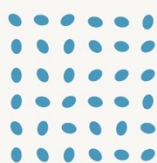
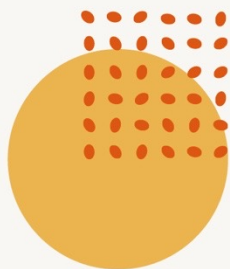


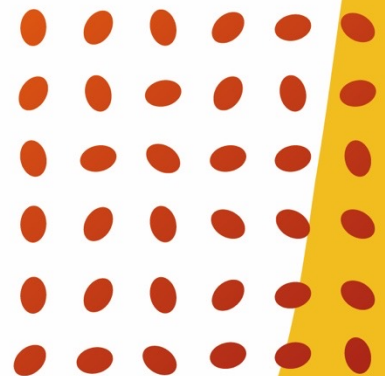
# SUPPLIER CODE OF CONDUCT



# Index

---

1. Introduction
2. Our commitments to you
3. Our expectations from you
  
4. The Lavazza Group's values
  - 4.1 The Lavazza Group's values: Authenticity
  - 4.2 The Lavazza Group's values: Passion for Excellence
  - 4.3 The Lavazza Group's values: Responsibility
  - 4.4 The Lavazza Group's values: Inventiveness
  
5. Focus: The Environment
  
6. Focus: Human rights
  
7. Focus: Coffee
  
8. Compliance and reporting
  
9. References



# 1. Introduction

---

The values we believe in, which are also the drivers of our business approach, can be fully respected only if they are shared with all our partners and stakeholders and pursued in our daily activities. We strongly believe in the principle that the Group's growth is as important as ensuring and consolidating a common commitment to doing everything possible to protect people and the planet, hoping that this unity of purpose will inspire the decisions and actions of all our stakeholders. The achievement of this common goal depends on the behaviour of people, who contribute, in various capacities and with different responsibilities, to increasing the cohesion and consistency of the Lavazza Group, fostering the creation of a climate of trust inside and outside the Company.

All Lavazza Group suppliers must act in compliance with the principles detailed in this Supplier Code of Conduct (hereinafter also as the "SCC" or "Code"). They must also ensure that their sub-contractors (if any), as well as any other third party working on their behalf (hereinafter, together with the Lavazza Group's suppliers, collectively referred to as "Suppliers"), act in full compliance with the Code.

The SCC has been modelled on the Lavazza Group Code of Ethics (<https://www.lavazzagroup.com/en/who-we-are/compliance.html>) and on the Sustainability Strategy focused on the United Nations 2030 Agenda, with its 17 Sustainable Development Goals (SDGs), in particular on SDG 5 – Gender equality, SDG 8 – Decent work and economic growth, SDG 12 - Responsible consumption and production and SDG 13 - Climate action. The SCC is an essential and integral part of the contractual relationship between Lavazza and its Suppliers. By signing any supply agreement, suppliers undertake to comply with this SCC.



## 2. Our commitments to you

---

At the Lavazza Group, we believe that the way we do business is no less important than the results we achieve: under no circumstances is the fulfilment of company objectives to override legal or ethical standards.

For this reason, all our counterparts can always expect from us:

- Maximum respect for people and the environment;
- Commitment to always performing to the best of our knowledge;
- Openness to learn, listen and cooperate;
- Moral rectitude and integrity;
- Transparency and impartiality.

At the Lavazza Group, we are aware that success also depends on the ability to build fair and honest relationships with all of our Suppliers, based on an open dialogue and resulting in mutual benefits.

In our day-to-day activities with our Suppliers, as formally stated in our Code of Ethics, we commit to respecting the Lavazza Group's four Values and its Purpose "**Awakening a better world every morning**" - the highest expression of our commitment to contributing to making the world a better place:

- **AUTHENTICITY**
- **PASSION FOR EXCELLENCE**
- **RESPONSIBILITY**
- **INVENTIVENESS**

Furthermore, all our values also refer to two topics that we consider of fundamental importance: **the Environment and Human Rights**; accordingly, we decided to dedicate **a specific section to each of them**. In addition, there is **a focus related to Coffee**, the product at the core of our business, in which we have grouped product-specific aspects.



### 3. Our expectations from you

---

The principles and provisions outlined in the SCC are the key guidelines we are committed to: we are responsible for the economic, environmental, and social impacts that our activities have on this world and on future generations.

Suppliers are requested to apply the same principles and act in accordance thereto in all their business relationships, and to continuously improve their ethical and sustainable performance by implementing appropriate actions.

**By accepting this Code, Suppliers commit to behaving in accordance with the values and standards outlined in this document.**

We are aware that many Suppliers operate in different legal and cultural environments and that implementing some SCC provisions may be challenging. Therefore, compliance with the provisions of this Code must be assessed considering national and international laws and local regulations. However, the minimum requirements provided for by laws and regulations applicable to a supplier's relevant market must be complied with. We expect Suppliers to promptly inform and collaborate with the Lavazza Group if compliance with the provisions of this Code can be achieved only partially for any reason whatsoever, in which case the best actions to ensure compliance with the SCC will be mutually agreed upon.

In defining its SCC, the Lavazza Group was inspired by and endorsed the values expressed by the main regulations and standards on corporate social responsibility, human rights and the environment in force at national and international level, such as the United Nations' Universal Declaration of Human Rights, the decent work standards set out in ILO (International Labour Organization) conventions, and the OECD (Organisation for Economic Cooperation and Development) Guidelines for Multinational Enterprises. The "References" section provides a list of the main references.

If Suppliers operate in a country that has not ratified the ILO standards (or any other of the above conventions), the Lavazza Group may reserve the right to verify which measures the supplier has adopted to substantially and materially respect the ILO standards on Forced Labour, Freedom of Association and Child Labour.

Suppliers shall appoint at least one person with defined responsibilities and the authority to ensure and report compliance with the requirements of this Code. Suppliers acknowledge that the appointed person will have adequate competencies to interpret and monitor compliance with this Code and will be in charge of reporting to Lavazza Group any non-conformities with this Code or any feedback or suggestions.

Suppliers shall ensure that all its workers directly or indirectly involved in the activities related to the goods or services to be supplied to the Lavazza Group are made aware of the principles and values of the Code, using any appropriate and effective means of training and information.

## 4. The Lavazza Group's values

***"We expect Suppliers to promptly inform and collaborate with the Lavazza Group if compliance with the provisions of this Code can be achieved only partially for any reason whatsoever, in which case the best actions to ensure compliance with the SCC will be mutually agreed upon"***



**AUTHENTICITY**



**PASSION FOR EXCELLENCE**



**RESPONSIBILITY**



**INVENTIVENESS**

## 4.1 The Lavazza Group's values: Authenticity

### *We are true to our past, and to ourselves*



#### **AUTHENTICITY**

*We are genuine because we treasure the freedom to be ourselves, the freedom to express our ideas. We respect the opinions of others throughout the entire Group. We are proud of our roots, and we believe in the future that we are working to build together. As a global Group, we are a blend of cultures. We believe in humanity and in relations that connect humankind. We encourage and support each other to promote and advocate for equal opportunities and fairness.*

We commit to respecting Suppliers' opinions and to facilitating information sharing with them in order to ensure equal opportunities. We also foster open communication for preventing, avoiding and managing any controversy or disagreement.

#### **Diversity & Inclusion**

According to SDG 5 – Gender equality, one of our priorities goals, we value diversity as a source of growth of both our people and the third parties with whom we conduct business.

Lavazza expects its Suppliers to promote an inclusive work environment that values, encourages and fosters the diversity of their employees by promoting equitable opportunities and the fostering of diversity. Furthermore, at Lavazza we believe in having an inclusive procurement process that promotes equality and fairness with the goal of having a dynamic and diverse supply base providing equal opportunities for Suppliers.

#### **Non-discrimination**

Suppliers shall not discriminate in hiring and in employment practices on the basis of gender, race, colour, religion, sexual orientation, age, physical ability, political opinion, nationality, social or ethnic origin, union membership and any other personal trait. Suppliers shall always treat their employees and workers with fairness, respect and dignity, guaranteeing equal opportunities to all; workers shall not be subject to physical, sexual or psychological abuse, harassment or threats in the workplace and should be granted access to a formal mechanism or procedure to report confidentially any improper conduct without fear of retaliation.

#### **Responsibility in communication**

Facts and information should always be communicated with authenticity, accurately and thoroughly. The Lavazza Group expects its Suppliers not to engage in false or unfair communication, in particular with regard to the promotion of untrue environmental efforts or the engagement in any misleading communication claiming any undeserved merits in relation to climate, the environment, waste or other similar aspects.

## 4.2 The Lavazza Group's values: Passion for Excellence

***We believe that even excellence can be improved***



**PASSION FOR  
EXCELLENCE**

*We are passionate about our products and services, and make sure quality is never ever compromised. We are committed to everything we do, which takes us above and beyond expectations. We seek to create exceptional experiences for our customers, consumers and people: for us, people are the top priority.*

We are committed to protecting any sensitive or confidential information concerning businesses relations. We prevent personal, economic, financial or political interests from affecting any business relation and from influencing independence of action.

### **Confidentiality, protection and disclosure of information**

All business information regarding the Lavazza Group must be considered strictly confidential and Suppliers shall allow access to such information only to those workers directly involved in the project. Suppliers shall never disclose sensitive information about the Lavazza Group to third parties, unless explicitly authorised to do so by the Lavazza Group or by competent authorities.

### **Privacy**

Suppliers shall comply with all applicable laws on personal data protection and processing, always respecting and protecting their workers' privacy and their rights regarding their own personal data.

### **Conflicts of interest**

To build solid commercial relationships, Suppliers shall avoid all behaviours that might hamper trust. Conflicts of interest or situations appearing as a potential conflict of interest must be promptly reported to Lavazza Group. In conducting business with the Lavazza Group, Suppliers must never try to take advantage of their personal relationship with Lavazza Group workers.



## 4.2 The Lavazza Group's values: Passion for Excellence

### Anti-corruption

Lavazza Group adopts a zero tolerance approach towards any kind of corruption, meaning any act of offering, committing, giving, paying, requesting, soliciting, incentivising, accepting or receiving money or other form of benefits, directly or indirectly, both in the private and public sectors, in order to obtain or maintain an undue advantage or to unduly influence the achievement of an objective. Suppliers shall comply with any applicable regulation and adopt dedicated policies and procedures to prevent any of their employees, partners, suppliers, collaborators or management members from engaging in any such conduct. Further details on Lavazza Group's approach towards anti-corruption, including the dedicated policy, may be found on the Lavazza Group website, compliance area: <https://www.lavazzagroup.com/en/who-we-are/compliance.html>.

### Improper advantage

Suppliers shall not obtain or retain business or any advantage in the conduct of business, or give, offer or promise direct or indirect payment, be it in monetary or any other form, thus obtaining an improper advantage over other potential Suppliers. Suppliers shall never try to influence the Lavazza Group's workers by providing inappropriate gifts or entertainment.

### Economic accountability

Suppliers must comply with all and any applicable national and international accounting, tax and transparency laws and must refrain from any form of tax evasion and elusion, money laundering or other similar unlawful conduct.

## 4.3 The Lavazza Group's values: Responsibility

### ***We are responsible coffee producers***



#### **RESPONSIBILITY**

*We are committed to responsible economic growth, and do all we can to protect people and the planet. We are inclusive, working closely with both those inside the Group and our external partners. We take responsibility for our actions and for the impact that we have. We care about and hold ourselves accountable for helping to protect the environment in which we work and operate. We rely on our integrity in all relationships with our people and the public alike to build a safe and inclusive work environment.*

We strive to meet our Suppliers' needs in satisfying our mutual expectations. We will adopt a proactive approach in tackling potential critical situations, and a reactive approach where critical areas are identified, always with the aim of working to foster responsible growth.

### **Corporate citizenship and support to local communities**

The Lavazza Group expects its Suppliers to foster long-lasting relationships with the local communities where they operate, making active contributions to address the social and environmental challenges these communities face, including by providing them with adequate economic and working conditions. The Lavazza Group promotes the sustainability of the food production chain, particularly in coffee-growing communities. The Lavazza Group encourages Suppliers to include mechanisms and practices aimed at reducing risks for producers (e.g., guaranteed minimum price, multiannual contracts, etc.), and to adopt measures in their commercial relations enabling small-scale producers to improve their living conditions and the quality of their products. This is the effort we require also from your side to achieve SDG 8 – Decent work and economic growth, SDG 12 - Responsible consumption and production, which are top priorities goals for Lavazza Group.

### **Conducting business in a way that honours local communities**

Suppliers shall always prevent, assess and adequately address any adverse health and safety impact of their operations on surrounding communities and respect their rights and cultural heritage. Suppliers shall make their best efforts to recruit personnel and source goods and services locally, wherever possible.

## 4.4 The Lavazza Group's values: Inventiveness

### *We are responsible coffee producers*



*We are future-focused, agile and adaptable. We approach new situations with an open and flexible mind and learn from our mistakes. We use our initiative to solve problems, we are courageous, we are brave, we think big. And we never give up.*

#### **INVENTIVENESS**

We intend to facilitate the inclusion of our Suppliers in technology innovation projects and in the continuous improvement of products and services with the aim of building a model of shared value. We are open to innovation and any involvement in projects, that can foster sustainability, environment protection or improvement of manufacturing and distribution processes, will be appreciated. We will always try to favour the successful progress of commercial relations, avoiding choices or attitudes that could compromise mutual trust and the continuity of collaboration.

#### **Antitrust**

Suppliers must comply with applicable antitrust regulations and must not engage in anticompetitive practices that hinder effective competition. Suppliers shall always act fairly on the market, refraining from any abuse and ensuring that employees and other partners are well trained in dealing with the market. Further details on the Lavazza Group Antitrust Compliance programme may be found on the Lavazza Group website, compliance area: <https://www.lavazzagroup.com/en/who-we-are/compliance.html>.

#### **Product and service safety, compliance with the law and technical and quality requirements**

The goods and services provided by Suppliers must comply with applicable national and international laws and regulations on quality and safety, meet — or exceed — the industry's relevant technical quality and safety standards and conform to the quality and safety standards potentially required by Lavazza Group. We expect our Suppliers to thoroughly comply with all the specifications we may provide to them and, when in doubt, to promptly ask for assistance. Quality standards are hard to meet if the origin of raw materials or their processing conditions are uncertain. For this reason, we ask our Suppliers to carefully select raw materials, components and semi-finished goods and, upon request, to provide information about the relevant supply chain.

## 5. FOCUS: The Environment

---

Our roots and the new generations, that is to say our past and our future, can be preserved only by adopting business conduct that protects the environment and assesses our impacts in terms of climate change. In line with the OHSEE Corporate Policy, the Lavazza Group is committed to respecting the environment throughout the value chain and expects the same from its Suppliers. As we do, we expect also from our suppliers a strong commitment to face issues related to climate change, as provided in SDG 13 - Climate action, another top priority goal in our sustainability strategy.

### Compliance with environmental laws

Suppliers must comply with all applicable environmental laws and requirements, including but not limited to: the obtaining and maintenance of any environmental permits and approvals for the conduct of regulated activities; releases of contaminants to air, soil and water; the protection of natural resources and wildlife; the prohibition or restriction of specific substances and the recycling of materials. Suppliers shall meet legal requirements relating to the use of hazardous substances, and in particular, they shall prohibit the use of substances that are subject to national or international bans (e.g., substances banned for their adverse effects

on humans or the environment) and shall have appropriate measures in place for the management, storage and transportation of hazardous substances. Suppliers must be aware of their direct and indirect impact on deforestation, actively work not to contribute to it and, where provided for by applicable laws, ensure that their products are “deforestation free”, also by means of traceability systems. Lavazza reserves the right to ask its Suppliers to provide the relevant data to perform a life cycle analysis of the services or products provided and information on the deforestation risks assessment and/or due diligence statements.

### Environmental impacts

Negative impacts on the environment and climate (especially greenhouse gas emissions – GHGs, which are one of the most critical causes of climate change) will be minimised or eliminated at their source by modification of production practices, substitution of materials, and conservation, recycling and reuse of materials throughout the value chain. The Lavazza Group encourages its Suppliers to collaborate in identifying their environmental impacts on the whole production chain in order to minimise their negative impacts on it and to work with the Lavazza Group and the local communities to further improve the product’s environmental performance. Any activities that have a potential to adversely impact human health

or the environment will be appropriately managed, measured, controlled and handled prior to the release of any substance into the environment. Suppliers shall have systems in place to prevent or mitigate accidental spills and releases into the environment. Striving to maintain a healthy and balanced ecosystem by practices that protect and promote biodiversity is of fundamental importance. Suppliers are encouraged to factor appropriate environmental and social considerations into the entire life cycle of their processes in order to optimise the environmental performance of their products throughout their life cycle, from raw materials to end of life.

## 5. FOCUS: The Environment

---

### Promotion of eco-innovation and Circular Economy

The Lavazza Group expects its Suppliers to design their processes to reduce waste and efficiently use natural resources (with particular attention to water and energy conservation) and to promote recycling and reuse. Therefore, the Lavazza Group strongly recommends a pro-active approach towards innovative solutions and technologies aimed at proposing continuously improved and lower environmental impact products and

services, and to reduce power consumption. Where feasible, Lavazza expects its Suppliers to take in consideration the principles of Circular Economy: products, packaging and packing shall be designed in accordance with circular economy principles, such as eco-design and eco-efficiency (including aspects of recyclability, waste reduction, and reusability to limit the use of resources).



## 6. FOCUS: Human Rights

---

For the Lavazza Group, respect for human rights is an essential principle, which cannot be compromised in any way and must be safeguarded with the utmost commitment and the best forces in the field. Particular attention is given to acknowledging and analysing the business' impacts and the potential impacts on human rights, and the Lavazza Group expects the same effort from its Suppliers.

### Legal contract for workers

Workers shall have legal contracts. Suppliers must establish recognised employment relationships with their workers that are in accordance with national laws and good

practice. Suppliers must not do anything to avoid ensuring workers' legal or contractual rights.

### Occupational health & safety

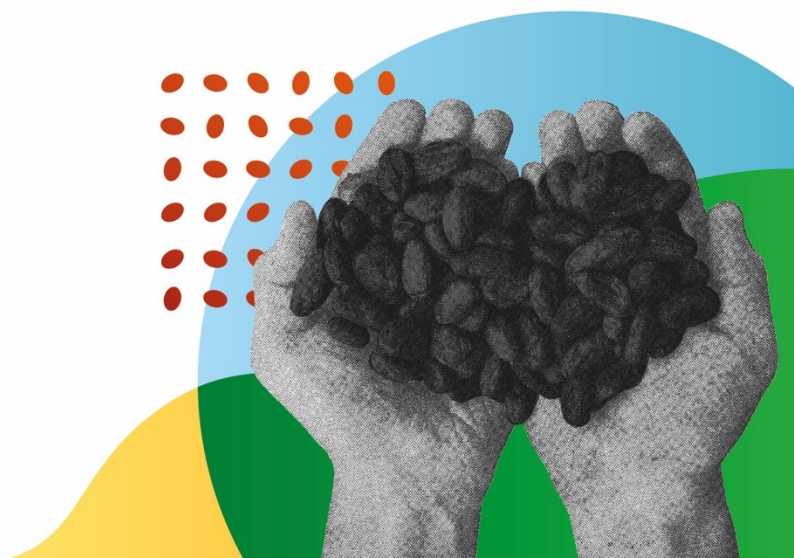
In line with the OHSEE Corporate Policy, Lavazza Group expects its Suppliers to comply with all applicable national and international standards and regulations on working conditions, occupational health and safety and with social protection systems in case of work accidents and illnesses. This includes taking any measure to minimise the risk of occupational accidents, injuries and illness, including but not limited to: providing workers with appropriate equipment (personal protective equipment included)

free of charge; planning effective controls; establishing safe working procedures and training, implementing effective programmes and systems aimed to ensure the safety of workers; and ensuring adequate maintenance of the buildings. When provided by Suppliers, dormitory facilities shall be constructed and maintained in accordance with all applicable laws and regulations and segregated from the factory and production area.

### Prevention of forced labour

Suppliers shall not use or benefit from any form of forced labour, bonded labour, involuntary prison labour, slavery, or trafficking of persons. Workers shall not be forced to deposit documents, lodge deposits

or security payments. Workers shall be free to withdraw from their employment contracts, in line with stipulated national legislation, without fear of retaliation or penalty.



## 6. FOCUS: Human Rights

---

### Child's rights and child labour

According to the International Labour Organization, child labour refers to any activity that is harmful to child development that could prejudice their health or prevent them from attending compulsory schools. Suppliers must refer to ILO conventions in preventing child labour (such as Convention 138 on the Minimum Age of employment and Convention 182 on the Worst Forms of Child Labour). If local laws allow the legal employment of young workers, Suppliers shall protect them from hazardous practices,

night jobs and similar until the age of 18. Lavazza Group is strongly committed to respecting, protecting, promoting and supporting the wellbeing of children and condemns any form of child labour. We request that our Suppliers engage in developing or participate in contributing to policies and programmes to reduce extreme poverty in the best interest of every child, in addition to supporting the effective abolition of any illegal form of child labour.

### Working hours, wages and benefits

Suppliers shall comply with all applicable national and international provisions of international labour standards and industry standards on working hours, wages and benefits. In addition, Suppliers shall provide weekly rest periods, annual/national holidays, as well as any parental leave entitlements, sick/medical leave or any other leave entitlements allowed by the applicable laws and relevant industry standards. Under no

circumstances shall work weeks exceed the maximum permitted under applicable laws and regulations; overtime should be voluntary and not be demanded on a regular basis. Regarding wages, workers must be paid for overtime hours at the rate specified by law or collective agreements and must receive benefits that meet legal requirements.

### Freedom of association

Suppliers shall recognise the right of workers to join workers' organisations and the right of these workers to collective bargaining, where they so choose. Likewise, Suppliers shall understand the importance of direct

engagement between workers and management and promote open communication regarding working conditions without fear of harassment, intimidation or reprisal.

## 7. FOCUS: Coffee

---

The coffee sector is facing many challenges: protecting the environment, increasing productivity, incorporating new technology, adapting to and mitigating the effects of climate change, encouraging young people, promoting women's changing role and respecting human rights. Lavazza refers to the "Coffee Sustainability Reference Code" of the Global Coffee Platform and, in this specific section dedicated to green coffee suppliers and to all the players in the coffee supply chain, it wishes to underline some topics in addition to those already shared in the Lavazza Supplier Code of Conduct.

### Pest, weed and fertiliser management

Lavazza requires that the use of agrochemicals by Suppliers or sub-contractors meets all relevant legal requirements, including national and international treaties on highly hazardous and banned pesticides and any Lavazza's applicable quality standards. Prohibited pesticides are not used and consumption of

Phase-Out Pesticides is reduced. Pesticides and other hazardous chemicals must be stored, utilised and disposed of in the least hazardous manner for human health and the environment. Setting up an integrated pest, weed and disease management strategy is suggested to minimise the use of dangerous substances.

### Transparency and sharing of information

Lavazza expects all Suppliers and their sub-contractors to conduct their business ethically and in full transparency and to communicate honestly regarding the nature

of the products they supply. We foster open communication for preventing, avoiding and managing any controversy or disagreement.

### Land rights and land grabbing

Lavazza requires its Suppliers to respect land rights in all their forms. Land grabbing is not tolerated as land and water rights acquisition

requires the free, prior and informed consent of affected people.

### Working conditions

Accommodation, where provided, shall be clean, safe and equipped with electricity and shall meet workers' basic needs, such as

access to clean toilet facilities and fresh water. Waste collection service must be implemented.

### Soil conservation

Lavazza requires its Suppliers to protect the soil from erosion using adequate conservation measures. Soil fertility must be

maintained and improved by implementing good agricultural practices.





## 8. Compliance and reporting

---

### Cooperation and reporting

Our Suppliers shall continuously monitor compliance with this Code of Conduct. Any observation, discussion or feedback is well-received by Lavazza and is treated confidentially. Suppliers shall maintain the necessary documentation to prove compliance with the Code. Records, policies and procedures shall be made freely available to Lavazza upon first request. Suppliers shall promptly report to the Lavazza Group any areas of non-compliance and relevant planned corrective actions.

Lavazza Group encourages its Suppliers and business partners not to hide any critical areas or possible non-compliance, and to report any actions taken to improve their business practices to comply (or increase compliance) with the provisions of this Code. Lavazza Group believes that the best result can be reached only through cooperation and mutual trust. In particular, collaboration among companies can play a key role in building a sustainable economy and society.

### Traceability

We expect our Suppliers to have heightened levels of control and transparency to assist us in our commitment to providing traceability throughout the supply chain. Lavazza reserves the right to ask its Suppliers for a complete supply chain map in order to facilitate risk assessment and compliance assessment upstream the supply chain, including disclosure of all known facilities used to produce goods or services for Lavazza.

### The auditing system

Pursuant to the “OECD Due Diligence Guidelines for Responsible Business”, companies identify, prevent, and mitigate actual and potential adverse human rights and environmental impacts, as well as monitor and report on how they address these impacts. Lavazza Group reserves the right to verify compliance with the principles outlined in this Code by means of audits, inspections, interviews or any similar activities (like for example third party evaluation on ESG topics through specific platform the suppliers has to register in) and will execute them with reasonable care and diligence and in a spirit of cooperation, including through definition of any improvement plans with suppliers. Further details on these rights and the consequences of non-compliance are included in the General Terms and Conditions or Contract agreed with the Supplier, which will prevail in case of discrepancies.



## 8. Compliance and reporting

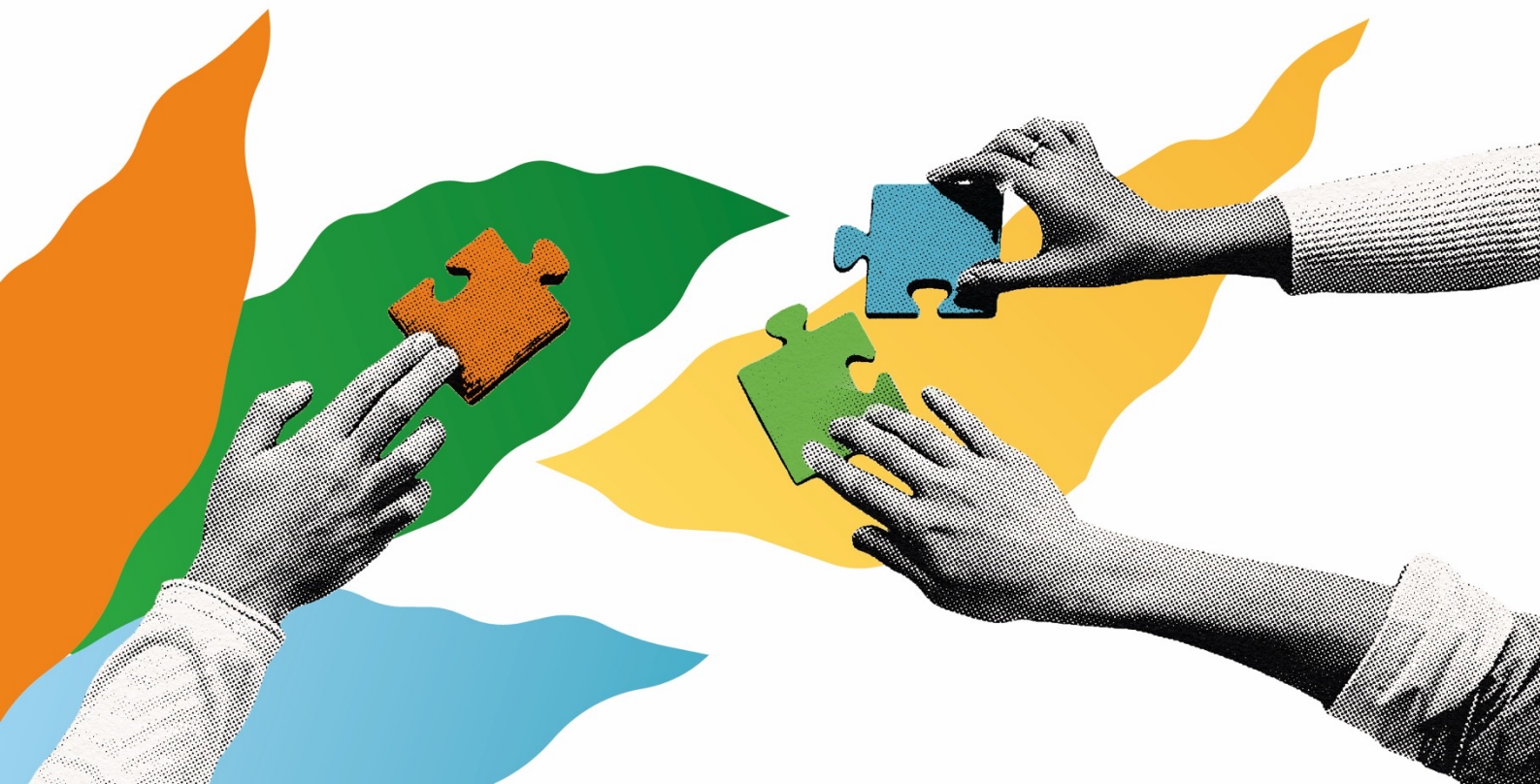
---

### Continuous improvement and remedies

Lavazza expects its Suppliers to continuously improve their performance in line with this Code and considers mutual collaboration a fundamental way of approaching the business relationship with them. Should any non-compliance with this Code be reported by Suppliers or detected by the Lavazza Group during auditing activities or should the Group become aware of any such non-compliance, Lavazza Group reserves the right to adopt any measures provided for by the General Terms and Conditions or any specific Contract agreed upon with Suppliers. Lavazza Group will, in any event, take an approach based on mutual collaboration in light of the values inspiring this Code.

### Contact information and whistleblowing platform

If you know or become aware of a violation or suspected violation of this Code, applicable laws or the Lavazza Group Code of Ethics by Suppliers or any of its business partners and sub-contractors, you may report the violation via the Lavazza Group whistleblowing platform ("[WHISTLEBLOWING](#)" digital platform). The channel and the policy according to which Lavazza treats any report are available at [www.lavazzagroup.com](http://www.lavazzagroup.com). The Lavazza Group strongly encourages you to report any violation or suspected violation; this will help us in conducting business in accordance with our principles.



## 9. References

---

### International References

**Universal Declaration of Human Rights**  
<https://www.un.org/en/about-us/universal-declaration-of-human-rights>

**ILO International Labour Standards**  
<https://www.ilo.org/global/standards/lang-en/index.htm>

**United Nations Global Compact Principles**  
<https://www.unglobalcompact.org/>

**UN Sustainable Development Goals**  
<https://sdgs.un.org/goals>

**Children's Rights and Business Principle**  
<https://www.unicef.org/documents/childrens-rights-and-business-principles>

**Convention on the Rights of the Child (CRC)**  
<https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-rights-child>

**OECD Guidelines**  
<https://www.oecd.org/investment/due-diligence-guidance-for-responsible-business-conduct.htm>

**Coffee Sustainability Reference Code**  
<https://www.globalcoffeeplatform.org/our-work/coffee-sustainability-reference-code/>

### Lavazza Group References

**Code of Ethics and Commitment to Human Rights and Children's Rights**  
<https://www.lavazzagroup.com/en/who-we-are/compliance.html>

**Sustainability Manifesto**  
<https://www.lavazzagroup.com/en/how-we-work/the-sustainability-manifesto.html>

**Diversity and Inclusion Manifesto**  
<https://www.lavazzagroup.com/en/how-we-work/diversity-and-inclusion.html>

**Lavazza Group Antritrust Compliance Handbook**  
<https://www.lavazzagroup.com/en/who-we-are/compliance.html>

**Lavazza Group Anticorruption Policy**  
<https://www.lavazzagroup.com/en/who-we-are/compliance.html>

**Lavazza Group Policy for occupational health, safety, energy and environment**  
<https://www.lavazzagroup.com/en/who-we-are/compliance.html>

**Lavazza Group Whistleblowing Policy and Reporting Channel**  
<https://www.lavazzagroup.com/en/who-we-are/compliance.html>

**Other policies and certifications**  
<https://www.lavazzagroup.com/en/who-we-are/compliance.html>

