

# 2024 SUSTAINABILITY REPORT

## *Abstract*



*A Goal  
in Every Cup*

**LAVAZZA**  
GROUP



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## 2024 SUSTAINABILITY REPORT

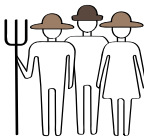
### *Abstract*

# THE WORLD OF COFFEE

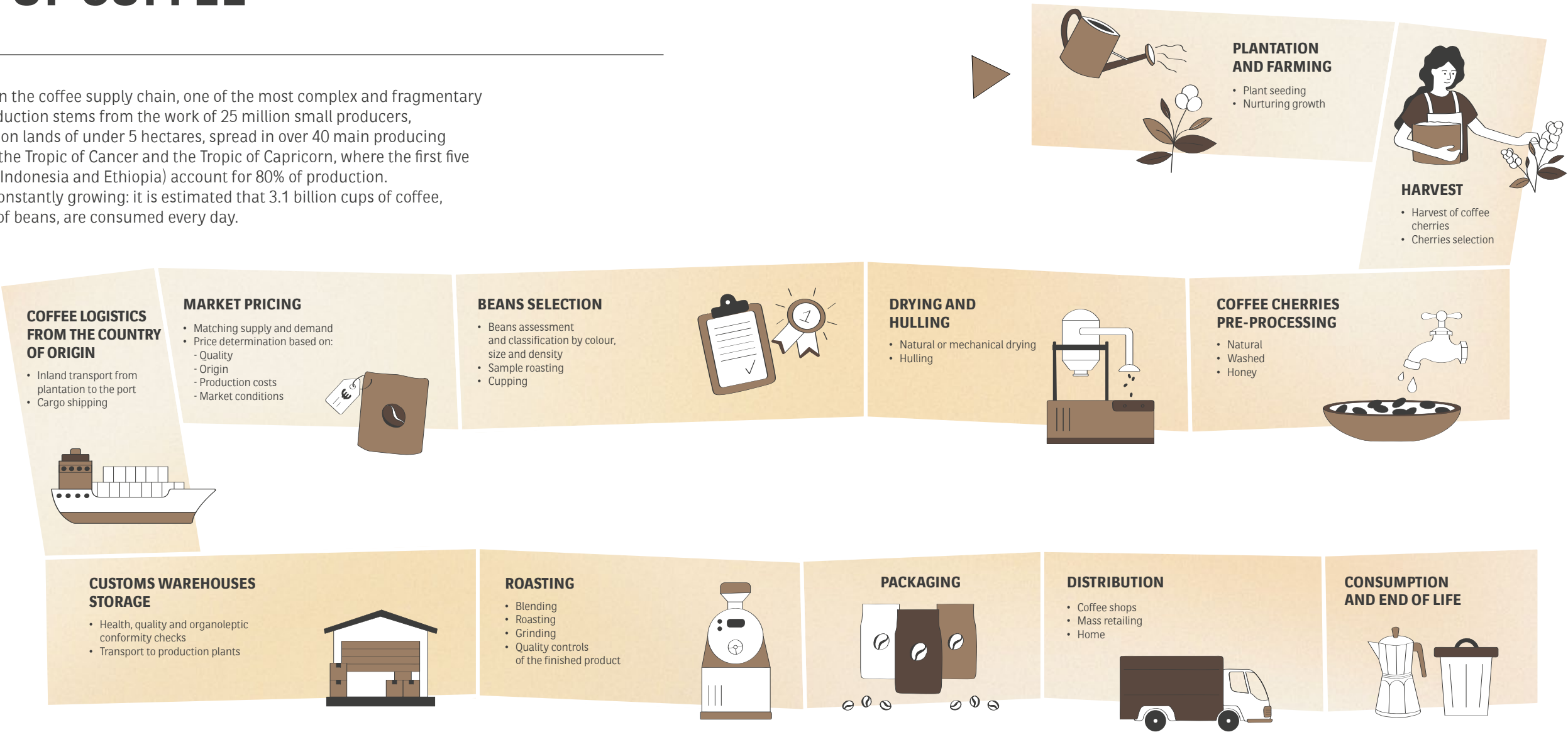
Lavazza Group operates as a roaster in the coffee supply chain, one of the most complex and fragmentary in agriculture: 95% of the world's production stems from the work of 25 million small producers, around 12.5 million family-run farms on lands of under 5 hectares, spread in over 40 main producing countries in the coffee belt, between the Tropic of Cancer and the Tropic of Capricorn, where the first five countries (Brazil, Vietnam, Colombia, Indonesia and Ethiopia) account for 80% of production. Daily consumption at global level is constantly growing: it is estimated that 3.1 billion cups of coffee, equivalent to 178 million 60-kg bags of beans, are consumed every day.



**3.1** billion cups  
of coffee consumed  
per day



**25** million small  
producers in more  
than 40 countries along  
the equatorial belt





# LAVAZZA GROUP

Created by the entrepreneurial passion of the Lavazza family, today Lavazza Group is among the major players in the global coffee arena as a roaster. It aims to offer high-quality products through a responsible model based on innovation, passion and competence, in line with a paradigm that integrates economic, social and environmental sustainability.



## Purpose

Awakening a better world every morning

## Values



AUTHENTICITY



PASSION FOR EXCELLENCE



RESPONSIBILITY



INVENTIVENESS

## Our sustainability strategy

A Goal in Every Cup

4 priority SDGs



1 Tool Goal

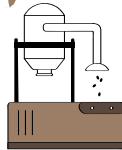


GOAL ZERO



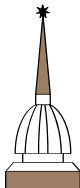
to spread the 2030 Agenda

## Brands



9 plants

Italy  
France  
UK  
USA  
Canada

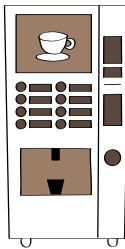


Based in Turin since 1895



140 countries worldwide

## Multi-channel business



- Retail
- E-commerce
- Food Service
- Retailing
- Office Coffee Service
- Vending



# OUR COMMITMENT TO PEOPLE

Lavazza Group is committed to ensuring a healthy, safe, fair and inclusive working environment, where the uniqueness of each person is enhanced and diversity is seen as a valuable resource for both personal and professional growth. A commitment that is expressed in the Group D&I Policy, declined in the protection of the rights of workers, providing them with the necessary tools for personal and professional development, through training programs and performance measurement. This focus on people extends to their mental and physical wellbeing by providing a comprehensive welfare system.





**5,806**  
employees



**+97%**  
with permanent contracts

## Diversity & Inclusion



Group **D&I Policy** and **Manifesto**



**GAP FREE Program**  
extended at global level



First level **EDGE certification** for gender equality (Italy, UK, France and Germany)

**EDGE Plus** Certification Assess (Italy and USA)

## Training



**11.9** hours per capita



**+4,000** hours on D&I and sustainability



Global **Sustainability Academy**



**Ambassador Programme**  
II edition - coffee plantation experience for employees

## Wellbeing



Top Employer in UK and Italy for the 6<sup>th</sup> consecutive year

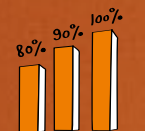


Great Place to Work Kicking Horse Coffee and Lavazza Denmark




**Time To Care** welfare & wellbeing programme (Italy)

## Professional development



Employee performance measurement



Incentive systems linked to ESG targets





# RESPONSIBLE GROWTH

For Lavazza Group, doing business responsibly is an essential prerequisite. The protection of human and labour rights is also pursued by constantly searching for the best health and safety practices through the multi-site ISO 45001 Management System, supply chain monitoring and active engagement with regard to sustainability and integration of company values into procurement practices. Responsible and transparent governance, coupled with shared commitment through the Code of Ethics, Supplier Code of Conduct and the Human Rights and Children's Rights Statements, supports value creation.



## Value creation



**+€ 3.3 billion**  
economic value generated



**+97%**  
distributed  
to stakeholders

## Ethical and transparent governance



Control, Risk  
and Sustainability  
Committee



Tax Control  
Framework

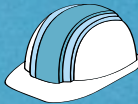


Antitrust and anticorruption  
training programmes



Anticorruption  
Policy

## Health and safety



Launch of SMETA ethical and  
social audits on health and safety  
and working conditions in plants



**2**  
HSE Days

## Supply chain

Commitment to protecting human rights



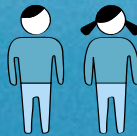
Multi-stakeholder  
partnerships  
in the coffee supply chains

Projects in place for  
local communities

**+ 6,000**  
beneficiaries  
in Vietnam



EcoVadis  
Gold Medal



ILO Child Labour  
Platform membership



**96%** of green  
coffee\* from  
suppliers evaluated  
on EcoVadis



**10** ethical  
and social audits  
in **5** countries

\* Percentage calculated on total green coffee billed to the Group in 2024.

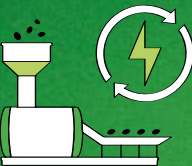


# ENVIRONMENT AND NATURAL RESOURCES PROTECTION

Coffee is a product of the earth and is therefore impacted by climate and environmental aspects, to which Lavazza Group has paid great attention since its foundation. In addition to mitigating its environmental impacts through the multi-site ISO 14001 Management System, its environmental strategy — Roadmap to Zero — is incorporated into the entire Group’s operating model at the international level with an integrated and homogeneous approach, based on emission measurement, reduction and compensation, and integrating the Sustainable Packaging Roadmap and the Green Coffee Project.



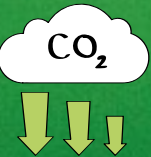
## Decarbonisation



**+95%**  
of coffee produced  
in plants that use 100%  
renewable electrical energy



GHG emissions inventory  
certified **ISO 14064-1**



**-9%** of CO<sub>2eq</sub>  
emissions compared  
to 2023 thanks  
to reduction activities



Primary data from Green  
Coffee Project certified  
**ISO 14040/14044**



Direct emissions and  
indirect emissions from  
electricity neutralised since  
2020 (Scope 1 and 2)

## Circularity



**81%** recyclable  
packaging of the  
product portfolio



**87%** waste  
recovered or recycled



**98%** of vegetable  
waste from coffee  
production turned into  
fertiliser or biogas (Italy)



**49**  
members

A project in Kenya of sustainable and resilient  
supply chain through regenerative agriculture  
and circular economy practices

## Biodiversity



**3** regenerative  
agriculture projects



Research programmes  
on climate-change resilient  
coffee varieties



**La Reserva  
de ¡Tierra! Cuba**  
first coffee with traceable supply  
chain via blockchain



**¡Tierra! Special Edition**  
coffee from Ecuador produced using  
sustainable practices guided by  
the United Nations Development  
Programme





# OUR PLEDGE FOR LOCAL COMMUNITIES

In its approach to business, Lavazza Group has been focused on people since its foundation and today it has extended its attention to all communities in which it operates: this commitment is reflected in the Community Care programme in place in the areas in which the Group operates through its subsidiaries and plants, and also with the Lavazza Foundation's projects in the coffee-growing communities.



## Community Care


The extensive programme of engagement and support activities for local communities is developed by the Group in collaboration with local institutions and Non-Governmental Organisations.



**Social inclusion**  
program extended  
at global level

**6** countries

Australia  
Canada  
Denmark  
Germany  
UK  
USA



**8** projects  
in Italy

**5,500**  
people  
involved

## Lavazza Volunteer Program extended to plants



**+160**  
participants



**+750**  
hours



**15**  
associations

Donations  
to support local  
associations

## A Cup of Learning



**+700** young people  
professionally trained  
in **20** countries since 2017

## Lavazza Foundation

Founded in 2004, it promotes and finances economic, social and environmental sustainability projects through multi-stakeholder and private-public partnerships with the aim of increasing coffee yields and quality, while also promoting entrepreneurship among coffee growers and improving their living conditions, including aspects such as gender equality and enhancement of young people.





**+137,000**  
people involved



**29** projects on  
sustainable agriculture  
and social inclusion



**18**  
coffee-producing  
countries



**3**  
continents







**LAVAZZA**  
GROUP

The logo is centered in the upper half of the image. It features the word "LAVAZZA" in a bold, white, sans-serif font, with horizontal lines above and below it. Below "LAVAZZA" is the word "GROUP" in a smaller, white, sans-serif font, also with horizontal lines above and below it. The background of the entire image is a landscape photograph showing rolling green hills under a vast, hazy, brownish-orange sky. A layer of white clouds sits in the valleys between the hills. In the foreground, there are dark, silhouetted trees and a patch of dark, tilled soil.