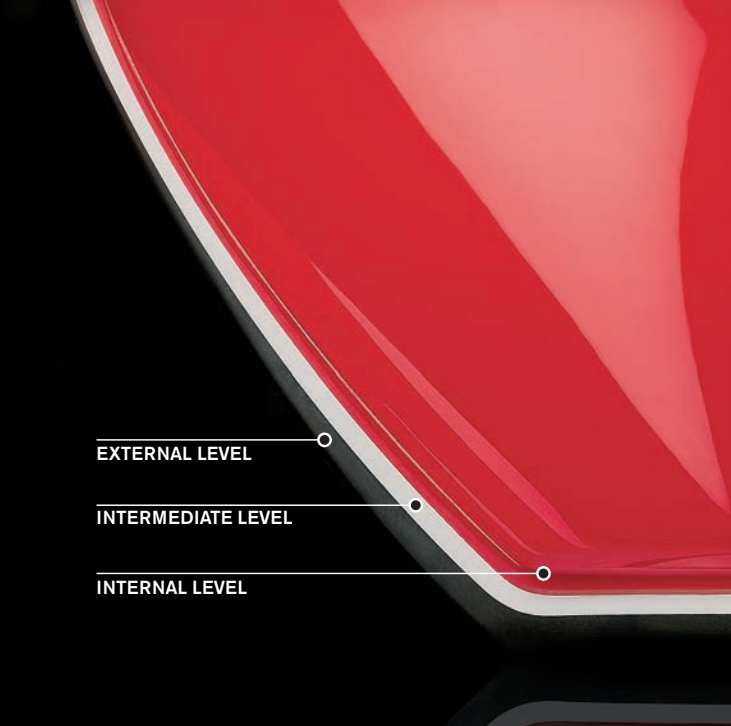
Long-term innovation

Fratelli Guzzini was founded at Recanati in 1912 by Enrico Guzzini, who drew on his experience gained abroad and, with hard work and inventiveness, began to design and produce attractive objects in ox horn, a natural, malleable, biodegradable material. These visionary ideas were then followed by more innovations, rendered fertile by the know-how of the hundreds of people who have worked for the company, writing a history of quality and innovation. The company was one of the first to introduce Plexiglas into the manufacture of household products in 1938, and the same applied to injection moulding acrylics in the 1960s, the moulding of two-colour acrylic sheets in the 1980s, gas-as-

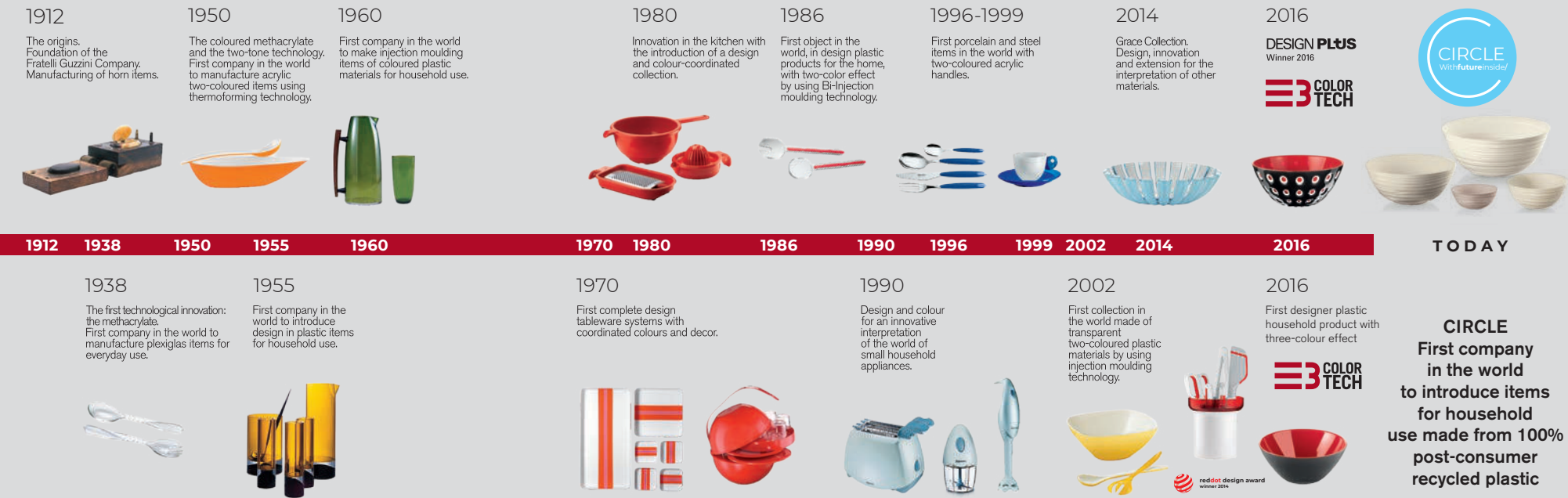
sisted injection moulding in the 1990s, 3-colour-tech injection and, today, research into new eco-sustainable plastics and the production of designer household products in recycled plastic. In order to offer products constantly at the leading-edge, the company has established a “Product Development and Industrialisation” function, which handles design and material definition phases with inputs from associations with Universities and technical development partners. This innate commitment to innovation is expressed in concrete terms by Fratelli Guzzini’s investment of 2% of turnover in research and development.

3-COLOUR-TECH

The 3-colour-tech technology symbolises technological innovation in Fratelli Guzzini design, and it is still unrivalled at the global level. The complexity of this process enables the achievement of a product it is extremely difficult to reproduce, with a very attractive, highly distinctive three-colour effect. Fratelli Guzzini has been the only company in the world to succeed in innovating this moulding mode with new techniques permitting the co-injection of several colours/materials simultaneously, as in the case of all 3-COLOUR-TECH materials.



Over a hundred years ago we had an idea worth cultivating, followed by another, and then more and more. We’ve always been the design sector’s leading innovators



The design idea

Fratelli Guzzini has always believed and invested in beautiful products able to accompany individuals and families in all the major or minor changes in their habits, lifestyles and expectations, with an ability that does not only consider the product's function, but transforms it into a creative design item, which becomes part of families' **daily lives**.

Driven by this era of environmental challenges, the company has achieved another step forward, springing from its desire to design products in harmony with nature. To give genuine strength and power to these ideas, we must create products rooted in a new convergence of different disciplines, where the role of design is of primary importance because it is the company's means for promoting responsible practices and solutions in the processing and use of plastics. This mission involves innovators, visionary technical experts and change-makers, capable of interpreting this change by working to identify new materials and processes that include the reuse of materials from products' end-of-life.

Through this philosophy, Fratelli Guzzini has become a world leader in producing new beauty from recycled materials, giving objects a new life and a new **identity**.

It is partly thanks to its history that the company has easily moved into the era of technological innovation, in a process still ongoing today, with constant research into the materials, functions and tools of tomorrow, while still retaining the colours, lines and shapes typical of the Italian excellence and identity which Fratelli Guzzini is proud to convey to the designers it works with, and which is still central to the creation of successful products that are constantly right for the present time, seamlessly evolving in their functions and production modes.



Design and environment: partnership with Legambiente

Firmly convinced of the bond between design and the environment, Fratelli Guzzini decided to call upon twenty internationally famous artists to rework a Fratelli Guzzini design classic. The works created were exhibited at the Fortezza da Basso in Florence during the Florence Biennale, and were all donated to environmental association Legambiente.

The Designers


Ever since the 1950s, the relationship with designers has been close and intense, rarely ending with the design of an object but generally lasting over time. Artists of form, who live within the company and are familiar with its production and technological processes, and who work with Fratelli Guzzini to develop innovation, striving to evolve new processes, new responses to needs and original formal solutions, to set the trends of tomorrow. To achieve these results in partnership with its Designers, Fratelli Guzzini places its best technologies for the shaping of plastics and the combination of different materials at their disposal. For each object, the direction to be taken is decided in partnership, while the designer is given complete freedom within the only constraint imposed by the company: the object must be interpreted in Italian style. The Designer is thus a real partner of Fratelli Guzzini: his or her name features on the products created, and he/she attends exhibitions and launch events with the company.

Some of the top names in the international design world have chosen, and continue to choose, to work with Fratelli Guzzini: from Robin Levien, Ross Lovegrove, Ettore Sottsass, Karim Rashid, Marc Sadler and Sebastian Conran to Carlo Colombo, Ora ĭto, Pio&Tito Toso, Continuum and Antonio Citterio.





Awards

Year of joining the ADI - ITALIAN INDUSTRIAL DESIGN ASSOCIATION - 1968


 1991 2004


Compasso d'Oro ADI


 16 Segnalazioni Compasso d'Oro ADI
16 Compasso d'Oro ADI Nominations


 2011 2016

Menzione d'onore Compasso d'Oro ADI


 7 Segnalazioni ADI Design Index
7 ADI Design Index Nominations

 reddot design award winner 2009

 reddot design award winner 2014

 2003 2009 2014 2017 2018

DESIGN PLUS 2002 2009 2010 2016

 2004 2006 2009 2016

 GERMAN DESIGN AWARD SPECIAL WINNER 2017

 GERMAN DESIGN AWARD SPECIAL WINNER 2018

 GERMAN DESIGN AWARD SPECIAL WINNER 2018

 beverage innovation awards 2009 WINNER

Stille di Acqua Lurisia "Miglior bottiglia in vetro dell'anno"
Progetto: Studio Sottsass - Tappo in materiale plastico Guzzini

Acqua Lurisia Stille "Best glass bottle of the year"
Project: Studio Sottsass - Plastic top made by Guzzini

 **Victoria and Albert Museum** - Londra

 **NY NOW** Best New Product Awards

MoMA
Museum of Modern Art - Moma New York

Sustainable design

The sustainability factors of Guzzini products

Examples of sustainable design

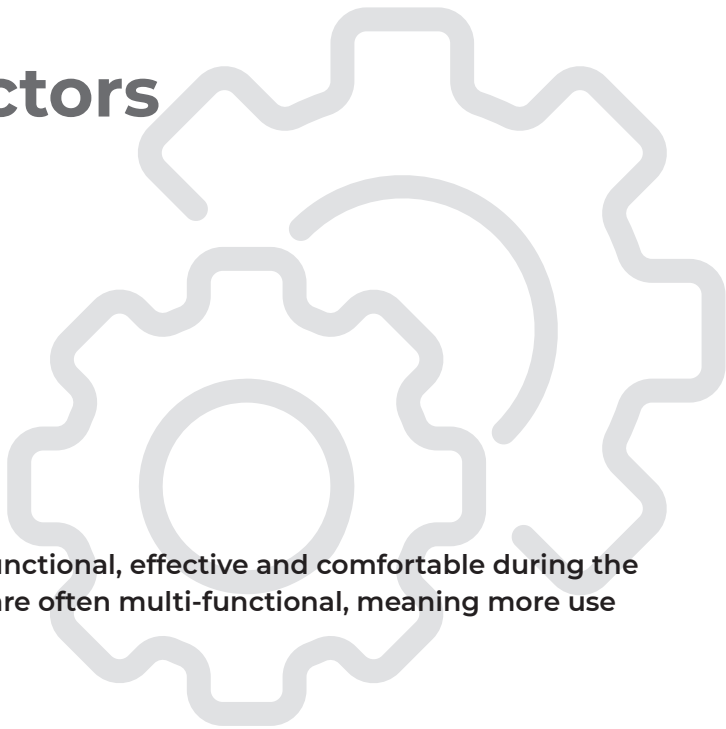
Comparison between durable and single-use plastics

Circle Programme

Sustainability in packaging

Sustainable production

The sustainability factors of Guzzini products



Functionality

Products designed to be used, meaning to be functional, effective and comfortable during the user experience. Many kitchen range products are often multi-functional, meaning more use can be made of each single object.

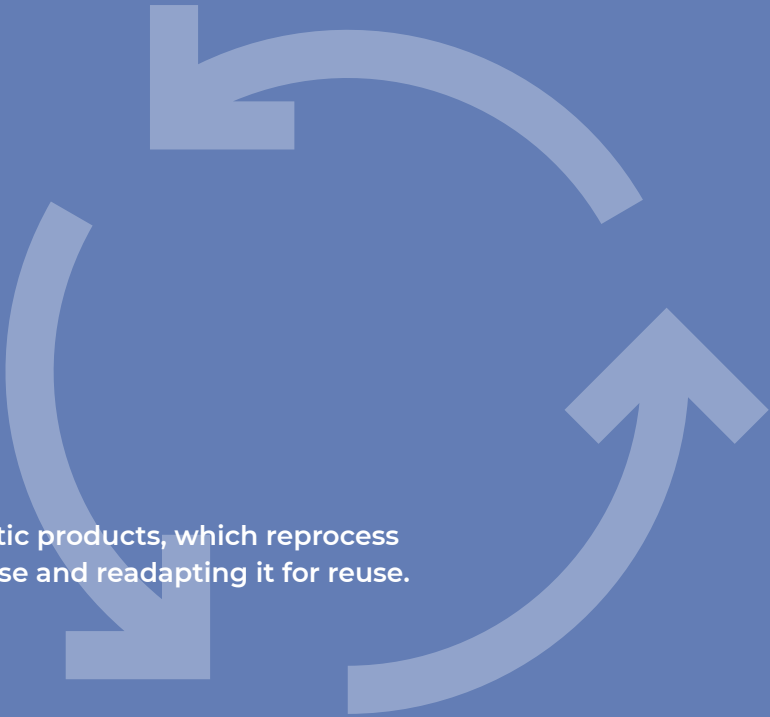
Durability

Products which combine constantly contemporary styling with a quality providing durability comparable with equivalent articles in glass, ceramic or metal, profoundly different in nature from “disposable” plastic objects.



Circularity

Increasingly large portfolio of recycled plastic products, which reprocess the material-energy by recovering it after use and readapting it for reuse.



Design for new lifestyles

Products created to respond to people’s needs and the continual changes in each era’s demands and lifestyles.



Examples of sustainable design

Tidy&Store

Box system available in both conventional plastics and recycled plastic, 100% eco-sustainable because it is entirely produced and packaged with regenerated material.



Energy

Thermal bottle in superior quality stainless steel. Its durability avoids the use of disposable products, encouraging a more sustainable lifestyle.



Tierra

Collection designed by Pio and Tito Toso enabling users to consume foods and drinks without using disposables, produced from 100% recycled and recyclable materials.



Spin&Drain

Innovative multi-purpose product for washing, draining, serving and, if necessary, even defrosting. With a special spin system, it uses the force of gravity to speed up kitchen tasks



Squeeze&Press

Innovative, patented hand-operated citrus squeezer/juicer capable of extracting 100% of the juice from citrus fruits. Better performance than traditional citrus squeezers.



Squeeze&Grate

Multi-purpose tool for both squeezing lemons and grating their zest. Space-saving since grater can be extracted and stowed.



Comparison between durable and single-use plastics

In the last sixty-five years, 8,300 million tonnes of plastic has been produced globally, and only 1.2% of this has been recycled, reflecting a model based on the unrestricted exploitation of natural resources and the consumption of disposable plastic products. Unlike these single-use plastics, which are still polluting our planet, Fratelli Guzzini's output consists entirely of items with similar lifetime to the equivalents made in other materials such as glass, ceramic and metals.

The company is aware that nowadays we are no longer producing consumer goods but actual life cycles, and it is committed to ensuring that all Fratelli Guzzini plastic products

guarantee sustainability throughout their period of use.

As well as these characteristics, always intrinsic to its products, Fratelli Guzzini has decided to commit fully to the processing of recycled plastics and to raising the awareness of the entire community regarding the responsible use of environmental resources and the correct management of waste.

UNIVERSITY PARTNERSHIP

Fratelli Guzzini has cooperated with the Science and Technology School of the University of Camerino by funding a PhD in the study of the possible industrial applications of sustainable plastics. The research conducted explores the possible use of this type of polymers in the production of objects with the same functionality, food-contact approval and durability as Fratelli Guzzini products.

Moreover, a study of the way objects are used has also enabled the identification of methods for optimising the parameters applied in the transformation of polymers, allowing the materials' useful lifetime to be extended.

Research into biopolymers

It is essential to define a sustainable use of polymers which will reduce our dependence on oil, without triggering excessive consumption of materials which could be used as foods.

For this purpose, the company is exploring the use of PHAs (Polyhydroxyalkanoates), materials derived from the anaerobic digestion of urban waste by specific enzymes, as sustainable raw materials for the creation of objects.

This research is the outcome of the partnership with companies which specialise in the transformation of polymerised material into plastics suitable for use in industrial contexts.



Made for nature

Reuse, don't waste.

We are committed to protecting Nature. It is what we do every day, as we produce reusable containers, utensils and household tools that have an infinite life cycle and can also be recycled if necessary.

What's more, we use our design expertise and know-how to manufacture products that last overtime, sometimes made from recycled materials, and also recyclable in their own right.

Nature does not produce waste, and neither do we, if we are careful to avoid it. Waste is energy we direct against Nature.

Responsible practice means reprocessing matter-energy, recovering it after use and then processing it again to enable its reuse.

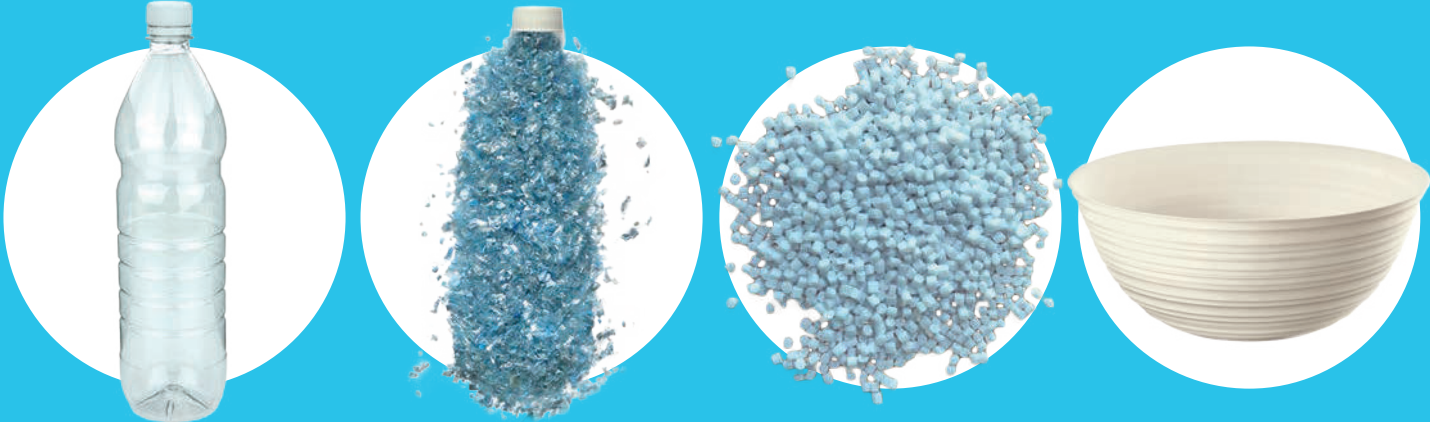
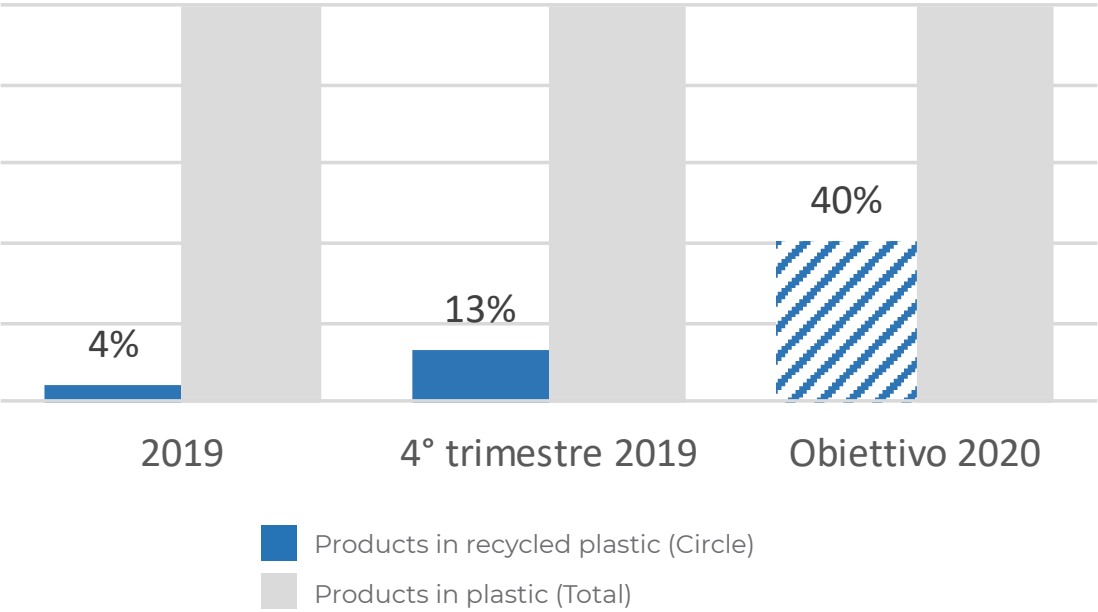


Circle Programme

With the Circle Programme, the company has adopted a strategy that gives new beauty to recycled material, using research, technology and design to create new objects of fine design, produced using minimal natural resources. Circle consists of eco-sustainable products resulting from a complex, high-precision procedure which processes secondary raw materials. With Circle, Fratelli Guzzini is integrating sustainability into its business model to an even greater extent,

adding a circularity approach to the durability and recyclability that have always been key characteristics of its range. Today, all Circle products derive from the recycling of used PET water bottles. Fratelli Guzzini's goal for the coming years is to extend this production method to embrace furnishing accessories.

Products in plastic



PATENT PENDING
SPECIAL RECYCLED PLASTIC



MATERIAL REGENERATION

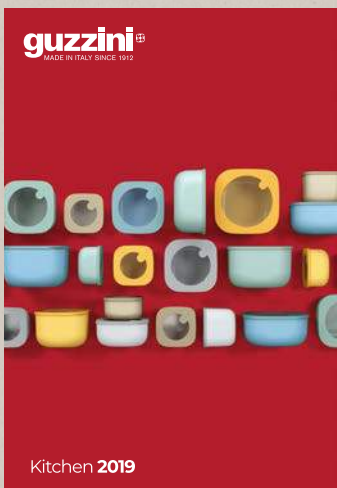
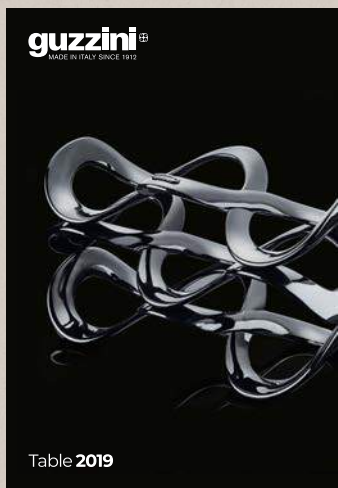
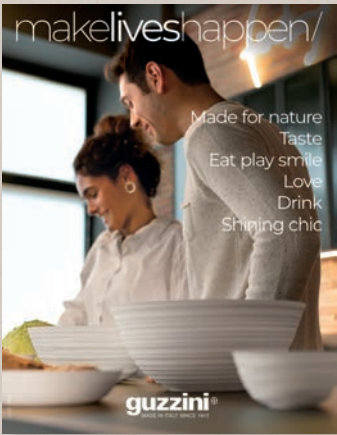
Sustainability in packaging

All Fratelli Guzzini products have primary and secondary packaging that conserves their integrity throughout the supply chain, ensuring that the consumer receives them with all their original quality intact. As far as product protection allows, the company strives to reduce the environmental impact of packaging via a design that aims to use as little packaging material as possible and to minimise bulk during transport.

During 2019, Fratelli Guzzini used more than 500 kg of biopolymers and 676 tonnes of recycled paper and cardboard for bagging and packaging its products, and it also intro-

duced the use of soy inks which meet compostability standards for the whole of the Circle line.

By developing more responsible, environment-friendly packaging, Fratelli Guzzini engages with consumers, encouraging them to play an active role in a major shift towards the conservation of natural resources.



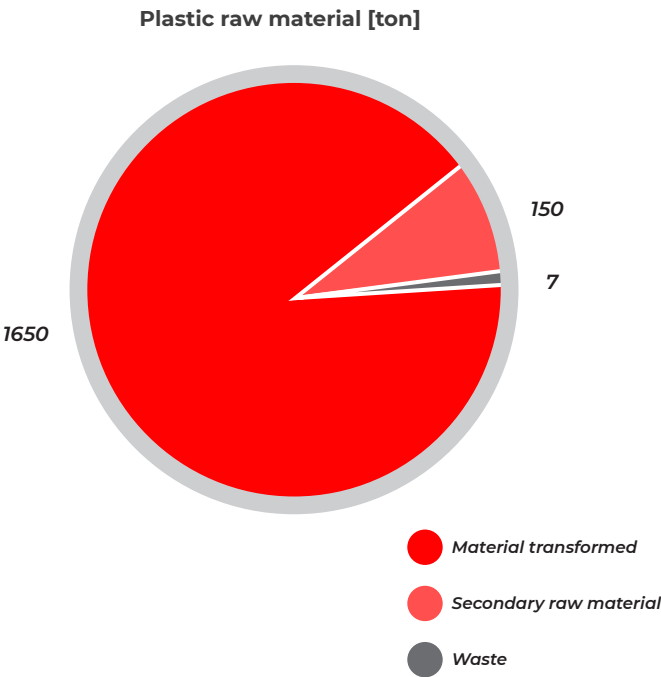
FSC paper

All Fratelli Guzzini paper informative and marketing materials (magazines, leaflets, catalogues, banners and brochures) are made using FSC (Forest Stewardship Council) certified paper, produced with wood from forests properly managed in accordance with high environmental, social and economic standards.

Sustainable production

NO PRODUCTION WASTE

The application of circular economy principles to its value chain has enabled Fratelli Guzzini to reduce waste from its Recanati plant to almost nothing. Production waste is equivalent to about 6.7% of the 1,650 tonnes of plastic raw material used in the production process. However, almost all of it is sold and used as secondary raw material by companies in other sectors (mainly automotive) to create new products. The remainder, only 0.4% of the incoming raw material, becomes waste because it is not reusable in other industrial processes; this minimal part is the material involved in the physiological machinery start-up, end-of-run and material change and colour change processes.

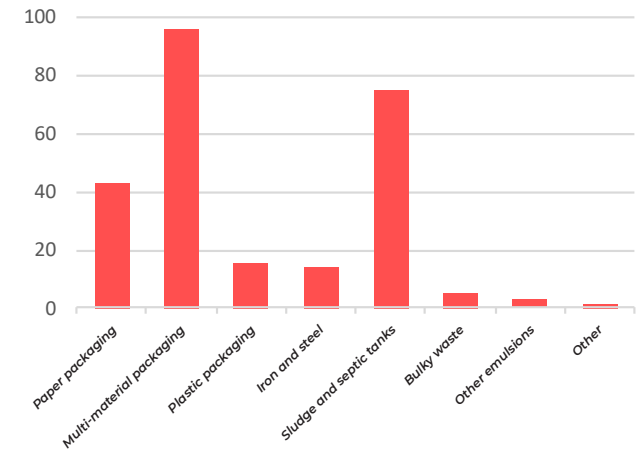


All waste generated during 2019, including the waste from all activities carried out at the plant, amounts to about 376 tonnes, 98% of which consists of non-hazardous waste and 52% of which is recovered, reused or recycled.

OFFICE WASTE

To reduce the use of paper and phase out consumption of disposables, the Circle Experience Guide, a programme which raises employees' awareness of good environmental practices, has been introduced within the company. Water dispensers have been installed and all workers have also received a kit comprising a water bottle, beaker, and coffee cup and spoon, to replace disposable plastic.

Other waste (not including production process waste) [ton]



We recycle disposable plastic bottles to create high-quality, durable, reusable articles.



The recycled plastic cycle

The recycled plastic used for Fratelli Guzzini products is PET, 100% derived from Italian post-consumer materials certified by COREPLA (the national plastic packaging collection, recycling and recovery consortium). The company's decision to use recycled material generates a dual environmental saving, since it both removes plastic from the waste disposal cycle and avoids the extraction of additional raw material. When using recycled material, the company takes the greatest care over food-contact approval; for non-food products, the company's aim for the future is to use plastic from recycled detergent bottles and packaging.

ENERGY EFFICIENCY

Energy consumption is a major environmental factor, and so Fratelli Guzzini has made its Recanati plant into a high-efficiency complex, with a large number of energy saving measures, including:

- Relamping of the entire site, replacing neon lamps with high-efficiency LEDs, combined with presence sensors to optimise their efficiency. This has also eliminated the impact of the disposal of the neon light fittings;
- Installation of inverters on the machinery of the compressed-air station;
- Adoption of a system to regulate the rpm of the hydraulic pumps of the injection moulding machines.
- Adoption of a closed-cycle system for the process cooling water, which is treated and returned to circulation in the plant, avoiding the need to take in fresh water.

Over time, this has enabled the company to reduce energy and water consumption and emissions of carbon dioxide, the main culprit in global warming.

Currently, the company's energy consumption is about 22,568 GJ, of which 72% is electricity, used mainly to power the production plants, while the rest is natural gas for room heating purposes.

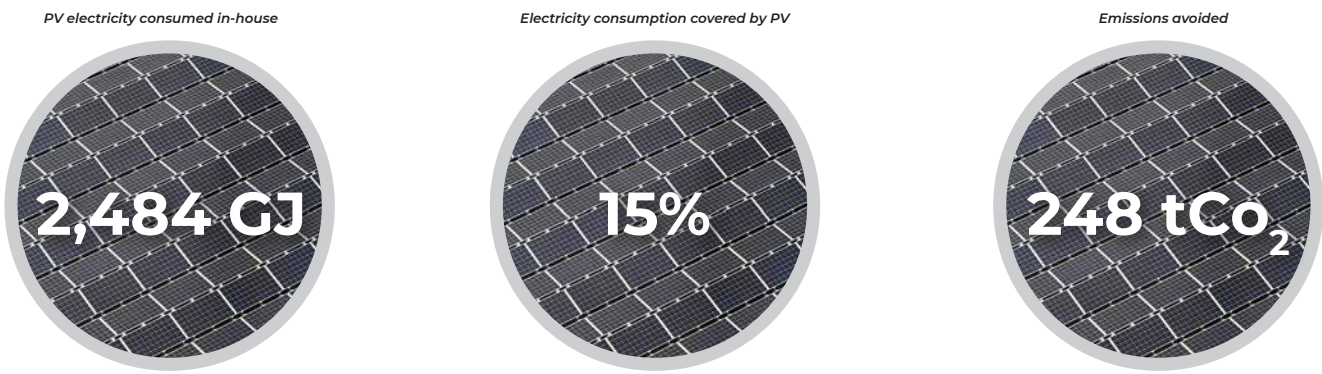
RENEWABLE ENERGY

As well as working to reduce energy consumption, Fratelli Guzzini has also introduced measures to cover some of its energy needs from renewable sources.

The company installed a photovoltaic system with nominal power of 800 kWp on the roof of the Recanati plant in 2010 and 2011.

This system covers about 15% of annual electricity consumption and avoids the emission of 248 tonnes of carbon dioxide every year. The surplus electricity produced and sold to the national grid amounts to 1,169 GJ.

Photovoltaic (PV) power generation data



Paperless warehouse management

The company is paperless with regard to all in-house documentation: the warehouse is managed by wireless handling terminals, and the management files are saved in the servers with no need to print them out. The company is also aiming for dematerialisation for external suppliers working at the warehouse.



Customer-centred approach

Product health, safety and quality
Services and customer care
Listening to Customers



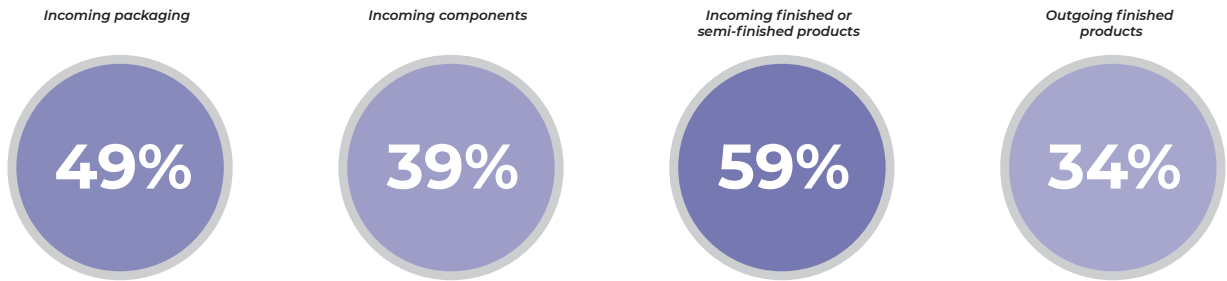
Product health, safety and quality

Fratelli Guzzini products undergo dual evaluation covering both the origin of the materials and the controls performed throughout the production chain, to guarantee the highest quality and safety standards. Particular attention is focused on products destined for contact with food, which means virtually the company's whole product range. For these products 50 analyses, simulating contact with foods, were

performed by specialist laboratories in 2019 alone. Thanks to the meticulous selection of their constituent materials, all Table and Kitchen range products are microwave safe and can be washed in the dishwasher with no loss of their mechanical or quality characteristics (dishwasher safe*).

**except for "Look" collection products with chromed finishes*

Batches checked and inspected



In-depth inspections and laboratory tests throughout the production chain to guarantee the utmost safety for final customers



CERTIFICATIONS

Fratelli Guzzini products are certified by the Italian Plastics Institute (IIP - Istituto Italiano Plastici), which awards its MPI mark to guarantee the highest food-contact standards for plastic products. This certification guarantees that products are completely free from Bisphenol A, a chemical used in the production of plastics and resins classified by the ECHA (European Chemicals Agency) as an endocrine disrupter. The award of certification also implies surveillance by the IIP, including the collection of product samples for testing in its laboratories, and requires compliance with Italian and European law, with GMP (Good Manufacturing Practices), and with Italian Higher Institution of Health "CAST" 1 and 2 guidelines. The quality of Fratelli Guzzini products is also guaranteed by the quality of the processes performed at the Recanati plant, for which the company has adopted a management system certified under the international ISO:9001 standard.



Services and customer care

Fratelli Guzzini views ensuring a high level of satisfaction of business customers and final consumers as fundamental. This is achieved through continual monitoring of services, to enable constant improvements and also to pick up all evolutions in customers' needs. It is important for us to know our customers, their motivations, their aesthetic tastes, and their expectations in terms of product adequacy and safety and quality of service, with regard to price and delivery times and procedures.

To accompany customers in all phases of the experience, the company offers both before-sales and after-sales services. The Fratelli Guzzini sales network delivers before-sales services to retailers via training, communication and the provision of suitable documentation.

FOCUS ON OUR CUSTOMERS

Fratelli Guzzini gives great importance to the needs of its Distribution Partners, supporting them with the most suitable branding tools and helping them to display the products correctly. It offers final consumers technical assistance throughout the product's life cycle. Fratelli Guzzini also provides replacements in response to any verified complaints received by the retailer or the company itself.

Accessibility, efficacy and rapid response are key factors in quality of service, customer satisfaction, and thus also the company's reputation.

Quality of service and customer care

Non-conforming products



Returns/replacements



Number of complaints



Complaint management time



Re-Commerce

The Re-Commerce Programme is an important Fratelli Guzzini initiative under which products are taken back at end-of-life, for recycling and replacement with new products when possible. This innovative consumption model enables regeneration of the material at each life cycle with no additional wastage of material and natural resources. The programme is available for customers who utilise large batches of products, such as university and company canteens and cruise ships.

The Re-Commerce services is already operational for the Chieti and Pescara University canteens.



Listening to customers

Fratelli Guzzini monitors changes in society and lifestyles and transforms them into products, by adopting new technologies and styles, and by designing articles destined to set new trends.

For the structuring of its product plan and thus its marketing activities, Fratelli Guzzini uses the services of external consultants integrated in its communication team, to analyse consumers' new attitudes.

It also continually monitors market trends via contact with distribution channels, participation at industry shows worldwide, meetings with major buyers, and business meetings with large chains, which generate reporting.

The company also uses its website and social media channels to communicate directly and closely with its customers worldwide.

Industry shows



Customer-centred approach

Number of cases of non-conformity on marketing communication



Percentage of products with safe use information on labelling



Percentage of products with material origin information on labelling



Percentage of products with disposal information on labelling



Percentage of products with hazardous substance content information on labelling



Percentage of products with BPA-free information on labelling



Market survey

Fratelli Guzzini commissioned a market survey to measure its brand notoriety, consumer experience, brand penetration and competitive positioning. The findings of this survey reveal that Fratelli Guzzini is Top of Mind for tableware and kitchen accessories, with 25% of interviewees owning at least one Fratelli Guzzini product.

People

Respect and bonding
Promotion of human capital
Health, safety and wellbeing



Respect and bonding

Each staff member's professional contribution and the bond of trust have always been the key factor underlying Fratelli Guzzini's success.

Behind the quality of Fratelli Guzzini products is the **passion** and **hard work** of many people, recognised as the essential factor for the company's competitiveness, with whom the company establishes relationships based on fairness and

mutual **trust**. The company guarantees its workers respect, individual **freedom** and dignity, to offer the best working conditions and motivate people to do their jobs to the best of their ability. The top management engages with all employees through regular informative meetings on company strategies and the **sharing** of the results achieved together and future goals.



DIVERSITY AND INCLUSION

Fratelli Guzzini is committed to providing a working environment where everyone can express their potential to the full, regardless of gender or any other type of individual diversity. At present, one third of the workforce are women and the remainder men, with percentages varying depending on category and duties.

Breakdown of employees by type of contract		
Permanent contract	Women	41
	Men	81
	Total	122
Temporary contract	Women	1
	Men	3
	Total	4
TOTAL		126

Breakdown of employees by type of employment		
Full-time	Women	28
	Men	82
	Total	110
Part-time	Women	14
	Men	2
	Total	16
TOTAL		126

Promotion of human capital

Expanding its employees' skill capital is the means by which Fratelli Guzzini ensures the continuity of its business. The company supports employees' growth and **professional development** through specific **training programmes** on topics such as raw material research and management and the application of innovative Industry 4.0 technologies. A great deal of importance is also given to the development of soft skills, marketing and customer relations techniques, digitalisation, English language and leadership abilities.

In 2019, to coincide with the launch of the Circle line, the company also introduced a training course on the topics of sustainability and Circular Design. In 2019, a total of 450 hours of training were delivered, entirely in the form of class-room courses taught by external providers. There is also regular performance assessment for executive and managerial staff, on the basis of the level of achievement of the company's planned targets.

OPPORTUNITIES

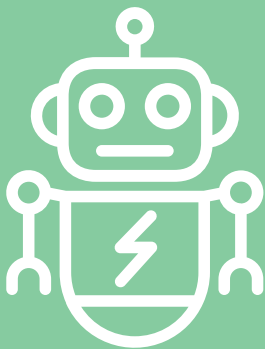
Fratelli Guzzini recognises the value people are able to contribute from the moment when they join the company. New employees, hired further to the selection procedure involving contact with the HR department, are offered training programmes which include initiation and guidance courses, courses on safety and quality control, and specific training for their intended roles. Further to the introduction of Industry 4.0 solutions, Fratelli Guzzini has created reskilling programmes for its older employees to assist their adaptation to the new, more innovative production models. This approach reflects the company's commitment to fulfilling every employee's potential regardless of age, gender, rank or type of duties.

Opportunities

Leadership



Industry 4.0



Design thinking



Circular Design



Health, safety and wellbeing

Guaranteeing the highest occupational health and safety standards is a primary objective for Fratelli Guzzini, which works to produce accurate risk assessments and, at the same time, to raise the awareness of its employees. The company also runs programmes to promote and consolidate an occupational health and safety culture, growing awareness of risks and encouraging responsible behaviours on the part of all staff.

Health and safety training is delivered with regard to firefighting and first aid at a frequency above that legally required, and also covers non-compulsory activities, including specific courses on the highest-risk processes.

To minimise accident rates, Fratelli Guzzini has introduced technical and organisational measures including the adoption of a management system verified and certified

by external bodies in accordance with the international BS OHSAS 18001:2007 standard, which covers all staff and includes:

- Regular updating of types of risks and hazards
- Communication and verification of internal policies and procedures
- Specific training in a classroom and in the factory
- Regular management review

Contractors and subcontractors working on the company's sites are also required to submit the interference risk assessment necessary under Italian law (DUVRI).

Workplace Health Promotion

Fratelli Guzzini has signed up for the Marche Region WHP programme, which aims to ensure that workplaces encourage the adoption of healthy lifestyles and the prevention of chronic diseases. This project embraces 4 areas:

- Promotion of healthy eating habits
- Combating smoking
- Alcohol
- Promotion of physical exercise

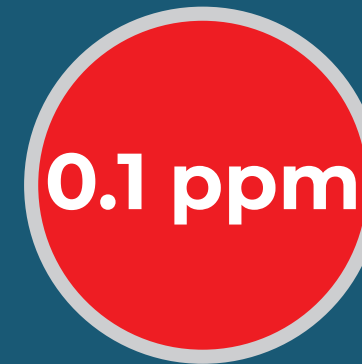
The Preventive Medicine Department of the Marche Health Trust and the company's medical officer provide guidance on methods and organisation.



Accidents



Confirmed occupational diseases



Accident rate



Accident severity rate

Methodology Appendix



Note on Methodology

The Fratelli Guzzini Sustainability Report 2019 contains the results achieved during year 2019 (from 1 January to 31 December). Where possible, the data of the previous three-year period are provided for comparison.

The Sustainability Report, issued annually, is intended to illustrate Fratelli Guzzini S.p.A.'s sustainability strategies, its governance model, its operating results and objectives, and their quantitative and qualitative impact on the economic, social and environmental context. The reporting perimeter consists of Fratelli Guzzini S.p.A.

The Sustainability Report for 2019 has been drawn up in accordance with the "GRI Sustainability Reporting Standards" (2016), using the "in accordance-Core" reporting option.

The information and data in this document refer to year 2019 and performance trends to 2017-2019 (when available). Qualitative and quantitative data were gathered with the assistance of the company's various departments.

The data were processed via precise extraction, aggregation and calculations, with the production of estimates where specifically stated. No specific activities were excluded from the reporting. No significant changes to the nature of the business were recorded during the reporting year.

The appendix contains the tables of the GRI indicators reported, with reference to the sections of the report and a table linking the material topics, the related GRI aspects and the parameter of the impacts, to provide guidance for readers.

In accordance with the GRI Standard materiality principle, the drafting of the document involved the identification of the most significant factors ("material topics") with the aid of the materiality analyses performed in 2019. The management was involved in the identification of significant environmental, economic and social factors, through a participatory process.

***For further information and suggestions
Contact / Visit website / Write to
info@fratelliguzzini.com***

Our stakeholders

Stakeholders	Engagement methods
Employees and trade unions	<ul style="list-style-type: none">• Annual meeting for sharing results and strategy• In-house communication activities• Performance assessment procedure• Regular meetings
Customers	<ul style="list-style-type: none">• Web site• Magazine• Marketing documentation• Before-sales service• Industry shows
Consumers	<ul style="list-style-type: none">• Web site• Social Media• Magazine• Customer satisfaction surveys• After-sales service• Complaints management
Community	<ul style="list-style-type: none">• Web site• External communications activities• Sponsorships and donations
Suppliers	<ul style="list-style-type: none">• Web site• Specific meetings• Quality audits at production plants• Industry shows
Local Government	<ul style="list-style-type: none">• Meetings and events• Technical boards• Meetings with local authorities• Meetings with local Government and Institutions
Professional associations	<ul style="list-style-type: none">• Industry shows• Industry events and meetings
Universities	<ul style="list-style-type: none">• Institutional events• Research sponsorship



Materiality analysis

The contents and indicators reported in this report were decided on the basis of the materiality analysis performed in 2019. The materiality matrix is the outcome of a structured process comprising several phases, which started from a study of the external scenario, to gain an understanding of stakeholders' viewpoints and their main pressures and also involved the Guzzini management, in order to identify the priority topics for the company.

The process was structured in the following phases.

Phase 1. IDENTIFICATION OF MATERIAL TOPICS

Identification of topics potentially material for the company and stakeholders, through the following analyses:

- **Benchmark analysis:** the documents and sustainability and social responsibility reports published by Household Products industry companies were analysed to identify the topics considered significant by companies comparable to Guzzini;
- **Media analysis:** web and print media articles on the company and the main stakeholders were surveyed with the aid of keywords;
- **Industry trend analysis:** the non-financial/sustainability topics identified as significant for the sector were mapped.
In particular the publications of international organisations and a selection of relevant standards and guidelines were analysed.
- **Stakeholder pressure analysis:** critical reading of documents reflecting the interests of the company's stakeholders, including analysis of the priorities of consumers and interests groups on the global scale, leading to identification of the priority topics for these categories;

- **Analysis of the company's internal priorities:** critical reading of the main company documents and identification of the main areas where it invests resources, where it focuses attention, where it has stated commitments and which may constitute risks.

All the topics in these analyses were classified as material for the company and were then grouped together into general thematic areas.

Phase 2. PRIORITISATION OF MATERIAL TOPICS

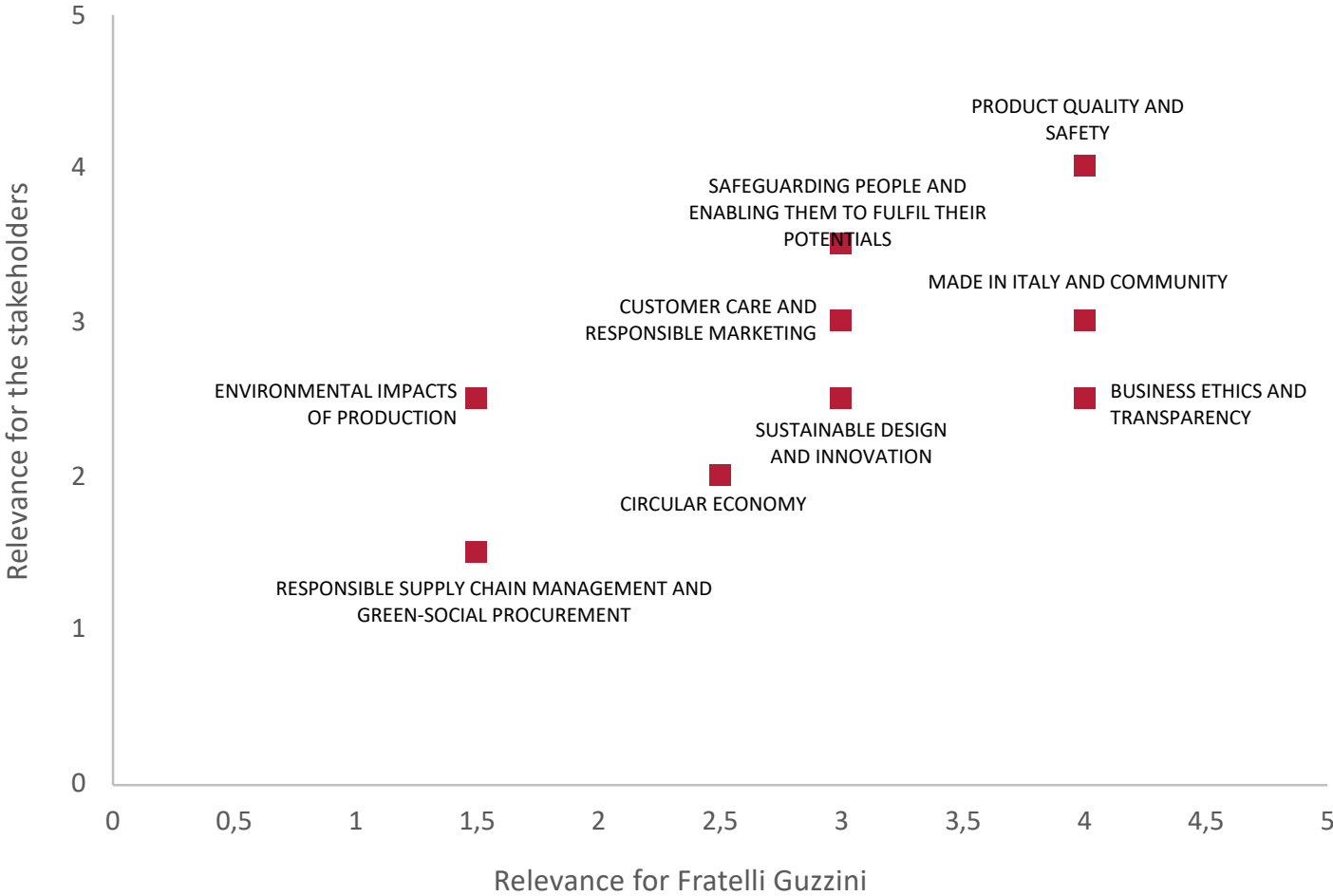
The material topics identified were prioritised on the basis of the following criteria:

- 1.** Internal prioritisation: topic's impact on the business, its associated risks and the company's related commitments
- 2.** External prioritisation: stakeholder pressures and expectations and the importance to the company of the stakeholder impacted by the topic concerned.




Once the priorities had been assigned to the material topics, the materiality matrix was validated: the material topics are those included in the materiality matrix provided in Figure 66, page 67.

Materiality Matrix

Material topics
Made in Italy and community
Sustainable design and innovation
Circular economy
Environmental impacts of production
Business ethics and transparency
Product quality and safety
Customer care and responsible marketing
Safeguarding people and enabling them to fulfil their potentials
Responsible supply chain management and green-social procurement







Material topics for the company(1/3)

Material topic	Description of the topic and its relevance for Fratelli Guzzini	Related GRI Standard topic	Boundary of impacts*	Type of impacts*	Goal SDGs	Target SDGs
Made in Italy and community	Express the best of Italian manufacturing in its products’ production and style, keeping know-how and production continuity in Italy and maintaining the bond with the territory through the economic impact on the supply chain and local community initiatives, including territorial promotion.	-	Fratelli Guzzini	Generated by the Group		<p>Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p>8.1 Sustain per capita economic growth in accordance with national circumstances and, in particular, at least 7 per cent gross domestic product growth per annum in the least developed countries.</p> <p>8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.</p>
Sustainable design and innovation	Design products in accordance with sustainability criteria which enable regenerability, multifunctionality and reduction in the raw material needed, conceived to fulfil their function over a period of time similar to, if not longer than, that of similar objects. Innovate by developing new materials and processes based on the “Design out waste and pollution” concept, create products that cater for new lifestyles. Reduce packaging volume and prefer packagings from more sustainable, recycled and recyclable materials.	Materials	Fratelli Guzzini	Caused by the Group		<p>Goal 12: Ensure sustainable consumption and production patterns</p> <p>12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle</p>
Circular economy	Use post-consumer recycled materials, regenerating them and transforming them into new, stylish, eco-sustainable products. Promote waste as a resource, recycle resources in the production process, and render them suitable for new applications	Materials	Fratelli Guzzini	Directly connected to the Group’s operations		<p>Goal 12: Ensure sustainable consumption and production patterns</p> <p>12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle</p> <p>12.2 By 2030, achieve the sustainable management and efficient use of natural resources</p> <p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse</p>

Material topics for the company(2/3)

Material topic	Description of the topic and its relevance for Fratelli Guzzini	Related GRI Standard topic	Boundary of impacts*	Type of impacts*	Goal SDGs	Target SDGs
Made in Italy and community	Express the best of Italian manufacturing in its products’ production and style, keeping know-how and production continuity in Italy and maintaining the bond with the territory through the economic impact on the supply chain and local community initiatives, including territorial promotion.	-	Fratelli Guzzini	Generated by the Group	 	Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all 8.1 Sustain per capita economic growth in accordance with national circumstances and, in particular, at least 7 per cent gross domestic product growth per annum in the least developed countries. 8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.
Sustainable design and innovation	Design products in accordance with sustainability criteria which enable regenerability, multifunctionality and reduction in the raw material needed, conceived to fulfil their function over a period of time similar to, if not longer than, that of similar objects. Innovate by developing new materials and processes based on the “Design out waste and pollution” concept, create products that cater for new lifestyles. Reduce packaging volume and prefer packagings from more sustainable, recycled and recyclable materials.	Materials	Fratelli Guzzini	Caused by the Group		Goal 12: Ensure sustainable consumption and production patterns 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle
Circular economy	Use post-consumer recycled materials, regenerating them and transforming them into new, stylish, eco-sustainable products. Promote waste as a resource, recycle resources in the production process, and render them suitable for new applications	Materials	Fratelli Guzzini	Directly connected to the Group’s operations		Goal 12: Ensure sustainable consumption and production patterns 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle 12.2 By 2030, achieve the sustainable management and efficient use of natural resources 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

Material topics for the company(3/3)

Material topic	Description of the topic and its relevance for Fratelli Guzzini	Related GRI Standard topic	Boundary of impacts*	Type of impacts*	Goal SDGs	Target SDGs
Business ethics and transparency	Prevent and combat unlawful behaviours, adopt and promote the ethical conduct of business to guarantee the maximum legal and regulatory compliance in all business processes.	Socioeconomic compliance Anti-corruption	Fratelli Guzzini	Caused by the Group and directly related to its activities		Goal 12: Ensure sustainable consumption and production patterns 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle
Safeguarding people and enabling them to fulfil their potentials	Identify the best talents, offer training paths and strategies to enable professional growth, guarantee equal career and development opportunities. Maximise people’s satisfaction and wellbeing and protect occupational health and safety.	Training and education Occupational health and safety Non-discrimination	Fratelli Guzzini	Caused by the Group and directly related to its activities	 	Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all 8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment
Responsible supply chain management and green-social procurement	Guarantee ethical behaviours within the supply chain, with regard in particular to legal compliance, measures to combat fraud and corruption, employment and health and safety conditions, human rights and environmental issues. Integration of sustainability criteria and requirements into the various types of purchases.	Supplier social assessment Supplier environmental assessment	Fratelli Guzzini	Caused by the Group and directly related to its activities		Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all 8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment

GRI Content Index (1/7)

GRI Standard	Indicators	References, links and notes	Page	Omissions
STANDARD GENERAL INDICATORS				
GRI 102 GENERAL DISCLOSURES 2016	102-1 Name of the organization	-	Front cover of this Report	-
	102-2 Activities, brands, products and services	-	Authentic expression of Italian design - Page 12	-
	102-3 Location of the organization's headquarters	-	Authentic expression of Italian design - Page 12	-
	102-4 Location of the organization's operations	-	Authentic expression of Italian design - Page 12	-
	102-5 Ownership and legal form	-	Authentic expression of Italian design - Page 12	-
	102-6 Markets served	-	Authentic expression of Italian design - Page 12	-
	102-7 Scale of the organization	-	Authentic expression of Italian design - Page 12	-
	102-8 Information on employees and other workers	-	Respect and bonding - Page 52; Data tables - Page 43	-
	102-9 Supply chain	-	Business model - Page 16	-
	102-10 Significant variations to the organization and its supply chain	-	Business model - Page 16	-
	102-11 Method of application of the precautionary principle or approach	-	Sustainable value - Page 14	-
	102-12 External initiatives	-	The design idea - Page 10; The Designers – Page 22	-
	102-13 Membership of associations	-	The Designers – Page 22	-
	102-14 Statement from senior decision-maker	-	A story of Italian design - Page 6; Letter to stakeholders - Page 8	-
	102-16 Values, principles, standards and norms of behaviour	-	Sustainable value - Page 14	-
	102-18 Governance structure of the organization	-	Sustainable value - Page 14	-
	102-40 List of stakeholder groups	-	Sustainable value - Page 14	-

GRI Content Index (2/7)

GRI Standard	Indicators	References, links and notes	Page	Omissions
STANDARD GENERAL INDICATORS				
GRI 102 GENERAL DISCLOSURES 2016	102-41 Collective bargaining agreements	All employees are covered by collective bargaining agreements.	-	-
	102-42 Identifying and selecting stakeholders	-	Sustainable value - Page 14; Our stakeholders - Page 62	-
	102-43 Approach to stakeholder engagement	-	Sustainable value - Page 14; Our stakeholders - Page 62	-
	102-44 Key topics and concerns raised	-	Sustainable value - Page 14	-
	102-45 Entities included in the consolidated financial statements	Fratelli Guzzini SpA	-	-
	102-46 Defining report content and topics. Boundaries	-	Note on Methodology - Page 60; Materiality analysis – Page 64	-
	102-47 List of material topics	-	Materiality matrix - Page 66; Material topics for the company – Page 68	-
	102-48 Restatement of information included in previous reports	This report is the company's first Sustainability Report	-	-
	102-49 Changes in reporting	This report is the company's first Sustainability Report	-	-
	102-50 Reporting period	2019 calendar year	-	-
	102-51 Date of most recent report	This report is the company's first Sustainability Report	-	-
	102-52 Reporting cycle	Annual	-	-
	102-53 Contact points and addresses for questions regarding the Sustainability Report	-	Note on Methodology - Page 60	-
	102-54 Claims of reporting in accordance with the GRI Standards	-	Note on Methodology - Page 60	-
	105-55 GRI Content Index	-	Content Index - Page 74	-
	102-56 External assurance	-	Note on Methodology - Page 60	-

GRI Content Index (3/7)

GRI Standard	Indicators	References, links and notes	Page	Omissions
GRI 200 – ECONOMIC DISCLOSURES				
Anti-corruption				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Sustainable value - Page 14; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Sustainable value - Page 14; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Sustainable value - Page 14; Material topics for the company – Page 68	-
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	No incidents of corruption were confirmed within Fratelli Guzzini during the years 2017, 2018 and 2019	-	-
GRI 300 – ENVIRONMENTAL DISCLOSURES				
Materials				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Durable and single-use plastics – Page 30; The circle with the future inside – Page 34; Sustainability in packaging – Page 36; Sustainable production – Pag. 38; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Durable and single-use plastics – Page 30; The circle with the future inside – Page 34; Sustainability in packaging – Page 36; Sustainable production – Pag. 38; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Durable and single-use plastics – Page 30; The circle with the future inside – Page 34; Sustainability in packaging – Page 36; Sustainable production – Pag. 38; Material topics for the company – Page 68	-
GRI 301: Materials 2016	301-1 Materials used by weight or volume	-	Durable and single-use plastics – Page 30; The circle with the future inside – Page 34; Sustainability in packaging – Page 36; Sustainable production – Pag. 38; Data table – Page 82	-
	301-2 Recycled input materials used	-	Durable and single-use plastics – Page 30; The circle with the future inside – Page 34; Sustainability in packaging – Page 36; Sustainable production – Pag. 38; Data table – Page 82	-
Energy				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Sustainable production - Page 40; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Sustainable production - Page 40; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Sustainable production - Page 40; Material topics for the company – Page 68	-
GRI 302: Energy 2016	302-1 Energy consumption within the organization	-	Sustainable production - Page 40; Data tables - Page 82	-

GRI Content Index (4/7)

GRI Standard	Indicators	References, links and notes	Page	Omissions
GRI 300 – ENVIRONMENTAL DISCLOSURES				
Emissions				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Sustainable production - Page 40; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Sustainable production - Page 40; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Sustainable production - Page 40; Material topics for the company – Page 68	-
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	-	Sustainable production - Page 40; Data tables - Page 82	-
	305-2 Energy indirect (Scope 2) GHG emissions		Sustainable production - Page 40; Data tables - Page 82	
Wastewater discharges and waste				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Sustainable production - Page 38; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Sustainable production - Page 38; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Sustainable production - Page 38; Material topics for the company – Page 68	-
GRI 306: Wastewater discharges and waste 2016	306-2 Waste by type and disposal method	-	Sustainable production - Page 38; Data tables - Page 82	-
Environmental compliance				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Sustainable production - Page 38; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Sustainable production - Page 38; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Sustainable production - Page 38; Material topics for the company – Page 68	-
GRI 307: Environmental compliance 2016	307-1 Non-compliance with environmental laws and regulations	No fines or non-pecuniary penalties were imposed on the company in 2017, 2018 or 2019 due to non-compliance with environmental laws and/or regulations	-	-

GRI Content Index (5/7)

GRI Standard	Indicators	References, links and notes	Page	Omissions
GRI 300 – ENVIRONMENTAL DISCLOSURES				
Supplier environmental assessment				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Business model - Page 16; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Business model - Page 16; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Business model - Page 16; Material topics for the company – Page 68	-
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	Environmental criteria were not applied when assessing suppliers during 2017, 2018 and 2019	-	-
GRI 400 – SOCIAL DISCLOSURES				
Occupational health and safety				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Health, safety and wellbeing - Page 56; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Health, safety and wellbeing - Page 56; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Health, safety and wellbeing - Page 56; Material topics for the company – Page 68	-
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	-	Health, safety and wellbeing - Page 56	-
	403-5 - Worker training on occupational health and safety	-	Health, safety and wellbeing - Page 56	-
	403-6 - Promotion of worker health	-	Health, safety and wellbeing - Page 56	-
	403-9 - Work-related injuries	-	Health, safety and wellbeing - Page 56; Data table - Page 82	-
Training and education				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Promotion of human capital – Page 54; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Promotion of human capital – Page 54; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Promotion of human capital – Page 54; Material topics for the company – Page 68	-
GRI 404: Training and education 2016	404-2 Programmes for upgrading employee skills and transition assistance programme	-	Promotion of human capital - Page 54	-

GRI Content Index (6/7)

GRI Standard	Indicators	References, links and notes	Page	Omissions
GRI 400 – SOCIAL DISCLOSURES				
Non-discrimination				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Respect and bonding - Page 52; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Respect and bonding - Page 52; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Respect and bonding - Page 52; Material topics for the company – Page 68	-
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	No incidents of discrimination occurred during 2017, 2018 and 2019	-	-
Supplier social assessment				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Business model - Page 16; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Business model - Page 16; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Business model - Page 16; Material topics for the company – Page 68	-
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	Social criteria were not applied when assessing suppliers during 2017, 2018 and 2019	-	-
Customer health and safety				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Product health, safety and quality Page 44; Services and customer care - Page 46; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Product health, safety and quality Page 44; Services and customer care - Page 46; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Product health, safety and quality Page 44; Services and customer care - Page 46; Material topics for the company – Page 68	-
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	-	Services and customer care – Page 46; Data table - Page 82	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents of non-compliance concerning the health and safety impacts of products and services occurred in 2017, 2018 and 2019	-	-

GRI Content Index (7/7)

GRI Standard	Indicators	References, links and notes	Page	Omissions
GRI 400 – SOCIAL DISCLOSURES				
Marketing and labelling				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Listening to customers - Page 48; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Listening to customers - Page 48; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Listening to customers - Page 48; Material topics for the company – Page 68	-
GRI 417: Marketing and labelling	417-2 Incidents of non-compliance concerning product and service information and labelling	No incidents of non-compliance concerning product and service information and labelling occurred during 2017, 2018 and 2019	-	-
	417-3 Incidents of non-compliance concerning marketing communications	No incidents of non-compliance concerning marketing communications occurred during 2017, 2018 and 2019	-	-
Socioeconomic compliance				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	-	Sustainable value - Page 14; Material topics for the company – Page 68	-
	103-2 The management approach and its components	-	Sustainable value - Page 14; Material topics for the company – Page 68	-
	103-3 Evaluation of the management approach	-	Sustainable value - Page 14; Material topics for the company – Page 68	-
GRI 419: Socioeconomic compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	No fines or non-pecuniary penalties were imposed on the company in 2017, 2018 or 2019 due to non-compliance with laws and/or regulations in the social and/or economic area	-	-

Data tables (1/5)

GRI 102-8: Information on employees and other workers					
Employees	Type of contract	Gender	2017	2018	2019
Breakdown of employees by type of contract and gender	Permanent contract	Women	38	38	41
		Men	83	83	81
	Temporary contract	Women	0	3	1
		Men	3	1	3
Breakdown of employees by type of employment and gender	Full-time	Women	24	27	28
		Men	84	81	82
	Part-time	Women	14	14	14
		Men	2	3	2
Employees and other workers			2017	2018	2019
Total employees			124	125	126
Total apprentices			0	1	3
Total interns			0	3	0
Total contracted self-employed workers			4	10	2
Total			128	139	131

Data tables (2/5)

GRI 302-1: Energy consumption within the organization				
Energy consumption	Unit of measurement	2017	2018	2019
Energy consumption from non-renewable sources				
Diesel	GJ	1	2	1
Natural gas	GJ	6,758	5,661	6,202
Consumption of electricity purchased from the network	GJ	14,052	13,069	13,872
Energy consumption from non-renewable sources				
Electricity consumption produced by photovoltaic system and consumed in-house	GJ	2,565	2,303	2,484
Energy sold	Unit of measurement	2017	2018	2019
Sale of energy produced from renewable sources				
Electricity produced from renewable sources and sold to the network	GJ	1,229	1,134	1,169

GRI 305-1: Direct (Scope 1)* GHG emissions GRI 305-2: Energy indirect (Scope 2) GHG emissions				
Emissions	Unit of measurement	2017	2018	2019
Direct emissions (Scope 1)	tCO ₂	376.61	316.78	347.53
Indirect emissions (Scope 2)	tCO ₂	1463.74	1306.95	1383.36
Total	tCO ₂	1840.35	1623.73	1730.89

* The emission factors used for diesel and natural gas consumption are taken from the standard national parameter table issued by the Ministry of the Environment and Land and Sea Protection - figures for 2017, 2018, 2019.

** The emission factors used for electricity consumption purchased from the network were taken from Terna International Comparisons on Enerdata figures- figures for 2015, 2016 and 2017.

Data tables (3/5)

GRI 301-1: Materials used by weight or volume					
Materials for production	Unit of measurement	Renewability	2017	2018	2019
Plastic	kg	No	2203601	1446983	1650933
of which ABS	kg	No	255532	186898	254832
of which PA	kg	No	3160	5511	1599
of which PCg	kg	No	21919	51317	83602
of which PCTA	kg	No	1637	1889	3470
of which PE	kg	No	22371	95363	64514
of which PMMA	kg	No	19433	39621	22955
of which POM	kg	No	81	0	16
of which PP	kg	No	213665	270117	332014
of which PPO	kg	No	2158	682	4293
of which PS	kg	No	5145	13366	3101
of which SAN	kg	No	341219	363145	536857
of which SEBS	kg	No	1003	814	344
of which SMMA	kg	No	1316278	417487	325320
of which TPE	kg	No	0	774	18018
of which r-PET	kg	No	0	0	73392
Glass	kg	No	858067	44802	35224
Porcelain	kg	No	96036	61182	45988
Aluminium	kg	No	867	6053	4897
Steel	kg	No	53436	41186	160575
Materials for packaging	Unit of measurement	Renewability	2017	2018	2019
Plastic	kg	Partially	42191	35802	38938
of which PE	kg	No	42191	35802	38938
of which Biopolymer	kg	Yes	0	0	505
Paper (FSC)	kg	Yes	0	0	13000
Paper (not FSC)	kg	YES	994181	237577	234650
Cardboard	kg	YES	682912	455633	441772
GRI 301-2: Recycled input materials used					
Recycled materials	Unit of measurement		2017	2018	2019
Percentage of materials for production recycled	%		0	0	4
Percentage of materials for packaging recycled	%		98	95	95

Data tables (4/5)

GRI 306-2: Waste by type and disposal method

Waste	Unit of measurement	2017	2018	2019
Hazardous waste	kg	8490	3949	6072
<i>of which recovered</i>	kg	8490	3949	6072
Non-Hazardous waste	kg	461625	333324	369684
<i>of which reused</i>	kg	137544	71397	104925
<i>of which recycled</i>	kg	129911	67101	83275
<i>of which incinerated</i>	kg	116550	119176	106724
<i>of which sent to landfill</i>	kg	77620	75650	74760

GRI 403-9: Work-related injuries

Employees	Unit of measurement	2017	2018	2019
Hours worked	h.	200126	201225	182076
Total number of work-related injuries subject to registration	no.	3	2	4
<i>of which injuries during commute</i>	no.	2	0	1
<i>of which injuries at work with severe consequences</i>		0	0	0
<i>of which fatal</i>		0	0	0
Work-related injury rate	-	14.99	9.94	21.97
Rate of injuries at work with severe consequences	-	0	0	0
Rate of fatal injuries	-	0	0	0

Data tables (5/5)

GRI 416-1: Assessment of the health and safety impacts of product and service categories				
Category	Unit of measurement	2017	2018	2019
Input inspections				
Incoming semi-finished or finished products	% batches	62.74	54.58	49.38
Incoming materials - Packaging components	% batches	49.94	53.70	48.95
Output inspections				
Output products from internal department	% batches	33.64	32.88	33.89

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