

SA8000
REPORT 2022



The strongest steel
burns through
the hottest fire.

SA8000 Report 2022

An annual report to disclose our daily commitments.

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1 Our identity

Our business approach is based on three fundamental pillars: development, progress, collaboration.



We use these expressions to highlight the intrinsic meaning of our daily commitment, our dedication to our profession, the importance of generating value and innovating processes to ensure an ever outstanding premium class service. Our vision is clear and unequivocal: to promote a food culture that meets the needs of all our customers. We firmly believe in the importance of an environmentally friendly, sustainable and responsible catering that adapts to the demands of our users.



We turn challenges into goals to be achieved

The catering sector has been one of the hardest hit in recent years due to the ever-climbing costs of raw materials, something which has not yet levelled out completely, and the dramatic increase in energy costs, the direct consequence of the Russia-Ukraine war that started over a year ago now. And then there are the massive management and operational difficulties caused by the inevitable aftermath of the pandemic which brought the whole industry sector to its knees for three years.

In such a difficult socio-economic environment as that of today, we engaged in the challenge of conducting the ecological transition by integrating it within our business strategies, whilst continuing to invest in research and development, to innovate our manufacturing processes and make them increasingly efficient, flexible, and sustainable.

The extensive diversification of the company's core business that distinguishes our Group, allows us to deliver, day after day, comprehensive and integrated services that do not strictly concern collective catering, but also the supply of food products, ready meals and semi-finished products, the management of vending machines and 360° facility activities involving cleaning, maintenance, concierge, etc. We achieve all of the above by focusing on the health, safety and well-being of workers and operating on a daily basis according to criteria of **social responsibility**.



1.1 Some Group Companies



Serenissima Ristorazione S.p.A.

Parent Company and General Management
Specialised in the production of meals for catering services in hospitals, businesses, schools, communities and the management of public premises.

Registered office: Vicenza, Viale della Scienza, 26.



Euroristorazione S.r.l.

Company specialised in the production of meals for catering services to companies and schools.
Registered office in Torri di Quartesolo (VI), via Savona 144.



Rossi Giants S.r.l.

Company specialised in catering and distribution platform services, both for Group companies and third-party customers. Registered office in Costabissara (VI), Via S. Antonio, 37/39.



IMES S.r.l.

Company specialised in catering and distribution platform services, both for Group companies and third-party customers. Registered office in Terlano (BZ), Via Andriano, 20.

Gruppo Serenissima Ristorazione.
The value of synergy.



Ristovending S.r.l.

Company specialised in the vending sector.
Registered office in Costabissara (VI), Via S. Antonio, 37/39.



Vegra Camin S.r.l.

Company specialised in the production of meals for catering services to companies and schools.
Registered office in Costabissara (Vicenza), Via S. Antonio, 37/39.



F.F.F. S.r.l.

Company specialised in the supply of fruit and vegetables, both to Group companies and third-party customers. Registered office in Costabissara (Vicenza), Via S. Antonio, 37/39.



Serenissima Iberia. S.I.

Company specialised in the production of meals for catering services to companies, hospitals and schools. Registered office in Madrid (Spain).



Serenissima Polska Sp. Zo.o.

Company specialised in the production of meals for catering services to companies, hospitals and schools. Registered office in LODZ (Poland).



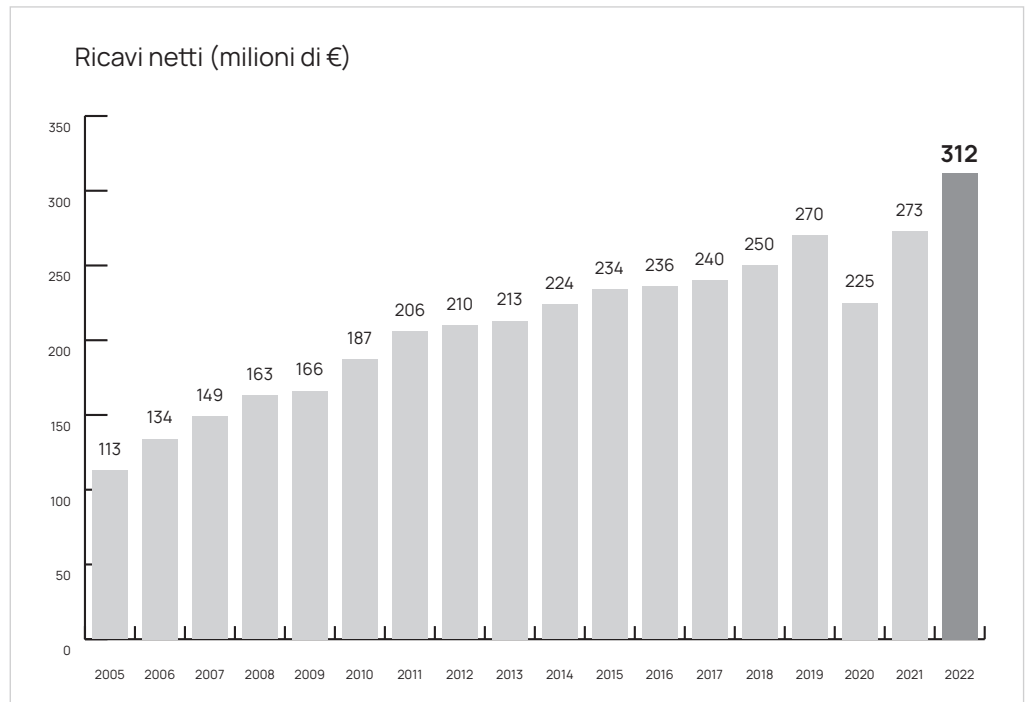
Beer Table

Craft beer points of sale with registered office in New York.

1.2 Our main catering segments



1.3 The numbers of Serenissima Ristorazione S.p.A.



Net revenue (millions of Euro)

Serenissima Ristorazione increased its turnover compared to 2021 reaching €312 million.

Research and innovation to enhance the future

One of the main investments undertaken by the company is the **cooking centre of Boara Pisani (PD)**, one of the most advanced centres in Europe that uses **Cook & Chill technology** for cooking, preservation and distribution of meals that minimises the risk of bacterial growth.

This method guarantees maximum organisational and productive efficiency and a meal of excellent health&hygiene, nutritional and organoleptic quality.

An investment of €30 million, a total area of 14,400 square metres, a production capacity of over 30,000 meals per day and the use of 300 operators when operating at full capacity. The Boara Pisani production plant has been designed and built paying **maximum attention to environmental impact and energy optimisation**: the electricity produced by the cogeneration plant is in fact equal to 65% of the total energy requirements of the centre.

Cook & Chill





1.4 Corporate Governance and Organisational Model Leg. Decree no. 231/2001

Corporate Governance

Given the rather distinctive aspects of its Organisational structure and relative activities, Serenissima Ristorazione S.p.A. has adopted a traditional management and control set-up which is characterised by the presence of the following bodies:

Serenissima Ristorazione S.p.A. is characterised by a governance structure that makes a clear distinction between management and supervisory control

Meeting of Shareholders: where shareholders express their proposals and take the most important corporate decisions, including the appointment and dismissal of the members of the Board of Directors and of the Board of Statutory Auditors, approval of the financial statements, resolution on amendments to the Articles of Association and all extraordinary operations.

Board of Directors: The Board of Directors is vested with all powers required to manage the Company and implement and achieve the business purpose, within the limits of the law and the Articles of Association. According to the Articles of Association, the Board of Directors of Serenissima can consist in from 2 to 7 members.

Board of Statutory Auditors: The Board of Auditors consists of 3 statutory auditors and 2 substitute auditors.

The statutory audit activity is appointed to a specialised independent firm, appointed by the Meeting of Shareholders pursuant to a proposal submitted by the Board of Statutory Auditors

Organisational, Management and Control Model pursuant to Leg. Decree no. 231/2001

In compliance with the provision envisaged by Leg. Decree no. 231/2001, Serenissima Ristorazione S.p.A. has established its own Organisational, Management and Control Model aimed at preventing crimes and offences being committed by both senior management in charge of running the company and those who are managed by the same and, more generally, to ensure the correct conduct of all those who work on behalf of the Company, while also increasing the efficiency of the internal supervisory and Corporate Governance systems.

Serenissima, in fact, is strongly committed to ensuring conditions of integrity and transparency whilst conducting its business activities to protect its image, the expectations of stakeholders and the work of its employees.

This Model 231 therefore puts in place a structured and organic system of control procedures and activities to prevent the committing of predicate offences, starting from the identification of "Risk Areas" and "Sensitive Activities" in addition to the verification of the existence and/or implementation (where necessary) of adequate control measures.

The document consists of a General Section and a Special Section plus a number of different Annexes.

The General Section contains:

- a brief description of the regulatory framework;
- the structure and governance of the company and its internal control system;
- the purpose, target audience and key elements of the Model;
- the rules regarding the set-up of a Supervisory Body;
- personnel communication and training on the Model, plus the dissemination of the Model;
- the penalties applicable to infringements of the rules and requirements envisaged by the Model.

The Special Section contains:

- information on the different types of crimes and offences that are actually and potentially relevant to the company, identified according to the specific characteristics of the business activities conducted by Serenissima;
- the identification of sensitive activities;
- the rules of conduct and control principles.

Moreover, the Model also comprises the Code of Ethics, which sets out the general principles and values applicable to the activity of all those who, in any capacity, are acting on behalf of the Company.

General section of the summary document

The general part illustrates the Serenissima Ristorazione Model control protocols. As for the Company's organisation system, the summary document represents the organisational structure of Serenissima Ristorazione and the corporate governance system (set of rules and structures used to manage the company).

With regard to the internal control system, Serenissima Ristorazione has developed a set of procedures, which provides the guidelines to be followed pursuant to the relative business processes concerned, and provides specific control points, in order to guarantee correctness, the effectiveness and efficiency of the business activities also for the purposes of the Decree. The proxy and power of attorney system in place at Serenissima Ristorazione aims to guarantee consistency between the task assigned to the individual and the power of expenditure attributed to the same.

Proxies and powers of attorney shall be made known inside and outside the Company. The management control system provides mechanisms for monitoring the management of economic resources, which can guarantee, in addition to the verifiability and traceability of expenditure, also the efficiency and cost-effectiveness of corporate activities. The Code of Ethics of the Company (the subject of a specific detailed document) complies, among other things, with the principles envisaged by the Confindustria Guidelines and those of the main trade associations.

The Code of Ethics identifies all target recipients (corporate bodies, senior management, employees, and third parties) and represents both the reference ethical principles and the rules of conduct which all target recipients shall comply with. Violations of the Code of Ethics are sanctioned as foreseen by the disciplinary system.

According to the provisions of Legislative Leg. Decree no. 231/2001, the Supervisory Body (hereinafter "SB"), which is appointed the task of monitoring the operation and compliance of the Model and the relative updating, is inside the company and is granted autonomous executions and control powers. In particular, a collegial SB has been appointed consisting of three independent professionals, one of them acting as the Chair. Furthermore, it also envisages cases of ineligibility and disqualification and, in very detailed terms, the tasks and powers of the SB. Particular attention has been paid to the flows of information to and from the SB, in such a way that, on the one hand, it is able to bring to the attention of the Board of Directors and the Board of Statutory Auditors the results of its activity and of any criticalities and, on the other hand, be

Serenissima Ristorazione has developed a system of procedures to ensure the correctness, effectiveness and efficiency of corporate activities.

in the best position to carry out its task. As far as information flows to the SB are concerned, a designated email box has been created: ODV@grupposerenissima.it

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Special parts of the summary document

The above-mentioned special parts provide a summary of the risk mapping activity carried out by the Company and have the purpose and aim:

- to promote knowledge of the relevant offences under the decree within the scope of the business activities of the company;
- to represent the universe of areas and activities at risk and the corporate entities involved in the same;
- to identify crimes in an abstract manner depending on each area and activities at risk;
- to identify the general control principles in place at the company;
- to reiterate the principles of conduct to be applied when carrying out crime risk activities.

The special parts are updated according to the evolution of legislative activities, in particular for the introduction of new relevant Model 231 offences. All third parties, if interested, can address requests for information on the Serenissima Ristorazione S.p.A. Model to: **Supervisory body, Serenissima Ristorazione S.p.A., Viale della Scienza, 26 - 36100 - Vicenza**, or by email to: ODV@grupposerenissima.it





1.5 ISO 37001: anti-bribery management system certification

In addition to its Corporate Governance system, Serenissima Ristorazione has also adopted a system for the prevention of bribery which was certified during 2021, according to UNI ISO 37001:2016 by the RINA Services certification body. The ISO 37001 "Anti-bribery management systems" standard aims to help public and private organisations fight against corruption by establishing a culture of integrity, transparency and compliance. The standard cannot guarantee the eradication of corruption, but it can help to put in place effective measures to prevent and address it. This standard provides the anti-bribery measures and controls that an organisation can put in place to monitor its business activities and prevent corruption.

The standard requires:

- the establishment of an anti-bribery policy;
- identification of the person in charge (in addition to top management commitment);
- training for all those involved;
- assessment of the specific risks;
- the defining of relative procedures for commercial and financial controls or for regulating gifts and gratuities;
- the monitoring of business suppliers and partners;
- the establishment of reporting and investigation procedures.

1.6 Integrated management system policy

Serenissima Ristorazione S.p.A. therefore provides its stakeholders with an integrated management system based on quality, food safety, traceability, environment, social accountability and anti-corruption, which is able to meet the demands of all stakeholders both inside and outside the company with a view to continuous improvement. The attention paid to the health and safety of workers is demonstrated by the commitment to maintain an Occupational Health and Safety management system in accordance with the ISO 45001 standard.

Senior Management is committed to pursuing objectives relating to the integrated management system, towards its customers and all relative stakeholders. The Quality Management System Policy is available on the company's website. (www.grupposerenissima.it).

Quality

Senior Management deems it essential to place the end customer at the centre of its activities in order to achieve the envisaged development.

In this sense, it is crucial to become acquainted with the end customer in order to supply products and services that always meet their demands, paying particular attention to the aspects related to Food, Ethical and Environmental Safety aimed at making its "product" increasingly compliant with the implicit and explicit requests of its customers, the requirements of the catering service End Users and the expectations of the Community.

The objectives of Serenissima Ristorazione S.p.A. according to the UNI EN ISO 9001 standard requirements:

- improvement of the image and reputation on the market;
- improvement of production processes and process control;
- compliance with explicit and implicit contractual commitments;
- customer communication management;
- customer care;
- adoption of the most cutting-edge techniques of customer support by means of constant training and updating of company management and employees who hold positions of responsibility.

The achievement of these six objectives shall be regularly monitored by means of customer satisfaction audits and the analysis of complaints in the identified forms, along with the training and instruction of personnel at all levels.

Food safety and traceability

In view of the fact that the end-user of Serenissima Ristorazione S.p.A. catering service is, in most cases, a subject highly susceptible to even the minimal contamination of foodstuffs, the company's primary objective is to prevent the dangers of health and hygiene hazards with the systematic implementation and updating of the food safety and traceability system.

In this perspective, and to achieve this primary objective, Serenissima Ristorazione S.p.A. deems it essential to:

- establish a food safety team to implement and maintain the system;
- share corporate ethics with all the operators involved in the production process, by means of active involvement in the problems connected with their specific activity;
- acknowledge and comply with the mandatory legislation applicable to the sector;
- ensure continuous search for targeted and measurable objectives, periodically monitored and redefined in order to increase the hygienic standard through the continuous improvement of its own performance;
- ensure continuous improvement of hygienic conditions through the continuous modernisation of the work environments and the production equipment/tools;
- invest in the search for new food products, packaging materials and production techniques, paying utmost attention to the most sensitive categories of the population;
- train and raise awareness among personnel, to prevent any form of health and hygiene contamination);
- create partnerships with its suppliers of food, equipment and services so that everyone can benefit from the comprehensive application of the Food Safety System;
- facilitate the withdrawal and/or recall of raw materials and meals, including diets, by periodically monitoring the progress of performance indicators concerning the continuous improvement of traceability efficiency to guarantee food quality.





Environment

Serenissima Ristorazione S.p.A. recognises the correct and careful management of the environment and compliance with environmental sustainability principles as a crucial corporate priority.

The company's senior management is committed to protecting and safeguarding the environment in order to prevent environmental impact.

Starting from its reference context and in accordance with the requirements of UNI EN ISO 14001:2015 and EMAS, which Serenissima Ristorazione adopts on a voluntary basis, it values and improves its environmental performance, providing the public and all stakeholders with information on its environmental management available in the Environmental Declaration, implementing an Environmental Management System.

The scope and purpose of the Environmental Management System used has the following characteristics:

- define policies, programmes and operational procedures to carry out activities in a sustainable manner in order to plan and achieve specific environmental objectives;
- comply with and apply all applicable mandatory laws and regulations;
- continuously improving the company's policies, programmes and environmental behaviour, taking into account technological progress, scientific knowledge, consumer needs and the expectations of the community, with compliance with current regulations as its starting point;
- disseminate the environmental policy providing information, training, consultation and involvement of personnel to ensure their work activities are carried out in accordance with the environmental and occupational health regulations;



- assess the environmental aspects/impacts during the production and design of new activities and before the decommissioning of an installation or the abandonment of a site;
- minimise environmental impacts during the context of waste generation and disposal, made safe and responsible through the design, development and management of installations and considering the efficient and safe use of energy, materials, and hazardous substances and preparations and the sustainable use of renewable resources;
- reduce the environmental impact of its products and services from raw materials, to its finished products, processes, emissions and waste related to the company's activity, and pursuing to minimise negative environmental effects with research and technological innovation;
- promote the adoption of these principles by tender clients and contractors acting on behalf of the company, encouraging and requiring improvements in practices to render them consistent with those of the company and encouraging of its suppliers to adopt these same principles;
- develop and maintain active plans to deal with and manage emergencies in collaboration with appropriate services, competent authorities and the local community;
- facilitate an exchange of views with employees and the general public, anticipating and responding to their concerns about the potential environmental impact of their activities, products, waste or services;
- measure and document its environmental results by carrying out regular audits and assessments of compliance with corporate objectives, regulations in force and corporate policy principles, and by periodically providing appropriate information to Senior Management, employees, authorities and the general public, as required by the provisions of the Certification Standards.

Starting from respect for the environment and occupational health and safety, the company intends to adopt all the fundamental principles established by the SA8000 standard.

Social responsibility

Serenissima Ristorazione S.p.A. identifies compliance with the requirements of corporate social accountability as one of the factors for the success of its business. Starting from respect for the environment and occupational health and safety, the company intends to adopt all the fundamental principles established by the SA8000 standard, namely:

- not to engage in or support the use of child labour (in accordance with ILO Conventions 182, 177 and 138, ILO Recommendation 146 and the United Nations Convention on the Rights of Minors);
- not to engage in or support the use of “forced labour” (in accordance with ILO Conventions 29 and 105);
- guarantee a safe and healthy workplace environment (in accordance with ILO Convention 155 and ILO Recommendation 164);
- to respect workers' rights to join trade unions (in accordance with ILO Convention 87);
- no to engage in any form of discrimination (in accordance with ILO Conventions 100, 111 and 159 and the United Nations Convention to eliminate all forms of discrimination against women);
- not to engage in or tolerate the use of disciplinary practices such as corporal punishment, physical or mental coercion or verbal abuse (in accordance with the Declaration of Human Rights and section 6 of the SA8000 Standard);
- to adapt working hours to the requirements of existing legislation and national and local agreements (guaranteeing where more advantageous, the provisions of section 7 of the SA8000 Standard);
- to pay employees in accordance with the national collective bargaining agreement (according to ILO Convention 98).

This Standard was developed by Social Accountability International (SAI) - www.sa-intl.org is supervised by Social Accountability Accreditation Services (SAAS) - www.saasaccreditation.org

In order to guarantee compliance with the SA8000 Standard, Serenissima Ristorazione S.p.A. adjusts its management system to the following guidelines to:

- maintain an active management system capable of ensuring control and compliance with international standards (ILO), United Nations conventions and declarations and national legislation on the requirements of the SA8000 standard;
- ensure the dissemination of ILO conventions and recommendations to all employees by establishing appropriate information systems;
- ensure the representation of employees amongst senior management, allowing workers to freely elect their own representatives (in accordance with ILO Convention 135) and of the possibility given to them to bring report all and any expectations and indications to Management;
- send to all suppliers the concepts of social accountability, to explain its purposes, to request compliance with the principles of the standard and to implement a control plan for critical suppliers (according to the area of origin, the processes carried out and the services provided);
- ensure the efficient functioning of its management system, in order to facilitate the achievement of established social objectives, the transposition and response to all complaints and appeals from stakeholders and the external communication of the social accountability system performance.

In the event of any disparity between national legislation and the SA8000 standard, the Company undertakes to apply the provision most favourable to employees. The Company's objective is to process and keep the SA8000 accountability report up-to-date, based on objective data which represents evidence (internal and external) of the commitment to the ethical aspect of business activities and acts as the (internal) incentive to pursue the improvement of the conditions of all workers. Since 2019 the company has complied with the Trentino Alto Adige Regional “Family Audit” Standard to demonstrate its commitment and awareness to work/family reconciliation issues. This aims to improve the working, personal and family life of its employees through the adoption of alternative organisational solutions which are able to respond effectively both to the needs of the organisation and the individual needs of each employee.

Thanks to the business plan presented in 2022, the company obtained Executive level recognition. The Business Plan is composed of macro areas related to Work Organisation, Corporate Culture, Communication, Corporate and Territorial Welfare, New Technologies. Since 2019, the company has actively implemented activities aimed at improving work organisation aspects (e.g. defining holiday schedule well in advance taking into account the needs of workers) and processes (mapping of organisational models, decrease in travel requirements for meetings etc.). Particular attention was paid to corporate welfare and people-caring aspects: information campaigns were carried out on the use of the Fondo Est fund and agreements were signed with suppliers (e.g. banks) to offer services to employees with more favourable terms.



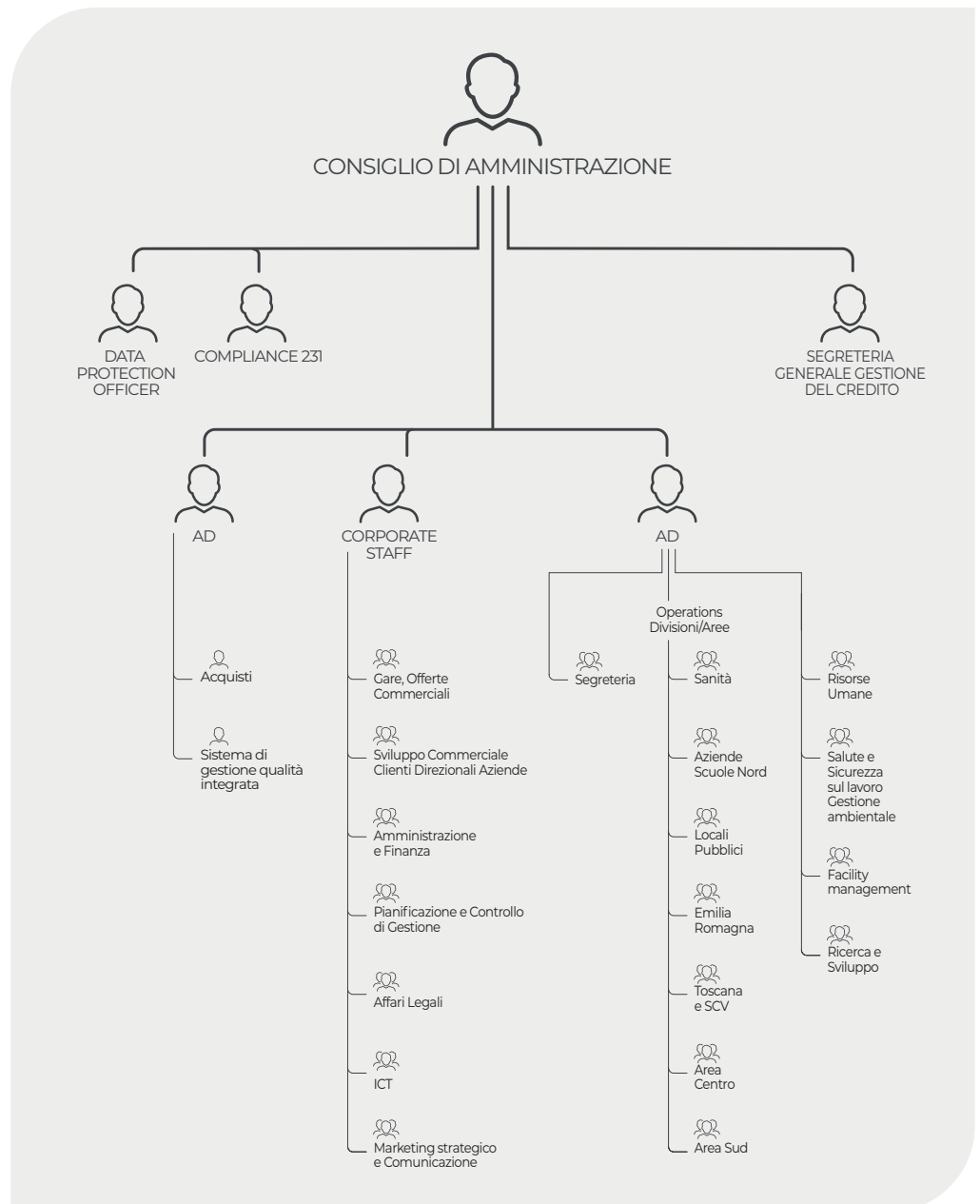
The privacy policy

Serenissima Ristorazione S.p.A. gives great importance to the processing of the personal data of its stakeholders (customers, employees, suppliers, etc.) and has developed an internal organisational and regulatory system to ensure that all the processing is performed in compliance with the laws in force and the principles of correctness and lawfulness. The diffusion of telematic technologies allows the exchange of ever greater volumes of data and highlights possible problems of confidentiality of the data and therefore protection of privacy.

The effective application of the regulations to protect privacy is monitored by means of a control system, based on periodic self-assessment procedures of the person responsible for the processing and on random checks. These initiatives fall within the scope of the "Data processing regulations system" which, on the basis of the applicable laws, rules and regulations, defines the operative provisions and indications for each aspect to be fulfilled to guarantee a correct and homogeneous implementation of the Privacy Code. In order to adapt the company procedures to the requirements of Regulation (EU) 679/2016 GDPR, which came into force on May 25, 2018, Serenissima Ristorazione S.p.A. has created a dedicated team of specialised resources.

1.7 The organisational structure

Serenissima
Ristorazione
S.p.A. Function
Organisational Chart.



2

Identification of stakeholders

The interested parties referred to in this document can be divided into two different groups:

Internal stakeholders

- Company collaborators

External stakeholders

- Suppliers
- Customers
- Public institutions
- Control and certification bodies

Each group has a series of different expectations, requirements, needs and interests as regards to the company.

As far as the internal stakeholders are concerned, social accountability manifests and affirms itself in guaranteeing compliance with the rules, in the involvement and mutual trust, in a corporate climate suitable to engage in the highest possible protection of company collaborators, and encourage the growth of skills and expertise of each and every individual.

As far as the external stakeholders are concerned, social accountability is expressed in a varied manner and in relation to the roles that each of them assumes, and can be summarised in the awareness of interacting with an enterprise whose attention to social accountability is also expressed in this document.



3

Analysis of the SA8000 standard requirements

The following is a report on compliance with the SA8000 Standard, the actions put in place and the improvement objectives identified in the Management Review.

The aspects taken into consideration are as follows:

This document demonstrates our complete compliance with the requirements of the SA8000 standard

- Child Labour
- Forced or compulsory labour
- Health and safety
- Freedom of association & right to collective bargaining
- Discrimination
- Disciplinary Practices
- Working Hours
- Remuneration
- Management system
- Social Performance Team
- Risk identification and assessment
- Monitoring
- Internal involvement and communication
- Complaint management
- External audits and involvement of stakeholders
- Training and skill development
- Management of suppliers and contractors



3.1 The organisational structure

The company shall not engage in or support the use of child labour, and has no employees under the age of 15 at the date of this Report.

Age group	No. workers as at 31/12/2019	No. workers as at 31/12/2020	No. workers as at 31/12/2021	No. workers as at 31/12/2022
< 18	3	0	0	0
18-29	706	567	509	535
30-45	1,829	1,811	1,759	1,895
46-55	2,406	2,380	2,383	2,451
> 55	1,377	1,524	1,742	1,871
TOTAL	6,321	6,282	6,393	6,752

In this regard, Serenissima Ristorazione S.p.A. has implemented its own Management System with the drafting of an Operating Instruction IST 103 "Operating Instruction for the Recruitment of Young People and Apprentices and for the Recovery of Children", where appropriate recovery plans have been established to ensure the support of children in situations falling within the definition of child labour. In the event that workers are employed who fall within the category of Young People and Apprentices, the company has defined the correct procedure to be adopted in OI 103. In short, young workers:

- shall not be exposed to any hazardous situations;
- shall only work outside school hours if subject to compulsory education regulations;
- under no circumstances shall any young worker's school, work and transportation time exceed a combined total of 10 hours per day;
- they shall not be used in dangerous or unsafe situations, night shifts and any other situations that may have a negative effect on their physical and mental health and development.



2023 TARGET

Objective: To pursue initiatives that prevent the use of forced labour.

Action: Monitoring partner companies concerning the presence of child labour.

Resources: UA - UQ - SA8000 Manager. **Timing:**

December 2023.

Person in charge: Senior Management - SA8000 Manager.

Indicator: No. of companies employing minors.

Target: No partner exploits forced labour.

Year	Number of employees
2022	1
2021	0
2020	0
2019	1

The chart above highlights the situation of the loans granted to employees in accordance with Art. 51, C4 (B) - P.D. 917/86 and INPS circular letter no. 84 of 26 April 2000.

3.2 Forced or compulsory labour

Serenissima Ristorazione shall not engage in or support the use of forced or compulsory labour, as defined in ILO Convention 29. All personnel working for the Company do so voluntarily, no worker has ever left sums of money or original copies of the identification documents in the company.

Also with regard to the request for overtime work, the company guarantees that the same is not imposed by any coercive means and is carried out in an absolutely voluntary manner. In order to encourage the application of this requirement Serenissima Ristorazione S.p.A. undertakes to ensure that all workers are fully aware of the rights and duties arising from the employment contract by means of:

- clear definition of the work Collective Bargaining Agreement with which personnel are recruited
- issue of a copy of the individual contract to the worker.
- the HR office is always available to provide employees with all information regarding contracts, salaries, etc.

2023 TARGET

Objective: To pursue initiatives that prevent the use of forced labour.

Action: Monitoring partner companies concerning the presence of forced labour.

Resources: PU - SA8000 Manager

Timing: December 2023.

Person in charge: Senior Management - SA8000 Manager

Indicator: No. of companies using forced labour.

Target: No partner uses forced labour.

3.3 Health and safety

The company directors together with the safety officers view the protection of the health and safety of workers by adopting procedures, services, control systems and information systems to be primary objectives for the company in order to ensure:

- when carrying out new activities and in monitoring existing activities, that safety aspects are considered essential;
- that they identify and objectively assess all the risks connected both to the work activities carried out by the company's internal personnel and the facilities in which the same takes place;
- that all the technical/management measures are adopted to prevent or limit any possible accidental event which may cause injury or a health hazard;
- that all company personnel, at the various levels (managers, function managers, officers, workers, etc.) participate in achieving the objectives related to the health and safety of workers, according to their individual roles;
- that the same receive relative training and refresher courses according to the assigned tasks;
- that procedures are defined with control systems to monitor compliance with the same.

The company directors together with the safety officers, in order to verify and assess the efficiency of the company's "safety system", have prepared an analysis of the absolute number of hours of absence due to accidents or illness.

The tables below illustrate the data on the volume of hours worked during the last four years, the volume of hours of absence from work with relative reasons.

Hours worked performance

	Year 2019	Year 2020	Year 2021	Year 2022
Total hours worked	6,435,964	5,473,091	6,373,736	7,042,833

Hours of absence

	Year 2019		Year 2020		Year 2021		Year 2022	
	hours absences	% of total hours worked	hours absences	% of total hours worked	hours absences	% of total hours worked	hours absences	% of total hours worked
Sick leave	337,508	5.24%	416,910	7.62%	418,710	6.57%	490,802	6.97%
Maternity leave	92,984	1.44%	85,685	1.57%	102,780	1.61%	100,054	1.42%
Injuries (excluding while travelling to/from work)	30,430	0.47%	28,477	0.52%	25,858	0.41%	28,797	0.41%
Accidents while travelling to/from work	9,978	0.16%	4,685	0.09%	4,403	0.07%	5,747	0.08%
Total hours of absence	470,900	7.31%	535,757	9.80%	551,751	8.66%	625,400	8.88%

Injury indicators (excluding "while travelling")

The injury index is measured using frequency and severity indices as required by the UNI 7249 Standard.

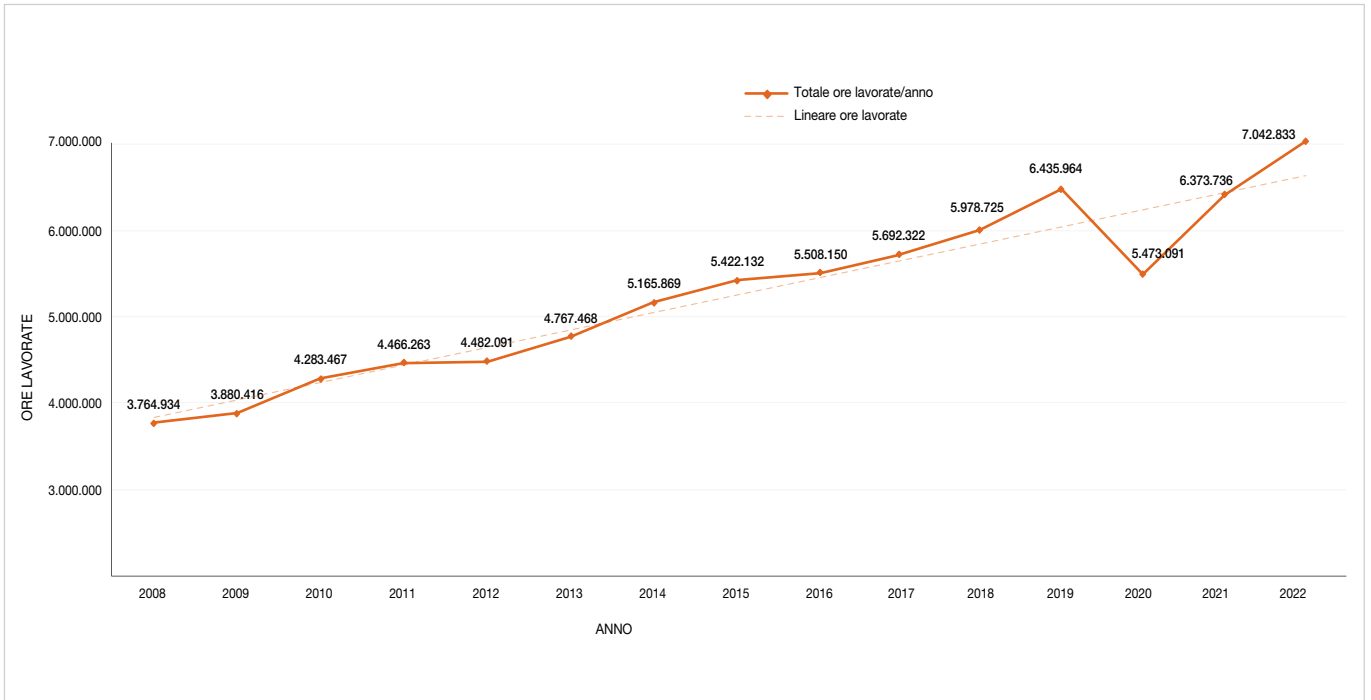
Injury index

	Year 2019	Year 2020	Year 2021	Year 2022
Frequency Index	39.31	43.49	40.79	45.15
Severity Index	1.05	1.39	1.03	1.07

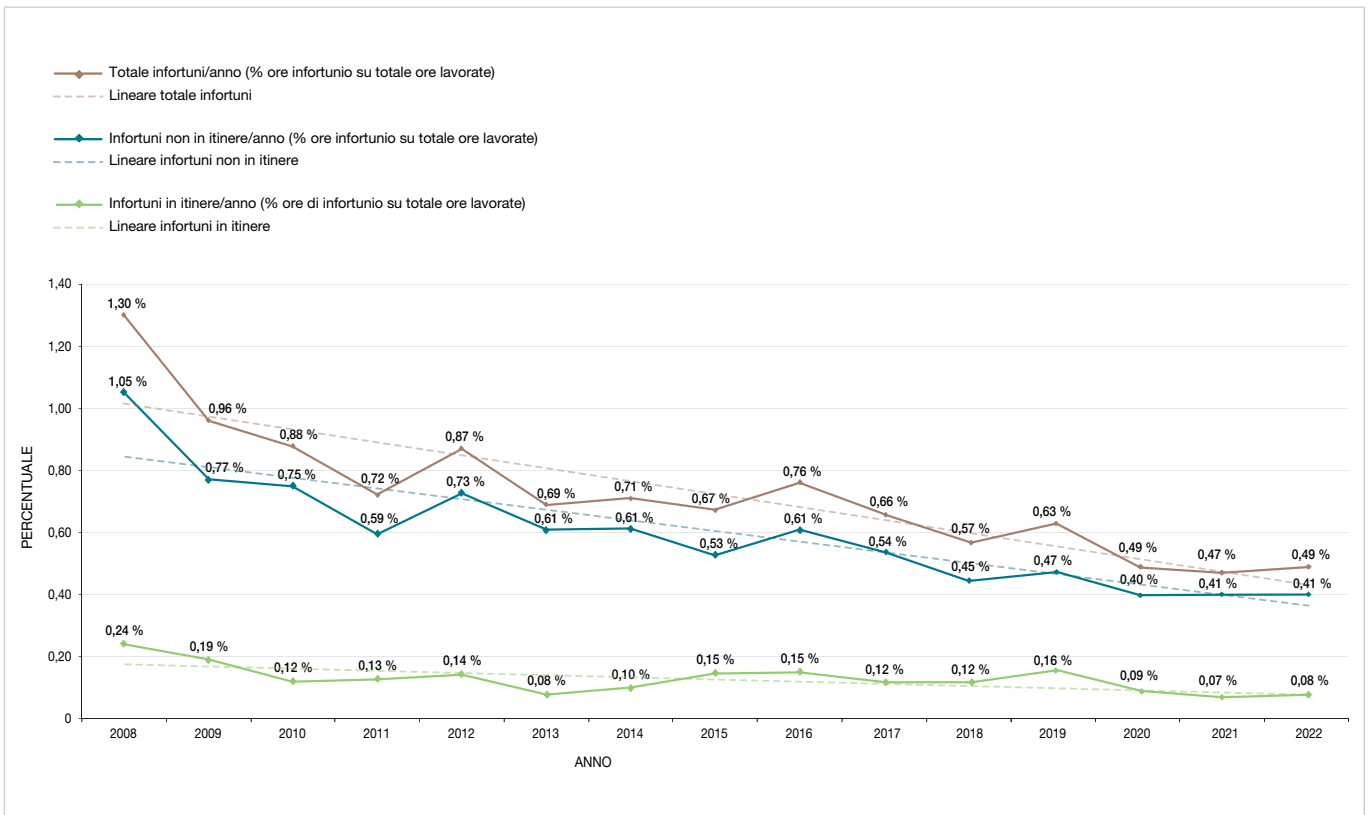
Number of Injuries

	Year 2019				Year 2020				Year 2021				Year 2022			
	Days		Cases		Days		Cases		Days		Cases		Days		Cases	
	No. days year	% of total days worked	No. cases year	% on total cases	No. days year	% of total days worked	No. cases year	% on total cases	No. days year	% of total days worked	No. cases year	% on total cases	No. days year	% of total days worked	No. cases year	% on total cases
Total injuries	9,989	100.00	334	100.00	9,111	100.00	281	100.00	8,183	100.00	299	100.00	8,996	100.00	358	100.00
Total Injuries while travelling to/from work	3,255	32.59	81	24.25	1,524	16.73	43	15.30	1,599	19.54	39	13.04	1,489	16.55	40	11.17
Total injuries excluding while travelling to/from work	6,734	67.41	253	75.75	7,587	83.27	238	84.70	6,584	80.46	260	86.96	7,507	83.45	318	88.83

Hours worked performance



% Hours of injury on total hours worked



Serenissima Ristorazione S.p.A. has always been deeply committed to protecting the health and safety of its workers and collaborators.



Data analysis

The analysis of the data shows that there was an increase in the number of injuries in 2022. However, it should be noted that if the injuries are considered net of cases related to the pandemic crisis, the total is 246 and the resulting S.I. (severity index) and F.I. (frequency index), are respectively S.I. 0.95 and F.I. 34.93 and among the lowest recorded from 2008 to today.

The reading of the data, especially if viewed net of injuries related to the pandemic crisis, also shows for 2022 how the company's safety policy, already in place for some years now, with continuous organisational, human and economic efforts, has made it possible to reduce the total number of injuries and to maintain the percentage of lost time injury hours on the total hours worked, at lower values than those recorded since the entry into force of Legislative Decree 81/08 until today, and in the total period under consideration, which decreases, as can be seen in the analysis of the trend line visible in the graph "% of lost time injury hours on total hours worked". Serenissima Ristorazione S.p.A., continues to make investments to support the OHSAS system.

Meetings were planned and carried out to share all relative information, in particular involving the department managers, to boost awareness and the continuous activity of operational controls, aimed at improving the organisation of work in terms of occupational safety so as to eliminate and/or at least reduce risks in each area.

Objectives

Directors together with safety officers consider it essential that all personnel at all levels fully comply with the applicable rules and procedures. All persons in charge and assigned any form of management duties are responsible for the correct application of the safety regulations by reporting personnel. All employees are responsible for complying with all safety regulations in every task they perform. Directors together with safety officers set themselves the following occupational safety and health goals:

- to ensure the correct and continuous use of personal protective equipment provided to eliminate or minimise the risk of injury;
- to promote the involvement of all stakeholders, each according to his/her own competence, in the implementation of the system;
- to define the activities of an organisational and operational nature to manage emergencies, first responding, tender management, periodic safety meetings, consults with the Workers' Representatives on safety issues;
- to put in place the organisational measures to ensure correct health monitoring activities;
- to define the training and information activities of all parties involved in occupational safety;
- to promote awareness and acknowledgement of all stakeholders involved;
- to promote cooperation between employers in the event where work, services and supplies are assigned to various contractors or self-employed individuals within the company;
- to organise monitoring activities concerning compliance with safety and work procedures and instructions by all stakeholders involved;
- to ensure the continuous updating of the Risk Assessment document relating to the preventive and protective measures, the control systems of these measures and the safety procedures for the various company activities.

Directors together with safety officers consider it essential that all personnel at all levels fully comply with the applicable rules and procedures.

3.4 Freedom of association & right to collective bargaining

Serenissima Ristorazione S.p.A. respects the right of personnel to form, join and organise trade unions of their choice and to engage in collective bargaining with the organisation. The election by the employees of the workers representative for the SA8000 standard guarantees the presence of a contact person who acts as an intermediary with Senior Management and with whom the various problems can be discussed. The company guarantees that no discriminatory conduct shall be allowed against the elected representative. The company allows meetings among collaborators making available adequate spaces, if any explicit request is made in time to allow the organisation to rearrange normal operating activities. Representatives of corporate management shall not participate in these meetings unless employees expressly request their presence.

N° of collaborators who are members of the main trade unions

The Company guarantees that there will be no discrimination against any trade union members.

Trade Unions	No. of collaborators 2019	No. of collaborators 2020	No. of collaborators 2021	No. of collaborators 2022
FILCAMS-CGIL	1,250	1,215	1,197	1,195
FISASCAT-CISL	835	831	811	876
UILTUCS-UIL	511	649	724	715
OTHER TRADE UNIONS	345	334	390	362
TOTAL MEMBERS	2,941	3,029	3,122	3,148
%MEMBERS	46.53%	48.22%	48.83%	46.62%

Hours for trade union permits and meetings

	Year 2019		Year 2020		Year 2021		Year 2022	
	hours	% of total hours worked	hours	% of total hours worked	hours	% of total hours worked	hours	% of total hours worked
Trade union permits	1,914	0.03%	1,408	0.03%	1,700	0.03%	2,036	0.03%
Meetings	1,416	0.02%	408	0.01%	396	0.01%	834	0.01%
Total	3,330	0.05%	1,816	0.04%	2,096	0.04%	2,870	0.04%

The number of Corporate Trade Union Representatives is 333 units as at 31/12/2022. The Company guarantees that there will be no discrimination against any trade union members.

2023 TARGET

Objective: To promote freedom of association.

Action: To promote trade union activities and collective bargaining.

Resources: UP - SA8000 workers' representative.

Timing: December 2023.

Person in charge: Senior Management - SA8000 Manager

Indicator: No. hours granted for these activities.

Target: No. hours granted not less than year 2022.

3.5 Discrimination

Serenissima Ristorazione S.p.A. does not engage in or support any form of discrimination in hiring, remuneration, training, promotion, termination or retirement based on race, national or territorial or social origin, caste, birth, religion, disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinions, age or any other condition that could give rise to discrimination. The employees are divided between male and female as shown in the following table:

Distribution of men and women

	Total employees	Male	%	Female	%
2022	6,752	1,411	20.90%	5,341	79.10%
2021	6,393	1,268	19.83%	5,125	80.17%
2020	6,282	1,255	19.98%	5,027	80.02%
2019	6,321	1,263	19.98%	5,058	80.02%

Distribution of personnel of Italian nationality - other nationalities

	Total employees	Nationality: Italian	%	Other nationalities	%
2022	6,752	6,343	93.94%	409	6.06%
2021	6,393	6,082	95.14%	311	4.86%
2020	6,282	5,943	94.60%	339	5.40%
2019	6,321	5,953	94.18%	368	5.82%

Distribution of tasks assigned to personnel from other countries

	Total employees	Office workers	%	Workers	%	Other	%
2022	409	3	0.73%	405	99.03%	1	0.24%
2021	311	3	0.96%	307	98.72%	1	0.32%
2020	339	4	1.18%	332	97.94%	3	0.88%
2019	368	5	1.36%	359	97.55%	4	1.09%

Personnel by category/gender

2022	Male	%Male	Female	%Female	Total
Directors	3	0.21	1	0.02	4
Executives	3	0.21	2	0.04	5
Managers	30	2.13	14	0.26	44
Office workers	90	6.38	297	5.56	387
Workers	1,252	88.74	4,951	92.70	6,203
Apprentices	15	1.06	45	0.84	60
Collaborators	2	0.14	0	0	2
Apprentices	16	1.13	31	0.58	47
Total	1,411	100.00	5,341	100.00	6,752

The total number of employees in the disabled category as defined in Law no. 68/99 amount to 208 employees as at 31-12-2022. A special Program Convention, pursuant to Art. 11, par. 1, Law no. 68/99 has been signed in this regard.

Personnel by nationality/gender

	Year 2019		Year 2020		Year 2021		Year 2022	
	Female	Male	Female	Male	Female	Male	Female	Male
AFGHANISTAN							2	
ALBANIA	36	4	39	4	35	4	57	4
ALGERIA		1		1		1		1
ARGENTINA	1		1					
BANGLADESH		2		2		2	2	3
BOLIVIA							1	
BOSNIA AND ERZEGOVINA	3		3		4		4	
BRAZIL	1		2		1		4	
BULGARIA	1	1	1	1	2	1	2	1
BURKINA FASO	4		2		2		7	
CAMEROONS	1	1	1	2	1	1	1	1
CZECH REPUBLIC	2		2		1		2	
COLUMBIA	3	1	1	1	2	1	2	1
DEMOCRATIC REPUBLIC OF CONGO							1	
IVORY COAST	6		6		7		7	
CROATIA	6		4		3		1	
CUBA	3	2	4	1	5	1	7	1
DOMINICA	1							
DOMINICAN REPUBLIC	2	1	2	1	2	1	5	3
ECUADOR	8	2	8	2	8	2	11	1
EGYPT		1		5		7		7
ERITREA	2		2		1		2	
FOREIGN-OLD COUNTRIES					1		1	
ETHIOPIA	1	1	1	1	1	1	1	1
PHILIPPINES	2	4	2	3	2	3	4	4
FRANCE	1	1					1	
GERMANY			1		1		2	
GHANA	3		4		3		6	
JORDAN	1		1		1		1	
GUATEMALA	1							
GUINEA		1		2				2
GUINEA-BISSAU						1		
INDIA	1		2		2		4	1
IRAN	1		1		1		1	
IRAQ	1		1		1		3	
KOSOVO	7		7	1	4	1	4	1
LATVIA	2		1		1			
LEBANON							1	
MACEDONIA	3		2		1		2	
MALI		1		1		1	1	1
MOROCCO	19	6	18	4	15	4	29	5
MAURITANIA							1	
MAURITIUS							2	
MEXICO	1		1		1		1	
MOLDOVA	16	3	14	3	16	2	14	2
MONTENEGRO			1		1		1	
NIGERIA	13	2	9	3	9	3	14	2
PAKISTAN		1		1		1		1
PERU	5		4		4		5	
POLAND	8	1	5		4		3	

	Year 2019		Year 2020		Year 2021		Year 2022	
	Female	Male	Female	Male	Female	Male	Female	Male
UNITED KINGDOM		1						
ROMANIA	77	16	69	12	63	9	53	10
RUSSIA	3		2		2		2	
SENEGAL	5	4	3	5	4	2	7	2
SERBIA	15		14		13		17	
SLOVAKIA	1		2		2		1	
SOMALIA								3
SPAIN	4	1	4	1	2	1	1	1
SRI LANKA	3	5	3	6	3	6	2	6
SWEDEN	1		1		1		1	
SWITZERLAND	1		1		1		1	
THAILAND	3		3		2		2	
TOGO		1		1		1		1
TUNISIA	2	3	2	2	1	2	14	4
UKRAINE	15		14		13		14	
HUNGARY	3		1					
VENEZUELA					1		3	
ZAMBIA		1		1		1		1
Total	299	69	272	67	251	60	338	71



Percentage in change of foreign employees

	♂	♀
2019-2018	Men +15 %	Women +3.1 %
2020-2019	Men -2.9 %	Women -9.0 %
2021-2020	Men -10.4 %	Women -7.7 %
2021-2022	Men +18.3 %	Women +34.7 %

Maternity, breastfeeding, paternity leave

Year 2022	Maternity leave	Breastfeeding leave	Paternity leave
No. of employees	150	35	22

2023 TARGET

Objective: To guarantee equal access to the employment opportunities offered by Serenissima Ristorazione S.p.A.

Action: To promote equal opportunities in the company.

Resources: UP - SA8000 workers' representative.

Timing: December 2023.

Person in charge: Senior Management - SA8000 Manager

Indicator: No. of discrimination complaints.

Target: No. discrimination complaints.

3.6 Disciplinary Practices

Serenissima Ristorazione S.p.A. undertakes to treat all personnel with due dignity and respect, and for this reason the organisation shall not engage in or tolerate the use of corporal punishment, mental or physical coercion or verbal abuse of personnel. To this end, the company has clearly defined the methods of implementing disciplinary measures and penalties taken against personnel by drawing up a procedure which is included in the management system PRO 118 "Procedure for the definition of disciplinary measures and related penalties against personnel". During the year 2022, 425 disciplinary measures were taken against the employees. The following provides the data relating to the resolutions of the disciplinary measures adopted:

Penalties	No. of disciplinary actions	% on total
Fines	144	33.87
Suspensions	54	12.71
Reprimands	122	28.71
Dismissals	105	24.71

Number and type of disputes with workers (trade union disputes):

	2019	2020	2021	2022
No. Remuneration differences	28	24	20	40
No. absorption of leave permits and shifts	0	4	11	0

2023 TARGET

Objective: to ensure equality of treatment in cases of disciplinary practices against Serenissima Ristorazione S.p.A. employees.

Action: to adopt the provisions of the disciplinary procedures.

Resources: UP - SA8000 workers' representative.

Timing: December 2023.

Person in charge: Human resources manager - SA8000 Manager

Indicator: No. of disciplinary reprimands by category. Analysis of reports - disciplinary action.

Target: No case of disparity of treatment

3.7 Working Hours

Full-time and part-time employee distribution

Year	Total employees	Full-Time	Part-Time
2022	6,752	1,205	5,547
2021	6,393	1,120	5,273
2020	6,282	1,083	5,199
2019	6,321	1,118	5,203

Open-end and fixed-term employee distribution

Year	Total employees	Total open-end	Total fixed-term	Apprentices
2022	6,752	5,929	763	60
2021	6,393	5,655	646	92
2020	6,282	5,675	409	198
2019	6,321	5,653	372	296

Description of work shifts

The prevailing time bands, used for employees, summarised by Division, are summarised below; work shifts are processed according to the type of service provided.

Corporate / School Division	Health Division	Public Premises Division
8:00 am - 2:30 pm	6:00 am - 10:00 am	6:00 am - 10:00 am
10:00 am - 2:00 pm	7:00 am - 2:00 pm	6:30 am - 1:40 pm
	10:00 am - 2:00 pm	10:00 am - 2:00 pm
	12:00 pm - 7:00 pm	2:00 pm - 6:00 pm
	4:30 pm - 8:30 pm	4:00 pm - 8:00 pm

In addition to these work shifts, day time shifts are also adopted by the company:
8:30 am - 9:30 am / 5:30 pm - 6:30 pm

There are also employees recruited with lump sum work contracts.

Personnel attendance records

Currently, personnel presence at the workplace is mainly managed by two systems:

1- Badge clock in/out system and computerised registration

Employees use transponder badges, approaching the badge to the time clock system to clock in and out of the workplace; the clock in/out records are then downloaded using a special data management software. If the site does not have a time clock system, the centre/area manager manually enters the required information using the appropriate software.

2- Clocking in/out - Time card records

The clock in/out time is recorded on time cards; at the end of the month the centre/area manager checks the attendance figures and registers them on a special form. If the site does not have a clock in/out system, the centre/area manager registers the required information directly on the relative form.

Monthly supplementary and overtime hours

2022	Total supplementary and overtime hours	Number of employees with overtime hours	Average monthly hours per capita
January	67,203	3,373	19.92
February	66,769	3,395	19.67
March	80,679	3,668	22.00
April	71,885	3,649	19.70
May	87,639	3,839	22.83
June	77,930	3,743	20.82
July	78,595	3,224	24.38
August	66,412	2,945	22.55
September	82,777	4,013	20.63
October	97,182	4,256	22.83
November	93,990	4,246	22.14
December	81,614	4,234	19.28
TOTAL	952,674	44,585	21.37

The above data refers to the total of supplementary and over time hours, counting the entire number of employees involved.

The HR office checks the number of hours for individual departments on a monthly basis and sends the attendance report to those in charge so that the Centre Manager has the necessary information to ensure compliance with the provisions of the TOURISM collective bargaining contract.




3.8 Remuneration

Contractual framework and remuneration policy



Serenissima Ristorazione S.p.A. applies the CCNL (National Collective Bargaining Agreement):

C.C.N.L. Tourism - PPEE Agreement dated 08/02/2018	Year	Employees hired by this Contract type	Other (Cleaning; COCOPRO)	Year	Employees hired under a contract other than Tourism CCNL
	2022	93.99%		2022	6.01%
2021	94.71%	2021	5.29%		
2020	95.00%	2020	5.00%		
2019	94.32%	2019	5.68%		



Gross average salary (Euro) by professional category

		2019	2020	2021	2022
	Managers	3,966	4,081	4,008	3,899
	Office workers	1,789	1,841	1,843	1,911
	Workers	1,510	1,531	1,559	1,553

Average gross salary* men - women (Euro)

		2019	2020	2021	2022
	Men	1,702	1,730	1,755	1,767
	Women	1,504	1,524	1,551	1,543

Average gross salary* Italian - other nationalities

		2019	2020	2021	2022
	Italian	1,550	1,572	1,597	1,597
	Other nationalities	1,430	1,447	1,473	1,479

(*) The average gross salary refers to full time work, which represents 20% of the work force.

2023 TARGET

Objective: Ensure compliance with the provisions of the CCNL as regards to remuneration of personnel.

Action: Compliance with the CCNL

Resources: UP - SA8000 workers' representative.

Timing: December 2023.

Person in charge: Senior management - SA8000 manager

Indicator: No. of nonconformities caused by breach of contract, SA8000 standard.

Target: No breach of contract or SA8000 Standard.

3.9 Management system

Serenissima Ristorazione S.p.A. has put in place an integrated Quality Management System that complies with the provisions of the following standards:

UNI EN ISO 9001:2015

Quality management system

UNI EN ISO 14001:2015

Environmental management system

UNI EN ISO 14040:2006

UNI EN ISO 14044:2006

Life Cycle Assessment Study.
Analysis of environmental performance for hospital menus

UNI EN ISO 22000:2005

Food safety management system

UNI EN ISO 22005:2008

Traceability management system in the agri-food supply chains

UNI ISO 45001:2018

Occupational health and safety management system

SA8000:2014

Social Accountability

IFS FOOD

International Food Standard Version 7

DTP 108

"Gluten free" Certification

CODEX ALIMENTARIUS HACCP

Self-assessment management system based on the HACCP method.

ISO 14067:2018

Measurement of the of the environmental impact of the service.

Family Audit

Certification by the Trentino Region in support of an adequate balance between the interests and needs of organisations and employees.

ISO 37001:2016

Anti-corruption and anti-bribery management system.

EMAS

Eco-management and audit scheme.

ECOLABEL

For indoor cleaning services.

With a view to achieving continuous improvement, Serenissima prepares and implements Training Programmes that integrate training activities and courses for the various levels of personnel.

Below is a brief summary of the activities carried out to maintain the requirements of the SA8000 standard

Social accountability policy

See paragraph 1.6 "Integrated Management System Policy".

Management review

Senior Management reviews the results achieved by the Management System for Anti-bribery (ISO 37001) / Quality / Food Safety / Traceability / Environment and Social Accountability (SA8000) on an annual basis. On that occasion, Senior Management checks the achievement of all the objectives related to all the aspects examined (Anti-bribery (37001) / Quality / Food Safety / Traceability / Environment and Social Accountability (SA8000) and, if necessary, adopts any corrective actions in case the foreseen results have not been achieved.

Planning and implementation

With a view to achieving continuous improvement in awareness of all the personnel involved in the topics related to the aspects of Social Accountability, Serenissima Ristorazione S.p.A. prepares and implements Training Programmes that are integrated within the regular training activities, with courses at various levels on all aspects of Social Accountability. Suppliers are constantly monitored using a system based on the collection of "historical" information, verification of the certifications obtained, audit activities and control cycles on products and services and self-assessment questionnaires.



Supplier audits

The supplier system adopted by Serenissima Ristorazione S.p.A. aims to build stable relations that represent a sort of partnership, and provides for a continuous growth in quality and the possibility to maintain cost-effectiveness. The quality level of the suppliers is monitored throughout the procurement process using specific procedures provided by the Quality Management System. The requirements that the company has established in this area comprise:

- selection of capable and reliable suppliers;
- assessment and qualification of suppliers;
- continuous monitoring of suppliers and supplies;
- issue of clear, complete and accurate Purchase Documents;
- verification of compliance of the products/services supplied;
- boosting of collaboration based relations and exchange of information with suppliers;
- continuous improvement in quality of purchased products;
- guarantee the origin of "Compliance" of the supplied products.

The procurement process can be summarised as follows:

Suppliers are constantly monitored using a system based on the collection of "historical" information, verification of the certifications obtained, audit activities and control cycles on products and services and self-assessment questionnaires.

Suppliers are promptly informed of any changes in the service due to regulatory and/or organisational changes in order to enable timely implementation of the adjustments required to maintain and develop the quality of the service provided.

Suppliers

	Data relative to the Financial Statements 2019	Data relative to the Financial Statements 2020	Data relative to the Financial Statements 2021	Data relative to the Financial Statements 2022
Purchase value of raw materials	90,368,101	76,827,995	91,348,983	111,301,976
Costs for services	33,090,091	29,055,620	31,074,781	34,702,006
Investment Volume	12,750,000	10,000,000	11,760,496	10,576,953
Cost of depreciation	6,687,731	5,167,417	6,175,248	7,078,330

Troubleshooting and corrective / preventive actions

The management of complaints by the Social Accountability Management System.

The Company guarantees the possibility to stakeholders to submit complaints or disclosure, to provide information on the SA8000 management system, as well as compliance with the system and the reference standard.

Written complaints (anonymous for corporate personnel) can refer to:

Third parties (suppliers, customers, etc.)

These complaints shall be sent by post or fax, to the Vicenza Protocol Office, which will send a registered copy to the relevant offices (Management - Human resources - Quality) or by email to: infosresponsabilitasociale@grupposerenissima.it

Company personnel

Employees can report behaviour in breach of the SA8000 standard requirements anonymously using the corporate integrated management portal.

All reports are recorded and managed by the members of the Social Performance Team, according to their relative duties.

Serenissima Ristorazione pays great attention to communication toward all its collaborators in order to share the company vision and its values.

3.10 Social Performance Team

The Social Performance Team has been set up and the organisation and operating procedures have been defined in order to comply with the requirements of the SA8000 Standard. In particular, the SPT consists of representative individuals belonging to the various organisational functions of Senior Management and SA8000 representatives.

3.11 Risk identification and assessment

The Company has prepared a risk assessment procedure – analysis of Social Accountability risks according to the SA8000 Standard, in order to assess the risks related to social accountability to which the Company may be exposed.

3.12 Monitoring

Within the scope of the Social Accountability System, internal audits, monitoring and evaluation activities are carried out to examine the adequacy of activities according to the established requirements in order to ensure compliance of the Management System with the requirements of the SA8000 Standard and the Company Policy.

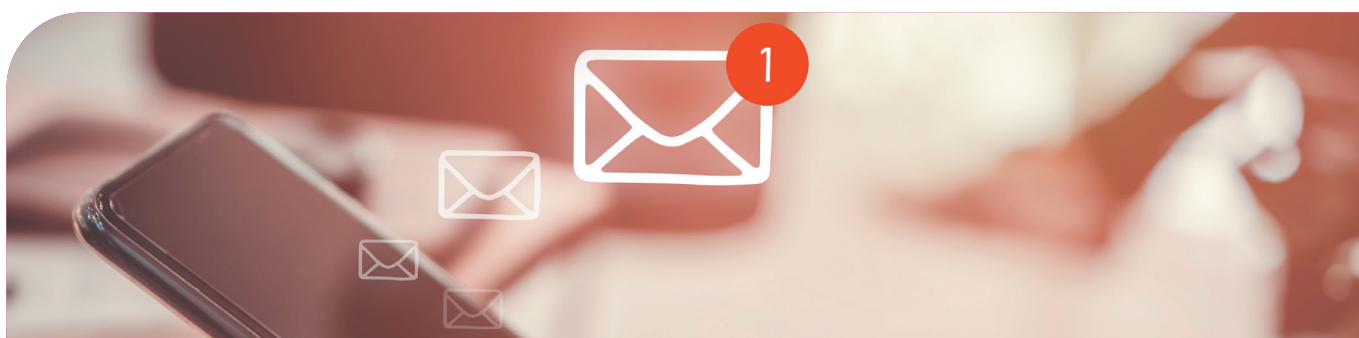
3.13 Monitoring

The communication activities of Gruppo Serenissima Ristorazione are a fundamental aspect for us, they strive to boost internal cohesion and involvement with the community, without ever losing sight of the goal in terms of increasing customer satisfaction, the quality of relationships and their trust.

Internal communication

Information on SA8000 to new recruits.

Serenissima Ristorazione pays great attention to communication toward all its collaborators, in order to fully share the company vision and its values. The main tool used for internal communication is the newsletter, which aims to disseminate information on the activities in which the Company participates, sponsorships, awards and recognitions obtained. All of the above are also shared through other communication channels such as the website and social media. The investment made in the development of the communication method has led to an increase in the involvement and awareness on the part of all the employees of what the company has put in place. A welcome video has been prepared, available in the e-learning portal and designed for all new recruits and employees, to provide information on the SA8000 guidelines to achieving good corporate conduct. This initiative, in line with the company's policy concerning the dissemination of information and news on activities, arises from the awareness of how important it is to involve personnel in the issues addressed by the standard at both a theory and practical level.



2023 TARGET

Objective: Preparation and delivery of the SA8000 information document to all new recruits.

Action: Dissemination of the SA8000 standard principles.

Resources: HR office.

Timing: December 2023.

Person in charge: Senior Management - SA8000 Manager

Indicator: Automatic procedure which sends the document attached to the letter of employment.

Target: All employees are informed on the SA8000 Standard requirements.

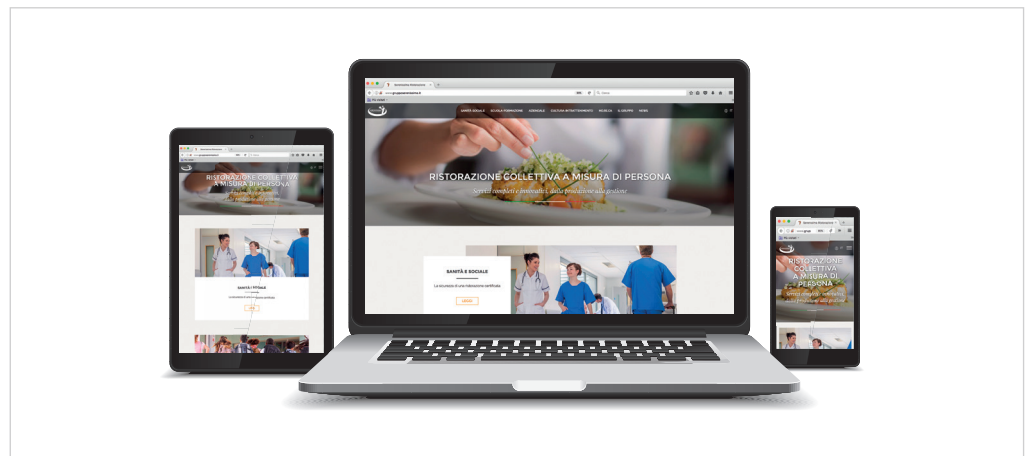
External communication Communication and involvement of the Community

Communicating in detail and informing in the correct manner has always been a top priority objective for Serenissima Ristorazione S.p.A. This requirement has grown in line with the multiplication of information media over the last few years. Listening to the requirements of customers and discussing various aspects with them, are activities that provide a useful listening channel to check the level of satisfaction and learn more about the perception of the Company in a more detailed and exhaustive manner. Catalogues, press releases, conferences, photos, events, are all communication opportunities that stimulate the interest of the user and are part of an integrated online and offline communication plan which aims to introduce the sustainability of the company and its social responsibility in the food education sector.

The website provides an organic and coherent view of the structure and activities, it transfers up-to-date and in-depth knowledge and is a strategic resource for the development of Corporate Identity. The corporate communication world is constantly evolving and the company decided to adapt its style and communication modus by launching new channels of interaction with its stakeholders.

The main social media activities aim to strengthen corporate identity with specific editorial plans.

A new corporate blog was launched and official pages were created on the main professional Social Networks (e.g. LinkedIn), where business insights and contents are periodically uploaded.



Website and social networks

The company's website is divided into thematic areas for ease of browsing:

- An introductory section on the Company and on the quality of the services and a section on the main activities of the Company, in particular:
 - Healthcare and social catering
 - School catering
 - Company catering
 - Commercial catering
 - Facility Services
- A section dedicated to the project solutions carried out, the future objectives, and innovative techniques;
- A section dedicated to corporate news that is shared on Facebook and LinkedIn;
- An institutional section dedicated to the presentation of the Company, the identification of the shareholder and government structure, operational policies and contacts.

The contents, clear and adeptly divided, are constantly updated, and users are easily accompanied to the information they are searching for. The www.grupposerenissima.it website is an integral part of the process of creating and disseminating corporate value.

Access to audits

Serenissima Ristorazione S.p.A. complies with the provisions of point 9.15 of the SA8000 standard. The Company is also registered with the SAW Observatory, for more information visit:

www.sawnet.info.

Registrations

The company maintains the appropriate records envisaged by the Social Accountability Management System in order to demonstrate compliance with the requirements of the SA8000 standard.

Communication initiatives aimed at sustainable catering.

Serenissima Ristorazione S.p.A. has put in place a Conscious Consumption Campaign promoting conscious consumptions both directly (food education and training) and with a selection of fresh and seasonal products that are typical to the time of year and local specialities. The campaigns also envisage the use of notice boards in canteens, such as the "Principles of Sustainable Nutrition" campaign, using sound-absorbing panels made from sustainable and eco-friendly materials. During the calendar year, theme based menus are organised offering local, regional or even international specialities, and are communicated in greater detail via the Totems and self-area screens.



The food pyramid





Communication initiatives on food saving/recycling

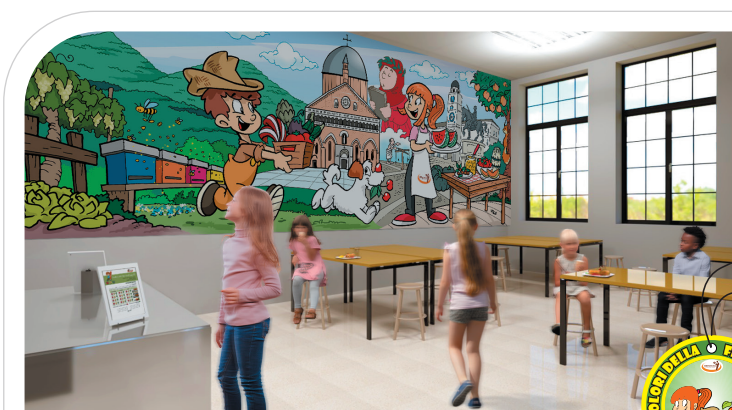
The company has conducted an Information Campaign to raise awareness on the topic of food saving/recovery. Posters and/or roll-ups are affixed in the canteens, which aim to encourage users to reduce food waste; consumers are provided with a take-away box for uneaten food at the end of their meal and campaigns are posted, for example against the waste of water and the consumption of plastics in paper placemats used in the various canteens.

Biova Prospect

An innovative circular economy project for the transformation of bread unused at the Serenissima Ristorazione cooking centers into Beer, a great way to reduce waste and energy consumption.

ISO 14067:2018 Systematic Approach

Serenissima Ristorazione has adopted the Carbon Footprint Systematic Approach certified according to the ISO 14067:2018 Standard which allows the measurement of the environmental impact in the production and distribution service of meals and food for school and hospital canteens expressed as the CO₂ equivalent.



Food education projects.

Sustainable catering



PROGETTO-PROJECT
Dico ciò che farò
I say what I will do



CLEAR
misuro ciò che faccio
I evaluate what I do



BILANCIO-ANALYSIS
riporto ciò che ho fatto
I report what I have done

Examples of environmental sustainability communications.





Social initiatives

Serenissima Ristorazione S.p.A. is constantly committed to selecting and carrying out projects involving food saving and recovery aspects, to be dedicated to those who are particularly in need.

Over time, this effort has led to the signing a series of agreements with selected partners on the national territory (non-profit organisations and charitable associations) to deliver, free of charge, intact foodstuffs and unserved cooked dishes all perfectly suitable for consumption. Some of the main territorial projects launched:

Ostello Caritas Don Luigi di Liegro - Rome

Ostello Caritas provides support to homeless people or those in a situation of extreme poverty at the Caritas canteen in via Marsala no. 109 - Rome.

Solidarity canteen - Caritas di Montesilvano - Viale Umberto I.

The Solidarity Canteen distributes meals and raw materials to people in situations of extreme poverty.

Associazione Samaritano Onlus

The Associazione Samaritano Onlus delivers free meals to deprived people in the Green Cross Porto Sant'Elpidio Palazzo.

Italian Red Cross Association, Naples (Cardarelli Hospital)

The Italian Red Cross is an organisation run by volunteers that dedicates its services to the health and social care of citizens.

Caritas parrocchiale San Martino Vescovo di Legnago - Caritas Canteen

The Caritas canteen in Legnago supports more vulnerable people in the local area.

Onlus "Associazione V.le K" in Ferrara

The Associazione V.le K provides support for deprived people suffering social hardship in the city of Ferrara and its Province, in particular "Casa S.Stefano" is home to about 20 people on parole, former prisoners and homeless.

Voluntary Work and Social Promotion Association “Noi con Voi” (Us with You) in Feltre (BL)

The “Noi con Voi” Association provides support to homeless people or those in a situation of extreme poverty at the canteen in via Paolina, Feltre (BL)

Associazione Diakonia - Onlus in Vicenza

Associazione Diakonia provides support for people without fixed abode or in a situation of extreme poverty at the canteen Casa S. Lucia in Via Raffaele Pasi, 8 in Vicenza.

Samarcanda Cooperativa Sociale in Schio (VI)

Samarcanda Cooperativa Sociale provides support for people without fixed abode or in a situation of extreme poverty at the Casa Bakhita centre.

Ospedale Policlinico “San Martino” in Genoa and Fondazione Auxilium in Genoa / Il Basilico Cooperativa Sociale

Ospedale Policlinico “San Martino” in Genoa and Fondazione Auxilium in Genoa / Il Basilico Cooperativa Sociale are responsible for the recycling and processing of unconsumed food products, to provide the social and welfare activities aimed at the more deprived persons.

Associazione di Promozione Sociale “Centro Anziani San Nicola” in Schio VI

The Associazione di Promozione Sociale supports the more vulnerable subjects of the borough area who attend the “Centro Anziani San Nicola”.

Associazione Emporio della Solidarity O.S.VER di Vercelli

The Associazione Emporio della Solidarity O.S.VER di Vercelli supports homeless people or people in situations of extreme poverty.

Italian Red Cross – Emporio della Solidarietà di Falconara (AN)

The Italian Red Cross distributes leftover meals to people in situations of extreme poverty.

Caritas di Roma - Fondazione Policlinico Universitario Agostino Gemelli IRCCS

The Rome Caritas supports people who are homeless or people in conditions of extreme poverty.

Santa Teresa ONLUS - Vercelli

“Don Mauro Stragiotti” night-time reception centre supports homeless people or people in conditions of extreme poverty.

Insieme si può

“Insieme si può” is a Serenissima Ristorazione project to support the local economy. For example, during special lunches or dinners, products are purchased from territories damaged by earthquakes or bad weather.



3.14 Complaint management

All personnel and stakeholders can submit complaints and suggestions, also in a confidential manner, concerning non-conformances to the SA8000 standard. The written grievance procedure for submitting such complaints have been made available to all personnel. The submission of SA8000 reports by employees and stakeholders shall use the following web address: portale.grupposerenissima.it/sa8000/.

3.15 Training and skill development

The Company has planned training activities for all personnel, and at all levels, in order to raise awareness of the principles of the SA8000 Standard and the Company Social Accountability Policy.

3.16 Management of suppliers and contractors

The company has established procedures for the selection and qualification of suppliers/ sub-suppliers on the basis of their ability to comply with the requirements of the SA8000 Standard. They are informed of the Social Accountability policy and are asked to be prepared to comply with these requirements and to be prepared to receive audits at their premises, by completing a questionnaire.



This document has been validated by the SA8000 workers' representatives and the entire Social Performance Team.

REGISTERED OFFICE

Vicenza, Viale della Scienza, 26.

The offices in Viale della Scienza host the Presidency, General Management Dept., the Sales Dept., the Quality Dept., the Invoicing Dept., the Customer Service Dept., the Technical Dept., the Safety Dept., the Management and Secretarial Offices.

ADMINISTRATIVE HEADQUARTERS

Castello Bissari Sforza Colleoni

Costabissara (VI), Via S. Antonio, 37/39.

This hosts the Purchasing and Procurement Management Dept, the Administrative Management Dept and various staff offices, the Data Centre Office.

The offices in Via Savona 144, Torri di Quartesolo (VI) host the Human Resources Management Dept.



Serenissima Ristorazione S.p.A.

Registered office in Viale della Scienza, 26 - 36100 Vicenza
Tel +39 0444 348400 - Fax +39 0444 348482 - info@grupposerenissima.it - www.grupposerenissima.it
Member of the Vicenza Company Registry - Fiscal Code and VAT no.: 01617950249- Registered with the Vicenza AER no. 174392
Share Capital in Euro: 8,000,000.00 fully paid-up