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Sustainability  
Report  
**2020**

**ivs**group®



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# Letter to the Stakeholders



# Dear Shareholders and Stakeholders,

2020 was an unforgettable year, both at a global level and for our company.

Following the first two months of a broadly stable trend consistent with forecasts, Italy, and therefore the rest of Europe and the world, was affected by the outbreak of the Covid-19 pandemic.

Hope and a desire not to be overly pessimistic may have led people to initially underestimate the severity of the impact and the duration of this objectively serious situation. Social and economic activities were all affected to varying degrees. The pandemic made it necessary to limit personal freedoms that are normally taken for granted and it altered both individual and collective lifestyles and behaviours on a very large scale. This obviously also affected IVS Group and all its employees and partners.

Our first concern, as required by each nation's authorities and governments, was to safeguard people's health and we made considerable efforts to adapt the procedures and organization of the entire group to the specific regulations put in place to tackle the health emergency.

At the same time, the company had to adapt its operations to the challenging new scenario, which spread, albeit with slightly different timelines, across all markets.

The pandemic caused the closure of many different sectors and total or very severe restrictions on the movement of people and their access to public places. This in turn led to a sharp drop in the number of hours worked or spent in the workplace and a consequent drop in "out-of-home" consumption, which is the main form of consumption linked to the vending sector.

The first months of spring 2020, during which a strict

and almost blanket lockdown was imposed, witnessed a particularly sharp drop in vending consumption both in Italy and in all European countries. A gradual and slight recovery began towards the middle of the second quarter and continued throughout the summer. However, a second wave of the pandemic, spread throughout Europe, caused a further business slowdown in the final part of the year. The announcement that vaccines were available in late 2020 raises hope for a gradual easing of health emergency conditions in 2021, but the effects on businesses will take longer to return to relatively normal conditions.

In this context, IVS Group has adapted its organizational structure to the lower levels of consumption and turnover, resorting to various forms of support for temporarily unemployed workers in accordance with the various national regulations, redefining all the main categories of operating costs and significantly reducing fixed investments, especially with regard to the acquisition of new vending machines.

This also required a considerable effort in terms of commercial logistics reorganization, always maintaining the essential goal of continuity and high-quality customer service; this goal was achieved and at the same time the group managed to preserve the conditions for economic stability thanks to the positive contribution of the operating results, even in this highly complex scenario, and by strengthening its financial and liquidity reserves. Thanks to substantial investments made in past years, the slowdown in 2020 has not had any significant effect on the group's technical assets and operating capacity.

The ability demonstrated during 2020 to be flexible and resilient, even in extremely difficult conditions, is the best and most objective premise for maintaining a strategy that remains focused on growth and development. The IVS Group's consolidated turnover, ,



although down by around a third in this annus horribilis compared to 2019, will resume growth thanks to the outstanding customer relations and financial solidity with which the group will present itself at the end of the crisis, as part of a vending sector that will certainly witness, in the coming years, major changes in terms of operators and their market shares. The increase in market share will also enable IVS to gradually reabsorb the inevitable staff reductions which, after many years of continually rising staff numbers, will be required at the end of the emergency period.

In this new scenario and in the years to come, IVS Group will remain an outstanding operator and point of reference in the industry, both at Italian and European level.

In this exceptionally difficult year, staff throughout the group, management, directors and shareholders all demonstrated unity and a strong company spirit; every stakeholder category made an important contribution, each according to their abilities and responsibilities. Without this unity it would have been difficult to accomplish the results that have been achieved.

Nevertheless, the emergency is by no means over or defeated and the evolution of the market will entail radical new changes.

However, IVS Group has all the technical expertise, human and financial resources necessary to successfully meet this demanding challenge.

IVS Group's corporate vision and strategy will therefore continue to look to the medium and long term, trusting in the company's ability to develop, innovate and evolve by positively addressing the new economic, environmental and social demands and challenges faced by our business.

*Paolo Covre - Chairman*



*Massimo Paravisi - Co-Ceo*



*Antonio Tartaro - Co-Ceo*



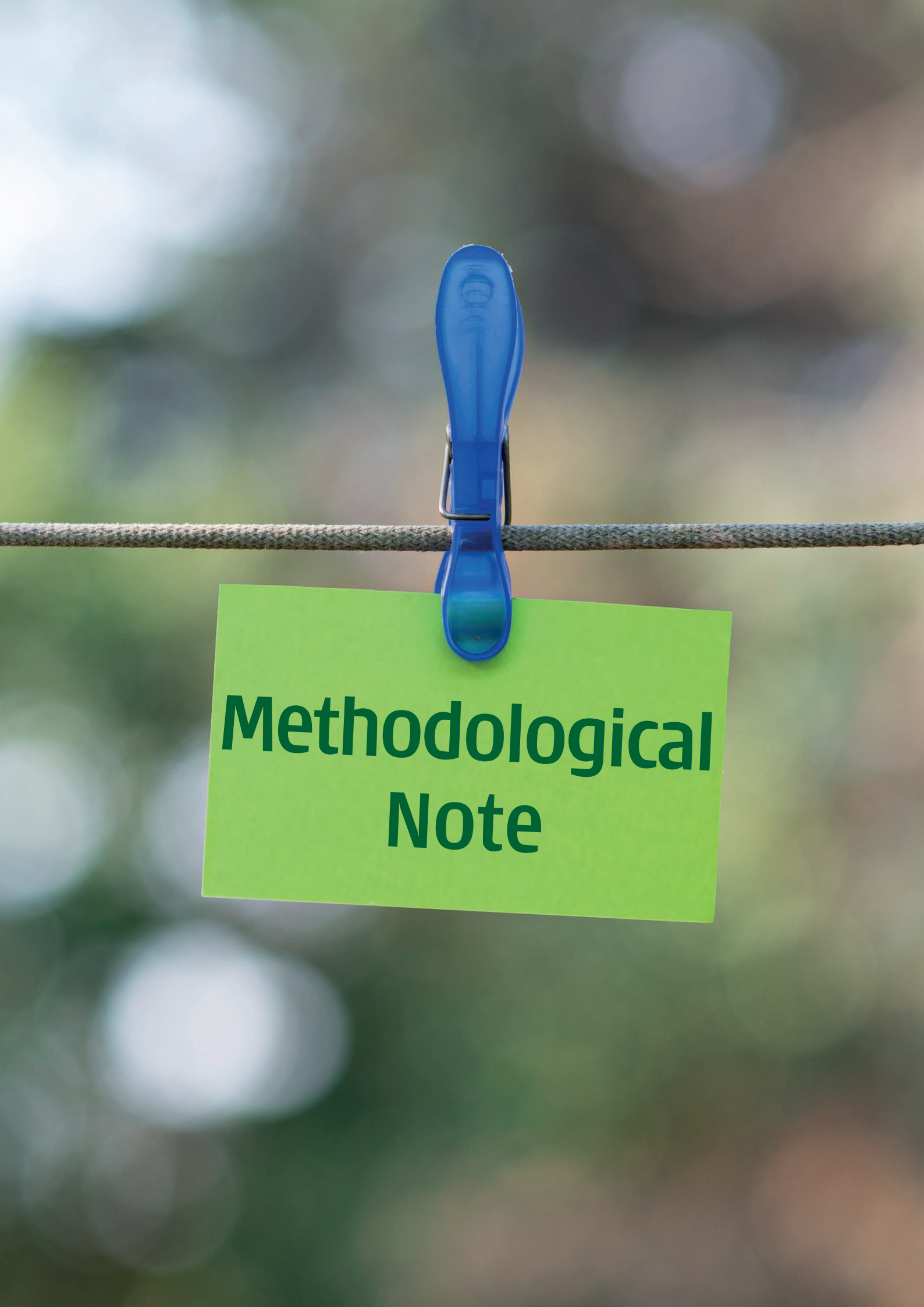










A blue clothespin is clipped to a horizontal, textured grey cord. Attached to the bottom of the clothespin is a bright green rectangular sticky note. The note has the words "Methodological" and "Note" written in a bold, dark green, sans-serif font, stacked vertically. The background is a soft-focus bokeh of green and brown tones, suggesting an outdoor setting with foliage.

# **Methodological Note**

This document is the consolidated non-financial statement (hereinafter also the “Sustainability Report”) of the companies belonging to the group consisting of the IVS Group S.A. parent company and its subsidiaries (hereinafter also “IVS Group” or “Group”).

The Sustainability Report has been drafted to the extent necessary to provide an understanding of the Group's activities, performance, results and impact on aspects relating to the environment, society, the workforce, human rights and the fight against active and passive corruption that are relevant to the Group's activities and characteristics.

The scope of the economic, social and environmental data and information contained in this Sustainability Report only includes the fully consolidated subsidiaries, in line with the scope of the Group's Annual Report 2020<sup>1</sup>. Any methods of representing quantitative data that differ from the above are indicated in specific notes within the document.

Moreover, in order to provide a fair representation of performance and to ensure reliable data, the use of estimates has been limited as much as possible and, where present, are based on the best available methods and are appropriately reported.

The Sustainability Report has been prepared in accordance with the “GRI Sustainability Reporting Standards” published in 2016 by the Global Reporting Initiative (GRI), in line with the “Core” application level.

A table of GRI indicators is included at the end of the document, which provides a summary of the reported indicators and page references.

On a voluntary basis, the Sustainability Report was subject to a limited assurance engagement by EY S.p.A. which, on completion of its work, issued a specific report, attached to the Report itself, in accordance with the criteria set out in the “International Standard on Assurance Engagements ISAE 3000 (Revised) - Assurance Engagements Other than Audits or Reviews of Historical Financial Information” (“ISAE 3000 Revised”).

The data and information in the Report relate to the year 2020 (from 1 January to 31 December) and for comparative purposes, and where available, to the previous year.

The Sustainability Report is published annually.

For any information relating to the Sustainability Report, please send an e-mail to: [investor.relation@ivsitalia.com](mailto:investor.relation@ivsitalia.com).

This Sustainability Report is also available in the section of the Group's website dedicated to sustainability ([www.ivsgroup.it](http://www.ivsgroup.it)).

The document was approved by IVS Group S.A.'s Board of Directors on March 31<sup>st</sup>, 2021.

1. With regard to financial data, please refer to the consolidated income statement in the IVS Group S.A. Annual Report 2020 for further information. With regard to workforce data, please refer to Section 33 - Personnel expenses - of the Explanatory Notes to the IVS Group S.A. Annual Report 2020 for further information. For the list of fully consolidated Group Companies, please refer to Section 6 - Group Information - of the Explanatory Notes to the Annual Report 2020.



Thematic aspects	Main related information reported in the Sustainability Report	Chapter or paragraph of the Sustainability Report
Environmental issues	<ul style="list-style-type: none"> <li>• Energy consumption</li> <li>• Greenhouse gas emissions</li> <li>• Waste management</li> <li>• Initiatives to reduce consumption and emissions</li> <li>• Certifications obtained by the Group companies (UNI EN ISO 14001:2015; UNI CEI EN ISO 50001:2011)</li> </ul>	Environmental responsibility
Social matters and Respect for human rights	<ul style="list-style-type: none"> <li>• Sponsorship and donations</li> <li>• Social initiatives and activities</li> <li>• Consumer health and safety</li> <li>• Supply chain management</li> <li>• Signing of the Group Code of Ethics by suppliers</li> <li>• Management of relations with suppliers in accordance with the principles and values outlined in the Group Code of Ethics</li> <li>• Provisions of the Group Code of Ethics on anti-discrimination regarding employees and suppliers (human rights)</li> <li>• Certifications obtained by the Group Companies (UNI EN ISO 9001:2015; UNI EN ISO 22000:2018; UNI 10854:1999)</li> </ul>	Customer focus Commitment to the local area
Employee-related matters	<ul style="list-style-type: none"> <li>• Diversity and equal opportunities</li> <li>• Employee well-being</li> <li>• Industrial relations</li> <li>• Training and development</li> <li>• Workplace health and safety</li> <li>• Certifications obtained by Group Companies (BS OHSAS 18001:2007)</li> <li>• (SA8000:2014 Social Ethics)</li> <li>• ENWHP Project</li> </ul>	Responsibility towards people
Aspects related to the fight against active and passive corruption	<ul style="list-style-type: none"> <li>• Assessment of the level of corruption risk</li> <li>• Principles, values and Code of Ethics</li> <li>• Procedures for dealing with related parties</li> <li>• Model 231/2001</li> <li>• Training courses on Model 231/01 (anti-corruption)</li> <li>• Certifications obtained by Group Companies (UNI EN ISO 37001:2016 Anti-corruption)</li> <li>• "Gap Analysis" tool</li> <li>• Compliance with laws and regulations</li> <li>• Whistleblowing procedure</li> </ul>	Governance and risk management









# **The IVS Group**



# THE IVS GROUP

The IVS Group is one of the leading Italian operators in the food service sector, particularly in the sale of hot and cold drinks and snacks through automatic and semi-automatic vending machines ("D.A.").

- **Medium and large automatic vending machines**, divided by product category (hot or mixed);
- **Small semi-automatic vending machines** (OCS - Office Coffee Service). The semi-automatic vending machines.

In 2020, the IVS Group served more than 600 million drinks and snacks in Italy, France, Spain and Switzerland: it is the leading Italian Group not only in terms of turnover, but also geographical coverage.

Italy is the operating hub of a Group with more than 2,873 employees, a fleet of around 2,266 vehicles and over 224,000 vending machines installed, of which around 44% are small machines (semi-automatic and Office Coffee System - OCS).

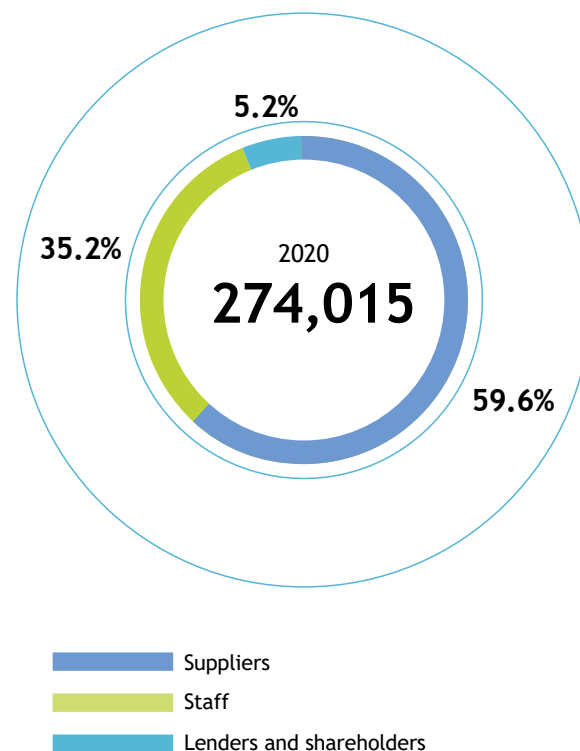
## SERVICES OFFERED AND BUSINESS MODEL

The IVS Group, headquartered in Luxembourg, operates through two business segments:

**The Vending Division**, with 78 branches located in Italy (57), Spain (15), France (4) and Switzerland (2), is vertically structured to integrate the preparation and servicing of vending machines.

**The Coin Division** (the Coin Service group is the Italian leader in the management, transport and counting of coins, with 10 branches throughout Italy). Specifically, the core business of this Division covers a wide and comprehensive range of activities, including: collection, delivery, counting, authentication and packaging, coin

## Economic value distributed to stakeholder



disposal and retrieval, as well as transport of valuables for the company and for third parties.

In 2018, the Coin Division also launched the development of new digital applications, telemetry and payment systems for the vending sector, and from July 2019, through the acquisition of MoneyNet SpA (a payment institution authorised by the Italian Central Bank), it expanded its business to include payment services and technical assistance for electronic and card-based payment devices (Point Of Sales) managed both directly and indirectly.

The services offered, and in particular those of the Vending Division, have certainly suffered a setback that has destabilised the organisation. IVS Group, however, has all the technical expertise, human and financial resources necessary to successfully meet this demanding challenge. The corporate vision and strategy of IVS Group will continue, even in this time of global health crisis, to look to the medium and long term, with confidence in the development and innovation capabilities of the company, able to evolve by addressing in a positive way the new demands and challenges - economic, environmental and social - posed to our business and seeking value in other business areas.



# WE ARE CITIZENS OF THE WORLD OF TASTE

Today we are the Italian market leader and the second largest operator in Europe, with a significant presence in Spain, France and Switzerland.

We continue to look further afield with projects and initiatives focused on European markets.

Our branches:



**2**

in Switzerland

**57**

in Italy

**4**

in France

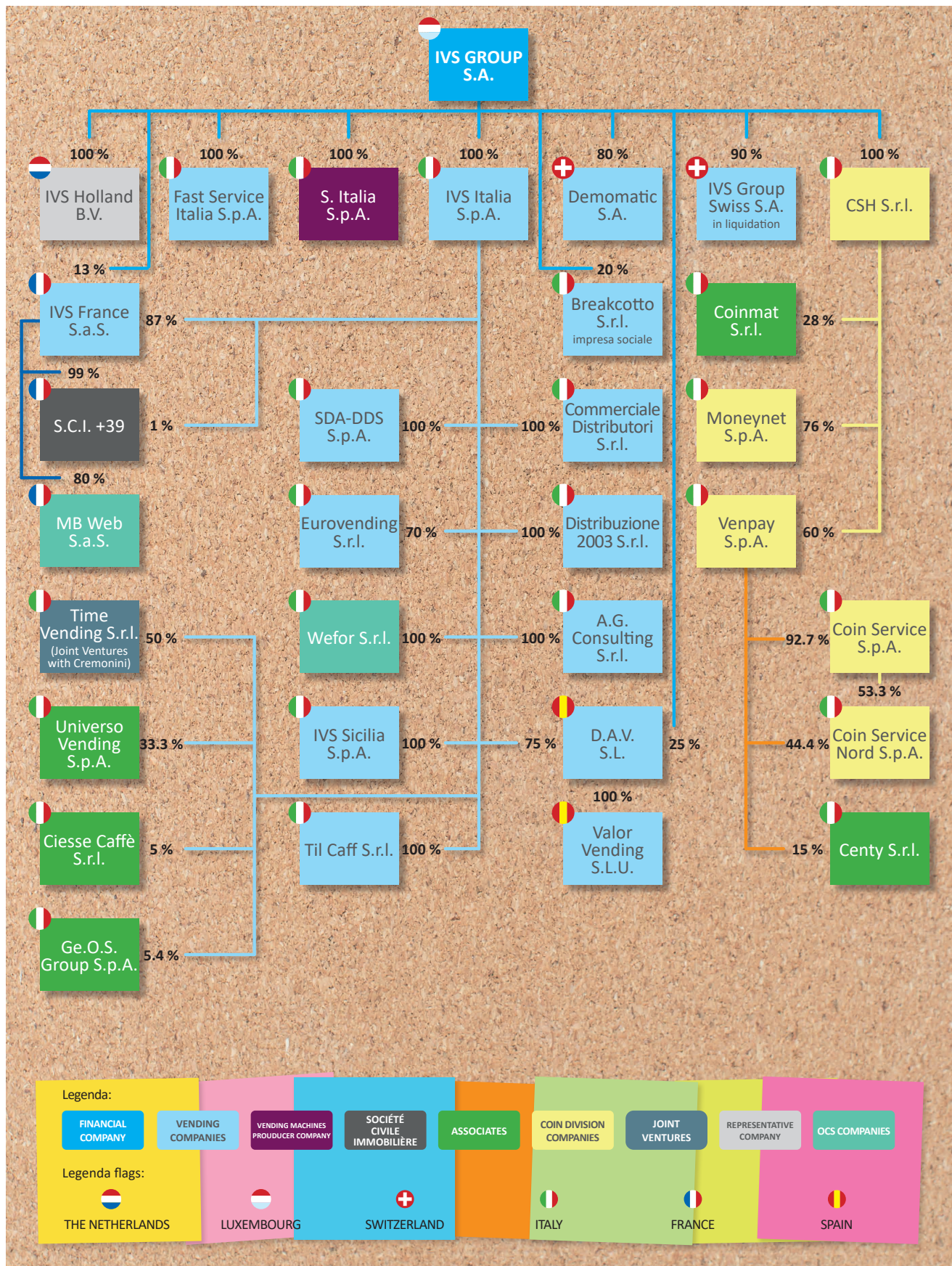
**15**

in Spain

## THE GROUP STRUCTURE

IVS Group is a company under Luxembourg law listed on the Milan Stock Exchange (ISIN: LU0556041001).

As at 31<sup>st</sup> December 2020, the IVS Group's corporate structure was as follows:







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Headquarters

*ivs*group

SORVEGLIANZA  
ITALIANA  
SORVEGLIA ESPERTA  
DAL 1980

25

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# GOVERNANCE AND RISK MANAGEMENT

## CORPORATE GOVERNANCE

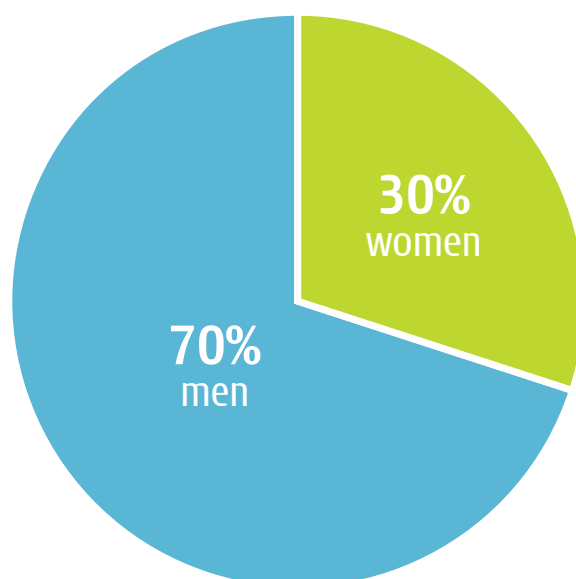
The IVS Group Corporate Governance model takes account of the complex international context in which the Group operates.

The endless changes in the economic, social and political context in the last few years have called for solid corporate governance, which takes account of value for all stakeholders and in which the different corporate bodies are able to dialogue and interact.

The Corporate Governance model is traditional and improvement-oriented in line with best practices. It therefore consists of:

- The Board of Directors, vested with the broadest powers to take all actions necessary to pursue the Group's goals and create business value. The Board is comprised of 11 members (1 < 30 years old, 5 between 30 and 50 years old, 5 > 50 years old), 3 of whom are women.
- The Control and Risk Committee, which is responsible for ensuring that company procedures are sufficiently efficient and effective and that financial information is reliable and correct.
- The Supervisory Board (SB), which is responsible for supervising implementation of and compliance with the Organisation, Management and Control Model referred to in Legislative Decree 231/2001, as well as for keeping it updated.
- The Appointments and Remuneration Committee, which evaluates and proposes the remuneration policies of directors and managers with strategic responsibilities.

## Composition of the Board of Directors





## INTERNAL CONTROL SYSTEM AND BUSINESS RISK MANAGEMENT

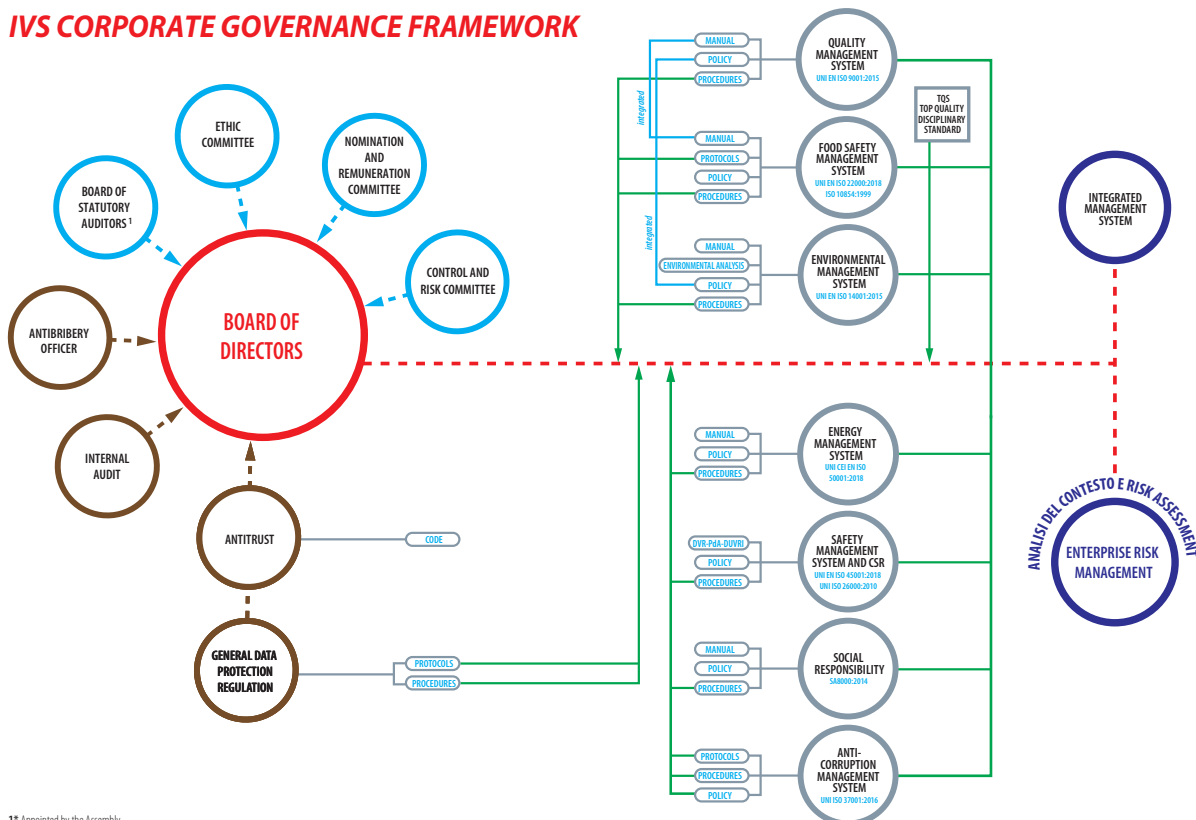
The adequacy and functioning of the internal control and risk management system is assured by periodic audits carried out by the relevant bodies: the Control and Risk Committee, Supervisory Board, Integrated System Manager and, from this year, the Internal Audit. Risk management, which encompasses internal, external, environmental, social, industrial, political and financial risks, is an integral part of the Group's growth strategy and is essential for the development of its corporate governance system.

Correct management of these risks makes it possible to protect both stakeholders (employees, customers, suppliers, shareholders, etc.) and Group activities.

With a view to mitigating the different types of risk, the Group adopts a prudential approach that involves constant monitoring of these risks so that it can evaluate their potential effects in advance and take the necessary actions to mitigate or offset them. This approach extends to all types of risk that are potentially significant for the Group.

The set of activities and nature of the Core Business of the Group Companies operating in multiple sectors has led to the implementation of a precise control of the Integrated System in order to promote, at operational level, actions aimed at reducing risks in compliance with the applicable mandatory regulations.

### IVS CORPORATE GOVERNANCE FRAMEWORK



<sup>1</sup> Appointed by the Assembly

## WHISTLEBLOWING PROCEDURE

IVS Group S.A. has adopted an e-mail address to report violations of the Code of Ethics and 231/01 Model; this address protects and guarantees the confidentiality of the identity of the reporting party since the owner of the address is a figure external to the Group Companies. The companies ask their employees, suppliers, customers and associates to report any offence and irregularity by sending an e-mail to:  
whistleblowing.gruppoivs@gmail.com

Reports are received by the Supervisory Body ("Recipient"), which undertakes to provide initial feedback to the reporting party within 15 days.

The Recipient has the right, depending on the requirements, to involve other competent company figures for the purpose of handling the report, after having made it anonymous.

## PILLARS OF CORPORATE GOVERNANCE

Field	Purpose	Vending Division	Coin Division
Code of Ethics	Defines the ethical and moral principles underlying the rules of conduct to which the Group's internal and external stakeholders must adhere.	✓	✓
Organisation, management and control model pursuant to legislative decree 231/01	Ensures that the organization's activities are carried out in full compliance with the Decree and prevents and sanctions any conduct that may fall into one of the types of offences covered by the Decree.	✓	✓
Anti-Corruption Code	Ensures maximum transparency and fairness in the management of relations with third parties with a focus on the Public Administration.	✓	-
Procedures for dealing with related parties	Defines and identifies related parties and identifies procedures that must be adopted whenever there are transfers of resources, services or obligations.	✓	-
Privacy-GDPR	A series of measures have been developed to promote a "culture" of data protection and confidentiality of the information of employees, associates, customers and suppliers.	✓	✓
Antitrust Code	Aims to illustrate the contents of the law protecting competition and to provide a practical guide on how to behave in real situations that may cause potential antitrust violations.	✓	-
Anti-Money Laundering Model	Prevents and monitors anomalies in order to report any suspicious money laundering transactions.	-	✓
Money Authentication	Recognizing worn-out and suspected counterfeit coins, in accordance with the provisions of Ministerial Decree of 21 April 2015 (industry-specific regulations).	-	✓
<b>LEGALITY RATING<sup>2</sup></b>	Promotes ethical principles in corporate behaviour, rewarding the commitment of companies that improve their social and environmental impact.	✓	✓
<b>SECURITY</b>	Identifies security risks inherent in the operational management of services (job security, infrastructure security, technology security, data and network security, etc.).	-	✓

2. For the Group Companies IVS Sicilia S.p.A., SDA-DDS S.p.A. and Eurovending S.r.l.



# #yourbestbreak

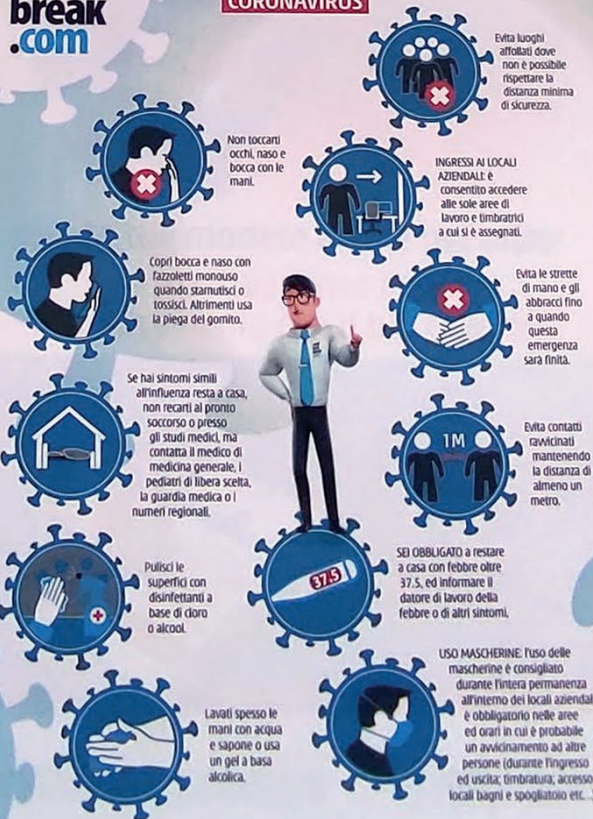


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## ALCUNE SEMPLICI RACCOMANDAZIONI PER CONTENERE IL CONTAGIO DA **CORONAVIRUS**



# MAPPING OF IVS GROUP STAKEHOLDERS AND MATERIALITY ANALYSIS

In 2017, the Group created a detailed mapping of the main stakeholders with whom it interacts and who fall within the scope of its activities, subsequently identifying the degree of influence and dependence

that they exert on the Group.

In 2020, the analysis was updated and 8 stakeholder clusters were identified.

## Map of IVS Group stakeholders





## IVS Group materiality matrix

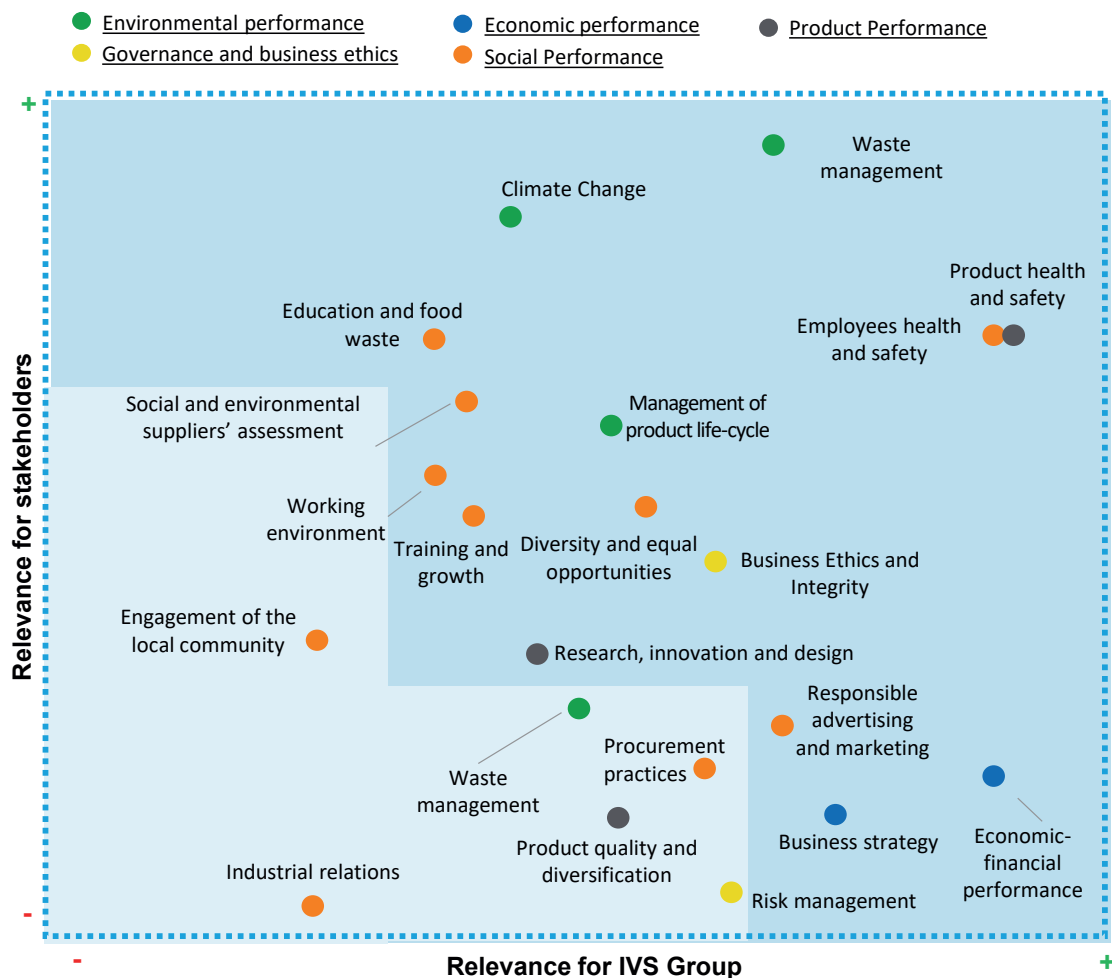
The materiality analysis was conducted in compliance with the criteria defined by the Global Reporting Initiative. This year this activity was also completed by inviting around 30 external partners in various sectors to fill in a questionnaire, with the aim of analysing the relevance attributed to sustainability issues specific to the sector and the relevant context.

The process resulted in the identification of 15 issues that emerged as material, i.e., which reflect the Group's significant economic, environmental and social impacts. The themes have been summarised in the materiality matrix, which represents the relevance of the themes

for the IVS Group on the x-axis and their relevance for stakeholders on the y-axis.

The identified themes can be grouped into 5 macro areas: Governance and business ethics, economic performance, environmental performance, social performance and product performance. The most important aspects for the IVS Group and its stakeholders can be seen in the quadrant in the top right and represent a strategic priority for the Group.

In addition to the material issues identified, 6 non-material but relevant issues for the IVS Group were also identified.









**Sustainability  
Governance**

**IVS Group** activities concern a huge number of stakeholder: millions of daily consumers enjoying a coffee at their workplaces or in public places; thousands of workers of different countries, in their branches with their colleagues or at home, with their families; thousands of suppliers, and numerous debt and equity investors. Therefore, when defining our strategy and conducting our daily operations, we carefully evaluate and do our best efforts in order to **maximize the positive effects of our activities**.

Our Sustainability Report is just a summary of all what we try to do for people; not only for our employees, for their safety and welfare; but also for all the local communities we work with and live in.

Our company, although not being a huge group, has been one of the most advanced, at local level, to improve the corporate welfare approach (i.e. internal nursery schools, innovative labour contracts), in order to make feel at ease and retain our human resources.

Concrete circular economy activities were already present before such a definition became fashionable: just to mention an example, the recovery and recycling of coffee grounds is managed with growing volumes since many years, and we proposed to relevant authorities other efficient ways to engage our widespread logistic system to manage and recycle other materials, to the benefit of larger communities. The responsible and careful use of natural resources, energy and water, is not a new issue for us, but dates back to many years ago.

The efforts we always make on new products and services offered are also aimed at improving the food education, together with clients' awareness, loyalty and satisfaction.

We move, every day, millions of consumptions of coffee, drinks and snack, with the mission to give our clients a short, but pleasant break and some true relax moments. Any decision, any element of our activity, have to be consistent with this mission and sustainable, based on scientific, numerical and objective criteria.

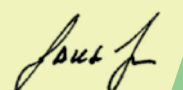
In the last months, humanity has been challenged by the imponderable. We had to deal with the **Covid-19 health emergency**, which is inevitably producing deep changes compared to the past.

Many measures have been taken to protect the safety of our people, inside and outside our sites, and of all our customers. On the basis of the guidelines issued by the EU Governments and Ministries of Health, we adopted new procedures to fight the virus in the workplaces, to ensure that vending machines were sanitized at every step, providing all the necessary devices- masks, gloves, sanitizing gel, .. - to prevent any possible transmission of the virus.

We are proud that, even in the darkest period of the lockdown, we have been able to stay connected with our customers, by giving them a coffee to enjoy, as a kind of warm "hug".

The economic system is changing; we all have the opportunity to accelerate our own changes, with sustainable innovations, finding new ways of doing business, with the same mission, possibly even more people oriented.

Francesco Ferrari - Integrated System Manager



Luca Cambiaghi - Consolidated Financial Statements Manager



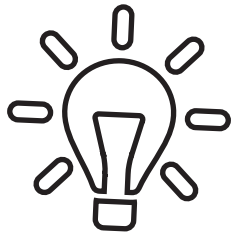
Laura Rodriguez - Marketing Department Manager





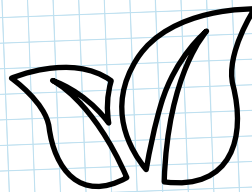


# HIGHLIGHTS



## ENERGY CONSUMPTION

217,689  
GJ



## EMISSIONS

13,162 t CO<sub>2</sub> eq  
SCOPE 1 EMISSIONS

3,200 t CO<sub>2</sub> eq  
SCOPE 2 EMISSIONS

## WASTE RECOVERY

77.88%	22.12%
RECYCLED	DISPOSED





## COFFEE GROUNDS

**78,740 KWhe**

Clean Energy

**52,565 Kg**

CO<sub>2</sub> not emitted

**14,724**

TOE saved



## RESPONSABLE SOLIDARITY

**80** thousand deliveries per month

**60** vending machines installed in growth

**8** young people hired

**2** tutor/loaders

## EMPLOYEES



**2,873**  
EMPLOYEES



**67.1%**  
EMPLOYEES  
AGED BETWEEN  
30 AND 50



**98.9%**  
EMPLOYEES WITH  
PERMANENT  
CONTRACT

# VOLUNTARY CERTIFICATIONS

Transparency in supplier relations is ensured through the adoption of rules and mechanisms that allow the Group to assess their professional and technical reliability, economic and asset situation and commitment to

corporate social and environmental responsibility in relation to their category:

food sector, services sector, technology and hardware sector, maintenance sector, consulting sector, etc...

*IVS Group S.A.*

*IVS Italia S.p.A.*

*S. Italia S.p.A.*

*IVS Sicilia S.p.A.*

*SDA-DDS S.p.A.*

*Eurovending S.r.l.*

*Auto-Bar S.r.l.*

*Wefor S.r.l.*

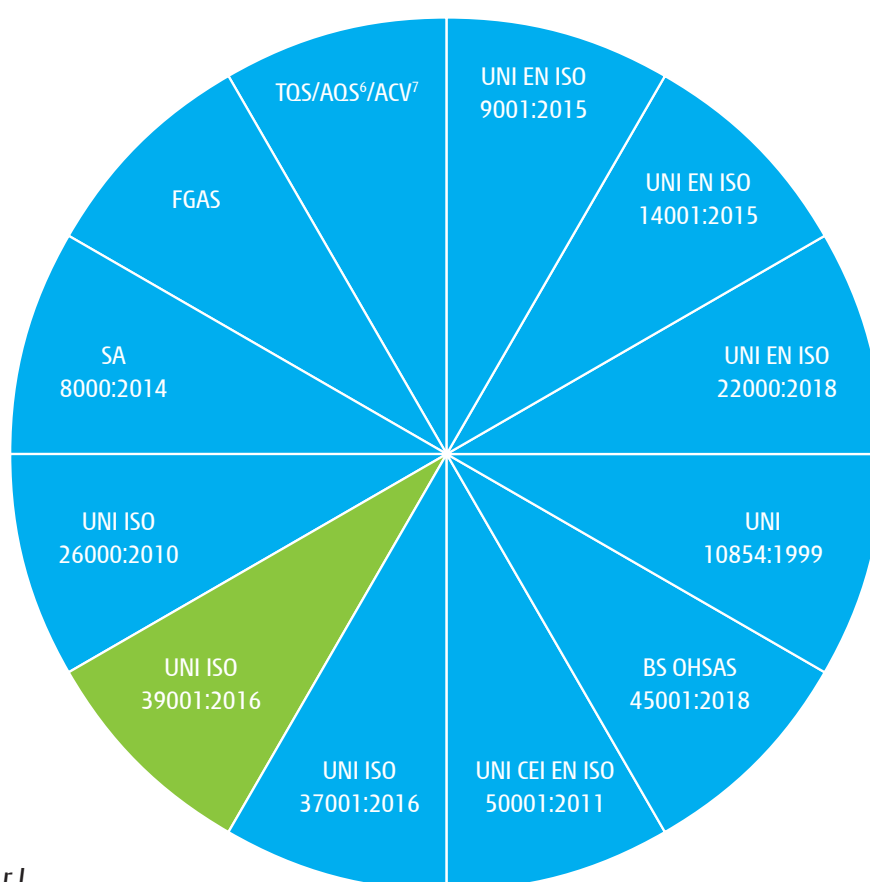
*IVS France S.A.S.*

*DAV S.A.*

*Demomatic<sup>6</sup>*

*AG Consulting S.r.l.*

*Commerciale Distributori S.r.l.*



certifications already held as at 2019<sup>7</sup>; scheduled for 2022.

	UNI EN ISO 9001:2015	UNI EN ISO 14001:2015	UNI 10891:2000	UNI EN ISO 22000:2018	UNI 10854:1999	BS OHSAS 45001:2018	UNI CEI EN ISO 50001:2011	UNI ISO 37001:2016	UNI ISO 39001:2016	SA 8000:2014
Coin Service <sup>5</sup>	X	X	X							
Venpay	X	X								
Money.net	X	X								

3. Spanish quality certification of the vending sector

4. Catalan association quality certification

5. Extension of UNI EN ISO 9001 certification to the Faggiano (TA) site

6. Extension of the following certifications 2020: UNI EN ISO 9001:2015, UNI EN ISO 14001:2015, UNI EN ISO 22000:2018, BS OHSAS 45001:2018.

7. Certifications obtained by the listed companies



# SUSTAINABILITY FOR THE IVS GROUP



## THE IVS GROUP'S APPROACH TO SUSTAINABILITY

Responsible Vending, and through this principle the Group recognises the Sustainability Goals set out by the United Nations, focusing its efforts in different areas, trying to make a contribution to ensuring the well-being of humanity and the planet by promoting:

- Food safety by creating partnerships with international suppliers;
- A healthy and natural diet;
- Employee health and well-being;

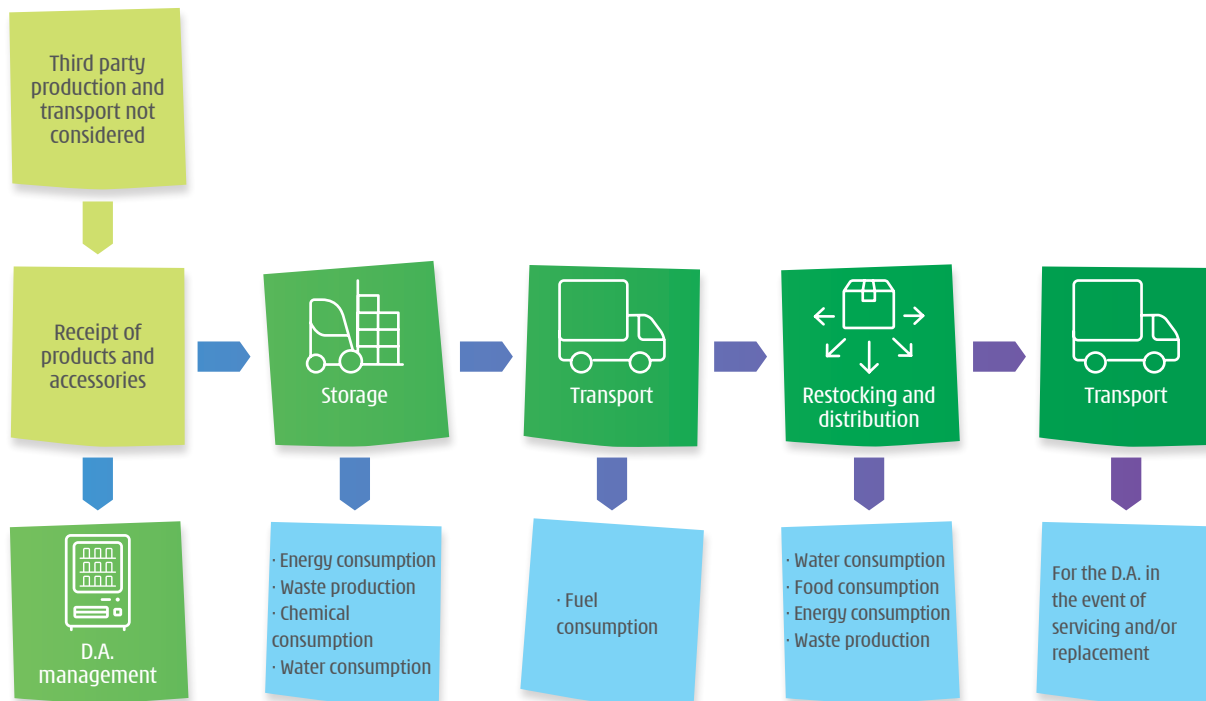
- Quality, fair and inclusive education;
- Gender equality and support for women's empowerment;
- Water management by eliminating waste;
- Decent, inclusive and sustainable work for all;
- Sustainable production and consumption models;
- Actions to combat climate change;
- Constant improvement of the work environment;
- Promotion of fair trade.







## Description of the service delivery process starting with receipt of products at the Local Units





# THE GROUP'S EFFICIENCY INITIATIVES

12

Some of the solutions adopted to combat the risk of climate change

The Group's goal is characterised by constant commitment and a long-term environmental policy.

Respecting the environment also means saving energy by cutting needless consumption, a goal that the IVS Group, thanks to a long-term environmental policy, is pursuing through the planning, implementation and monitoring of numerous projects targeted at savings in pollution energy, the reduction of all emissions and, more generally, responsible management of the resources it uses. The solutions adopted to protect consumption include:

- Choice of vending machines with highly sophisticated technical features and special "energy saving" functions;
- Use of LDPE bags with recycled raw material for separated waste collection;
- Dematerialisation of paper archives (Coin Service Company): new method of digital document archiving at the Empoli headquarters, with a significant reduction in paper documents;
- Purchase of equipment with built-in Energy-Saving programmes;
- Monitoring and evaluation to reduce consumption of electricity, water and machinery, and raising awareness of energy sustainability practices among all staff;
- Automatic shutdown of a series of company devices at set times (printers, personal computers, monitors, etc.);
- Partnerships with suppliers that decide to take responsibility for absorbing the CO<sub>2</sub> emitted to provide their service through decarbonisation processes and reforestation of the planet (Way2Global);
- Replacement and purchase of low-environmental impact new-generation vehicles;
- Increased use of recycled material;
- Drive towards dematerialisation within certain internal procedures;
- Green Water project for PET reduction.





## Upgrading of the neon lighting system with LED lighting

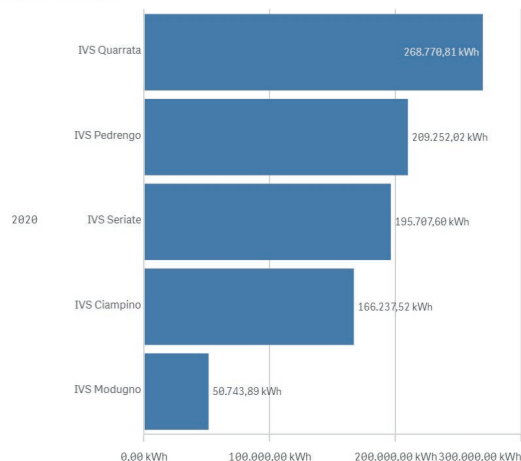
**+50%<sup>8</sup>**

Reduction in average consumption in converted branches

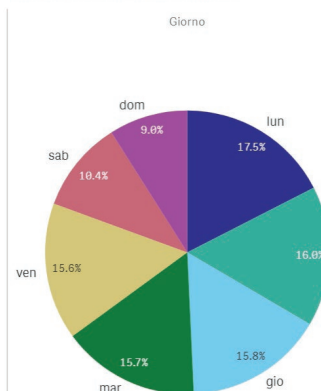
We have switched from a neon lighting system to LED lighting, providing greater environmental savings.

Monitoring is carried out using a BI system that allows immediate detection of peaks and/or excesses in energy consumption for lighting and equipment.

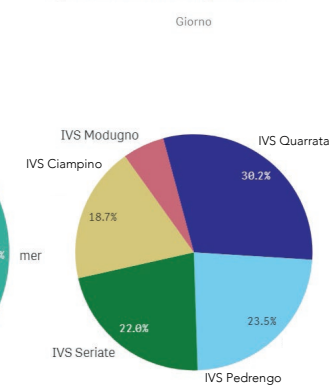
Monitorato consumi:



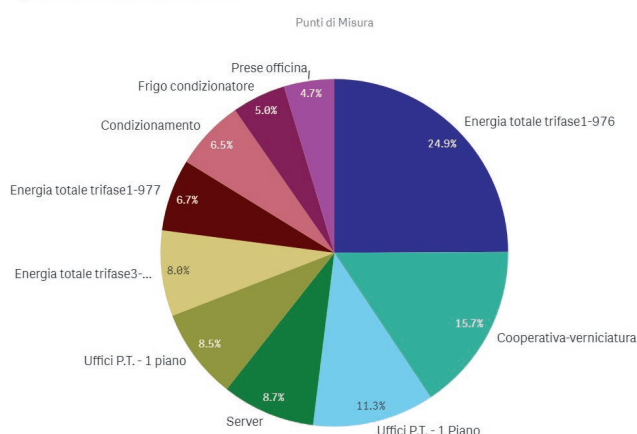
Incidenza dei Consumi Settimanale:



Ripartizione dei Consumi per Azienda:



Ripartizione dei Consumi Monitorati:



8. The reduction value indicated refers to the Seriate and Pedrengo sites. The comparison and estimation of the reduction for all locations involved will be presented next year.

## Investments in the adaptation of buildings to seismic risk

**18**

Branches with seismic adaptation

The seismic resistance of the 18 proprietary buildings has been improved.



## Plan for the installation of solar panels on logistics facility roofs

**1.4<sup>9</sup>**

Millions of kWh produced with solar energy

Due to the pandemic, the photovoltaic installation programme will be resumed when possible.

9. The value is a projection of the installation of systems over the next decade



## Computers and Monitors: energy efficiency environmental awareness

**+6%**

Sustainable  
computers and  
notebooks compared  
to 2019

We purchase environmentally friendly computers and monitors.

For the purchase of new workstations and notebooks, we relied on DELL Technologies, a company that has been committed to environmental sustainability for many years.

The purchased products are "Energy Star", "80 Plus", "EPEAT" and "TCO" certified.

In addition to improved energy efficiency, DELL states: "We have made great strides to increase our use of post-consumer recycled plastic and regenerated carbon fibre, achieving up to 60% recycled plastic in the OptiPlex2 portfolio. Our goal is for 100% of our packaging to be made from recycled or renewable materials by 2030."



In 2020, IVS Group purchased 68 new workstations, with the aim of improving energy efficiency, while also paying attention to the materials from which they are made.



# ENVIRONMENTAL RESPONSIBILITY



Defending the environment is a duty to life.

The subject of environmental responsibility is now more topical and visible than ever, not least because of the pandemic that has attracted worldwide attention over the past year, showing how a drastic reduction in the movement of vehicles and people has awakened and “cleaned” our planet.

This is also why the IVS Group is continuing to invest in sustainability and is trying to raise awareness of the issue among the workforce.

**Environmentally friendly activities within the sites include projects for:**

- waste reduction and recovery
- optimisation of energy consumption through a central control system
- optimisation of resource-efficient business trips
- reduction of water consumption and energy-efficient water heating

**Special attention is paid to external environmental measures:**

- refresher courses for drivers to ensure responsible behaviour towards the environment
- optimised transport planning to reduce empty miles





## Energy consumption

**-17.6%**

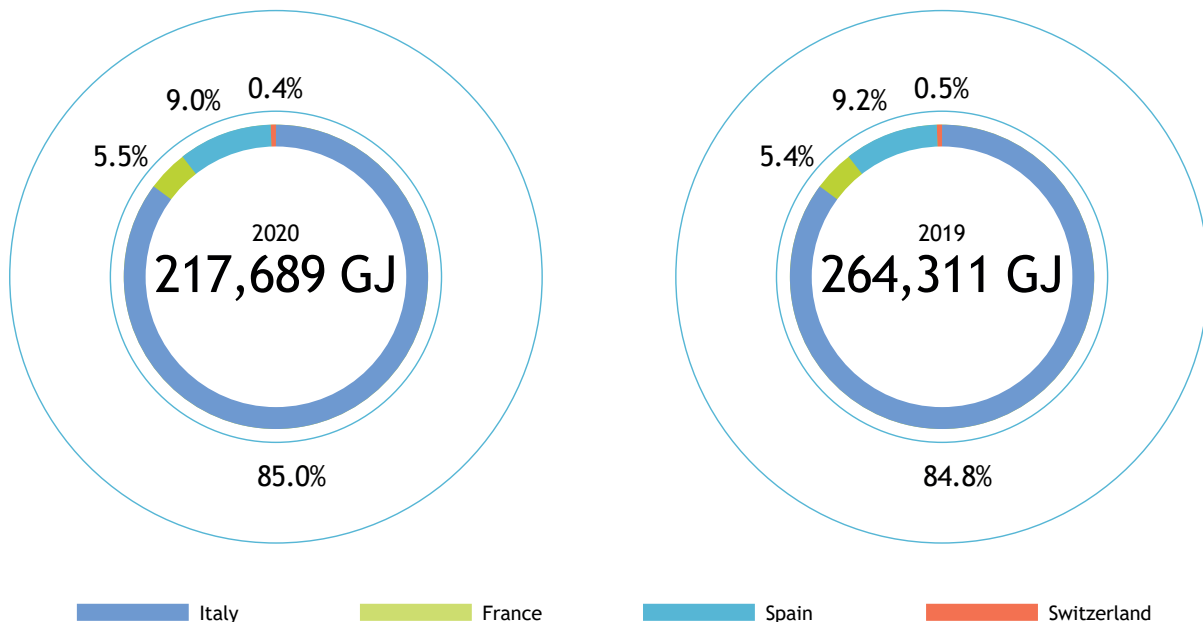
Lower consumption than in 2019

Energy consumption is reduced in all the Group's locations.

The Group's total energy consumption stood at 217,689 GJ in 2020, down 17.6% from the previous year. These figures, like those presented below, were impacted by a lockdown period caused by the pandemic.

85.00% of consumption can be attributed to the Italian sites, followed by Spain (9.00%), France (5.5%) and finally Switzerland (0.4%).

### Group energy consumption by country



# Group electricity consumption

**16.5%**

Consumption of purchased and self-produced electricity

Energy consumption is constantly monitored.

## Group electricity consumption

[GJ]	From 1 January to 31 December 2020	From 1 January to 31 December 2019
Electricity		
Purchased	35,779	39,198
Self-produced	173 <sup>10</sup>	159
of which sold/injected into the network	66 <sup>11</sup>	14

## COMMENT ON THE TREND

Electricity consumption, partly purchased and partly self-produced, used for heating, hot water production, lighting in offices and warehouses, powering electric vehicles and vending machines with dedicated electrical panels owned by the Group, accounts for 16.5% of total energy consumption. The Group expects a reduction in electricity purchased from the grid in 2022.

10. Estimated as an average over the 2017/2019 three-year period.

11. Figure estimated in proportion to the reduction in electricity purchased by the Ravello Porro site (where the photovoltaic system is installed).



## Group energy consumption by fuel type

**5.1%**

Natural gas, LPG and electric vehicles

Greater emphasis on eco-friendly vehicles.

### Group energy consumption by fuel type

[GJ]	From 1 January to 31 December 2020	From 1 January to 31 December 2019
Diesel	166,902	206,587
Natural gas <sup>12</sup>	11,410	13,694
LPG	1,139	1,352
Gasoline	2,285	3,335

### Breakdown of the Group's vehicle fleet by fuel type

	2020	2019
Total [No. vehicles]	2,266	2,750
Diesel	92.5%	93.6%
Natural gas	2.6%	2.6%
LPG	1.6%	1.4%
Gasoline	2.3%	1.7%
Electric	0.9%	0.9%

As at 31 December 2020, the IVS Group's fleet included 2,266 vehicles, new generation in almost all cases, down 8.0% compared to 2019.

12. Natural gas consumption is used both for heat production (heating and hot water) and for refuelling natural gas vehicles.

## Group energy consumption by fuel type



### COMMENT ON THE TREND

*In 2020, energy consumption is primarily attributable to the use of diesel fuel, accounting for 76.7% of the total. The Group's residual energy consumption, net of electricity consumption, is attributable to natural gas (5.2%), LPG (0.5%) and gasoline (1.1%).*

*The Group has decided not to invest in electric vehicles yet because of the objective difficulties in maintaining a charge over long distances.*



# Greenhouse gas emissions

**-19.3%**

Scope 1 CO<sub>2</sub> emissions compared to 2019

## CO<sub>2</sub> emissions are decreasing.

The emissions considered by the IVS Group are divided into two categories:

- **Direct emissions - Scope 1** - Direct greenhouse gas emissions from combustion in boilers, vehicles, etc. owned by the Group.
- **Indirect emissions - Scope 2** (location based) - Takes into account the greenhouse gas emissions resulting from the generation of electricity purchased by the company. Electricity acquired is defined electricity bought or otherwise brought within the organisational confines of the company. Scope 2 emissions physically occur where the electricity is generated.

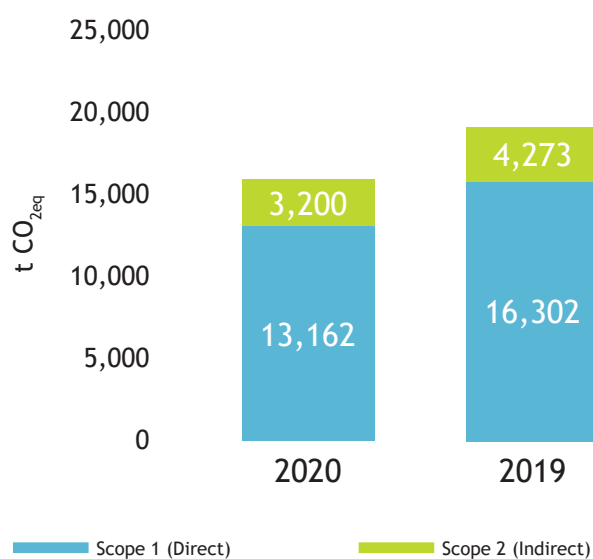
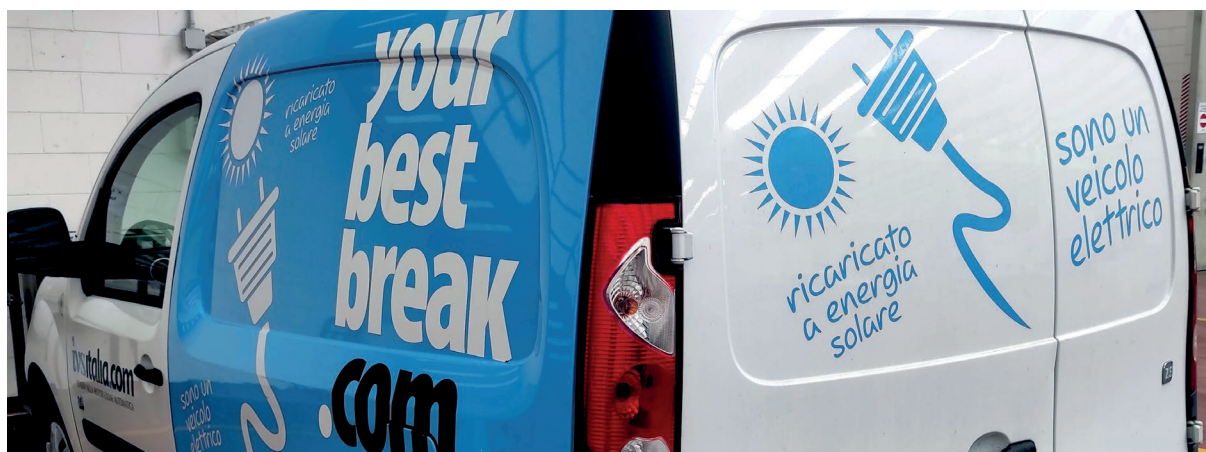
## Group greenhouse gas emissions by type (Scope 1 and 2) and country<sup>13</sup>

	From 1 January to 31 December 2020		From 1 January to 31 December 2019	
	Scope 1 [t CO <sub>2</sub> eq]	Scope 2 [t CO <sub>2</sub> ]	Scope 1 [t CO <sub>2</sub> eq]	Scope 2 [t CO <sub>2</sub> ]
Italy	10,979	3,086	13,596	4,101
France	801	13	949	19
Spain	1,319	100	1,668	152
Switzerland	63	0.4	88	1
<b>IVS GROUP</b>	<b>13,162</b>	<b>3,200</b>	<b>16,302</b>	<b>4,273</b>



13. Scope 2 emissions are expressed in tonnes of CO<sub>2</sub> since the percentage of methane and nitrous oxide has a negligible effect on total greenhouse gas emissions (CO<sub>2</sub> equivalent) as inferred from the relevant technical literature (emission factor for national electricity mix - source AIB).

## Greenhouse gas emissions



### COMMENT ON THE TREND

The Group's total CO<sub>2</sub> equivalent emissions were 13,162 tonnes of Scope 1, down 19.3% from 2019 and 3,200 tonnes of Scope 2, down 25.1%, consistent with the energy consumption trend.



## Waste production and recovery<sup>12</sup>

# -16.1%

Waste production  
compared to 2019

A constant commitment to recovering and exploiting waste.

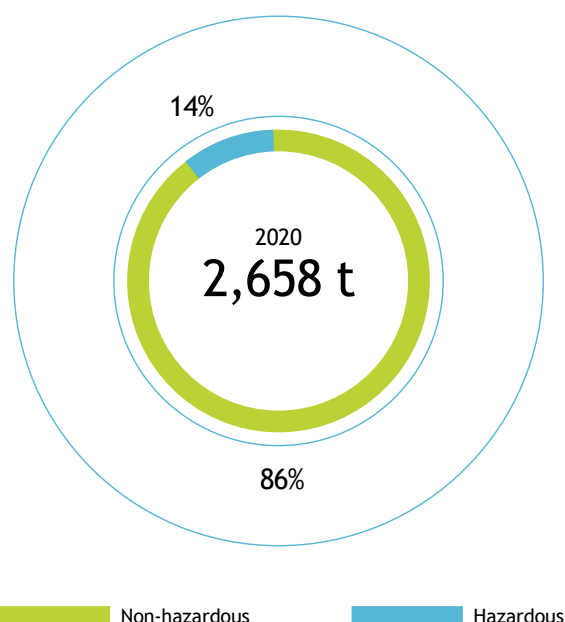
### Waste produced by the Group by type and disposal method<sup>14</sup>

[t]	From 1 January to 31 December 2020	From 1 January to 31 December 2019
<b>Hazardous</b>	<b>372</b>	<b>345</b>
Recycling	317	280
Disposal	55	65
<b>Non-hazardous</b>	<b>2,286</b>	<b>2,824</b>
Recycling	1,725	2,306
Recovery	28	21
Landfill	31	26
Incineration	239	223
Storage	139	173
Other*	124	75
<b>TOTAL</b>	<b>2,658</b>	<b>3,169</b>



14. As regards all Group companies, the figures do not include waste directly disposed of by the relevant municipal companies.

## Waste production and recovery



The Group mainly produces waste from office and warehouse management activities, for a total of **2,658 tonnes of waste, down 16.1% from 2019**.

**14% of the waste produced is classified as hazardous, while the remainder is non-hazardous waste (86%).**

### Tonnes of waste produced in 2020

[t]	recycled	disposed	recycled / recovered	landfill / incineration / storage and other
Italy	313	48	1,336	206
France	0	7	40	272
Spain	4	0	378	0
Switzerland	0	0	0	55
GROUP	317	55	1,753	533



## Waste production and recovery

### Materials obtained from the processing of the end-of-life equipment (EWC 16.02.11\*) of the IVS Group and IVS Italia<sup>15</sup>

Output	% 2020	% 2019
Ferrous metals	72.00	72.66
Non-ferrous metals	3.35	3.07
Plastics	8.23	7.50
Electrical and electronic components	8.73	8.66
Oil	-	0.20
Refrigerant Gas	-	<0.1
Fraction of waste (including oil and refrigerant gas)	7.69	7.88

### Materials obtained from the processing of the end-of-life equipment (EWC 16.02.14) of the IVS Group<sup>15</sup>

Output	% 2020	% 2019
Ferrous metals	87.17	72.59
Non-ferrous metals	-	3.68
Plastics	-	9.12
Electrical and electronic components	5.39	9.62
Fraction of waste	7.43	5.00

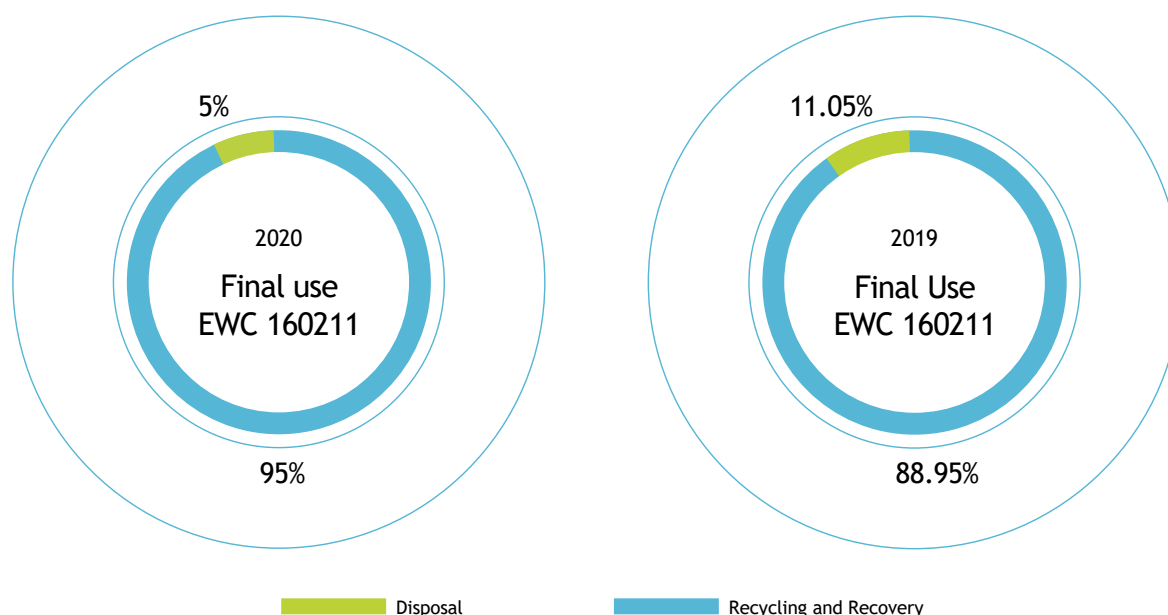
### Percentage of recovery of end-of-life equipment belong to IVS Group and IVS Italia S.p.A. With EWC code 16.02.11\* and 16.02.14<sup>16</sup>

	FINAL USE 16.02.11	FINAL USE 16.02.14
% Recycling and Recovery	94.70	91.20
% Disposal	5.30	8.80

15. Weighted averages for the suppliers ERP and ESO, equal to 76.24% of the total waste discharged.

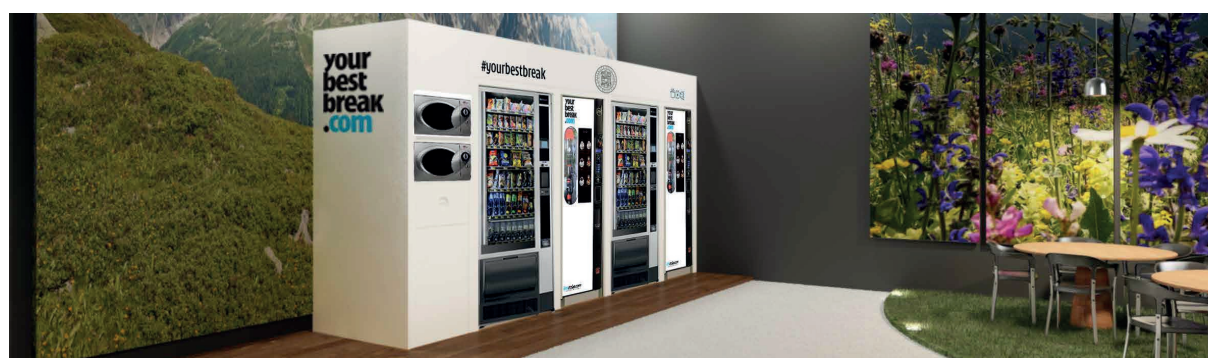
16. Weighted averages for the suppliers ERP, Eso Recycling, Gruppo Fiori, Cancellieri and Remedia, equal to 95.35% of the total waste discharged.

## Waste production and recovery



## COMMENT ON THE TREND

*The reduced waste of materials, the extension of the useful life of the machinery and the reduction of the quantity of materials for disposal are clear consequences of the reuse and recycling policy adopted by the Group.*







## Production of clean energy from coffee

**+29.6%**

Clean energy  
produced  
compared to 2019

Other IVS Italia sites have joined the coffee grounds collection project.

Two more locations were added to the six already involved for the collection of coffee grounds.

This year around 127 tonnes of coffee grounds were delivered (+30%). The collected grounds, delivered to a Company specialised in raw material conversion, are fed into biogas plants.

The amount of energy produced is equivalent to the average annual consumption of 29 households (based on a family of 4)<sup>17</sup>.



## Goals achieved

	Measurement	2020	2019	2018	2017
Coffee grounds used	t	127	98	82	74
Electricity produced	kWhe	78,740	60,760	50,840	45,880
Thermal energy produced	kWht	101,600	78,400	65,600	59,200
CO <sub>2</sub> not emitted	kg	52,565	44,418	37,166	33,540
TOE saved	TOE	14.724	11,362	9,507	8,580



17. Source: Istat data. The study shows the average expenditure of Italian households in 2013 on electricity required for: home heating, water heating, cooling, equipment, consumption and expenditure on biomass, lighting and household appliances. An electricity cost of 0.21 €/kWh has been assumed.



## Reforestation project<sup>18</sup>

500

Thousand trees planted thanks to the Reforest Action project

### We plant trees to fight desertification.

Reforest Action concluded this year's reforestation of depressed areas in Peru with the planting of a total of 500,000 trees, thanks to the contribution of 2,500 partners including IVS France, which contributed last year.

### PÉROU - PIURA

- Développement de l'agroforesterie
- Restauration de zones déforestées

**CONTEXTE DU PROJET**

Avant l'initiation de notre projet dans la région de Piura, au nord du Pérou, les communautés locales des districts de Huarmaca et Pacaipampa vivaient aux abords de zones déforestées. Ces anciennes terres forestières, converties il y a une cinquantaine d'années en pâturages, étaient alors fortement dégradées et menacées par l'érosion de leurs sols. C'est d'une demande très forte de la part des populations et des municipalités locales qu'est né ce projet, financé par Reforest'Action depuis novembre 2019 et conduit sur le terrain pour l'ONG péruvienne Progreso.

**L'objectif : reboiser les montagnes, aux côtés des communautés locales, afin de lutter contre l'avancée du désert et l'érosion des sols, et retrouver un couvert forestier tel qu'il existait il y a un demi-siècle.**

**PRINCIPALES ACTIONS MENÉES EN 2019-2020**

Après une première phase de production des plants au sein de pépinières locales à l'automne 2019, les plantations se sont tenues de janvier à mai 2020 dans les districts de Huarmaca et Pacaipampa. Les arbres ont pris racines à flanc de montagne ou en agroforesterie, au sein de parcelles agricoles. Cèdre-acajou, mahogany à grandes feuilles, aulne des Andes, pin argenté, eucalyptus saligna : ce véritable cocktail végétal constitué d'essences complémentaires permettra, au fil de sa croissance, de restaurer les sols, de protéger les sources d'eau environnantes, de fournir du bois d'œuvre et de chauffer aux populations, et d'accueillir une faune sauvage accrue. Un souffle d'air nouveau pour ces régions du Pérou marquées par la désertification. Des travaux de protection ont ensuite été conduits courant juin 2020 par notre partenaire Progreso pour placer les jeunes pousses hors d'atteinte du bétail. En clôturant près d'une centaine d'hectares, Progreso assure aux arbres les meilleures conditions possibles pour leur croissance et continuera à suivre leur évolution au cours des mois à venir.



**PARTENAIRE TECHNIQUE**

**500 000**  
ARBRES  
PLANTÉS

**11**  
ESSENCES

**2 500**  
BÉNÉFICIAIRES





**Kg.150** CO<sub>2</sub> absorbed

**3** animal shelters created

**4** months of oxygen produced

**1** hour of work produced

18. The entered figures refer to each tree and have been provided by the Reforest Action Association.



# River cleaning Llobregat in Barcelona

360

Waterbird species  
protected through  
river cleaning

United against pollution because we care about nature.



**LIBERA**  
UNIDOS CONTRA LA CONTAMINACIÓN

1m² POR LOS RÍOS, EMBALSES Y PANTANOS

**1m²**  
POR LA NATURALEZA

**your best break .com**

## Orilla de la corriente del Llobregat

**7 marzo 09.30h-12.00h**

Nos acompañas a limpiar el cauce del **Rio Llobregat**

*Porque nos importa nuestro Medio Natural*

**Delta del Río Llobregat**  
El Delta del río Llobregat ocupa 98 kilómetros cuadrados de llanura entre los macizos de Garraf y Montjuïc; es un espacio de muchas especies animales como las aves, por ser paso obligado de las aves migratorias entre el Mar Mediterráneo, Europa y África.

**Fauna**  
Se cuentan más de 360 especies de pájaros que van allí para anidar, descansar, invernar; entre las más llamativas están las aves acuáticas como la garza real, patos, cormoranes, martinets. Son comunes los búhos, las lechuzas y el autillo tiene sus temporadas para aparecer. En invierno visitan los gaviánes y hasta cercillos o halconillos colorados. (Ver: [https://www.llobregat.cat/](#))

**Flora**  
Se consiguen pinos piñoneros y junciales intermedios que sirven de hogar para las aves forestales. Las zonas de cultivo y cadenas de árboles más el clima suave y húmedo, son atractivos para las aves de todas partes del mundo. Por el frente del delta se da un proceso de salinización porque entra agua marina a los estanques y esto hace que las ciénagas sean un poco más salobres y varían las especies vivientes.

**Más Información**

**Lugar:** Camino Río Llobregat (Sant Feliu)  
**Hora:** 09,30 h.  
**Duración:** 2 horas  
**Contacto:** 670302908  
Eva.perez@ivsiberica.com

**LIBERA**  
UNIDOS CONTRA LA CONTAMINACIÓN

**SEO BirdLife** **ecoembes** **El poder de la colaboración**

**ivsiberica.com**



# Hardware and Accessories



We have invested in a new servicing centre in Trezzo sull'Adda.

## Serviced equipment by type and servicing centres in 2020

No.	Seriate	Pomezia	Modugno
Automatic Vending Machine	3,786	3,462	517
Fridge Unit	1,776	581	140
Payment system	3,271	5,926	0

## Serviced equipment by type and servicing centres in 2019

No.	Seriate	Pomezia	Modugno
Automatic Vending Machine	7,298	5,742	1,108
Fridge Unit	4,474	585	478
Payment system	5,644	4,933	0

## FOCUS

The use of new two-component water-based paints, a type of paint that has less impact on both the environment and the health and safety of workers than the traditional type containing chemical compounds, is increasing.

A new servicing centre in Trezzo sull'Adda to increase the servicing capacity of even small D.A.s with processes aimed at optimising waste:

- of components and materials
- of water used for rinsing operations with a regeneration plant
- disposals for raw material recovery



# RESPONSIBLE MARKETING<sup>19</sup>

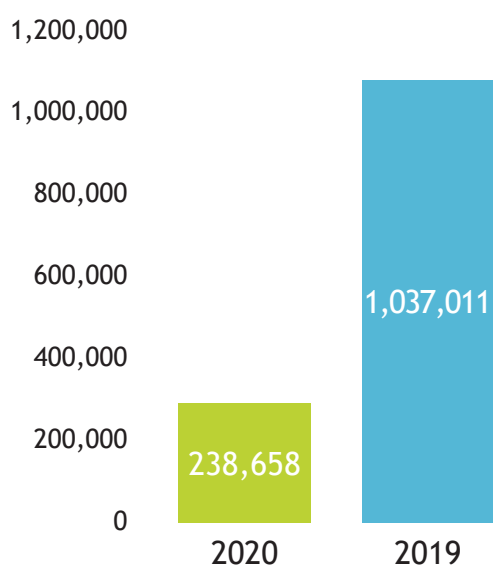
Commitment to spreading a food culture based on sustainability principles.

A commitment to spreading food culture based on sustainability principles remains the Management's goal, even though the year was characterized by

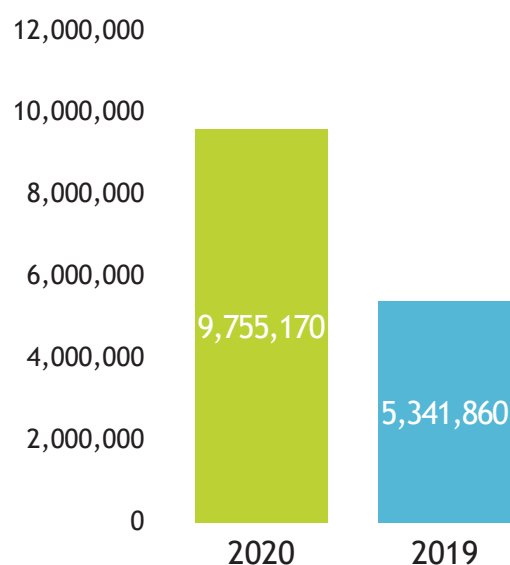
a general suspension of operations (due to the pandemic), which led to a general drop in consumption, also impacting these types of snacks.



## BIO products sold per year



## PLA glasses sold per year



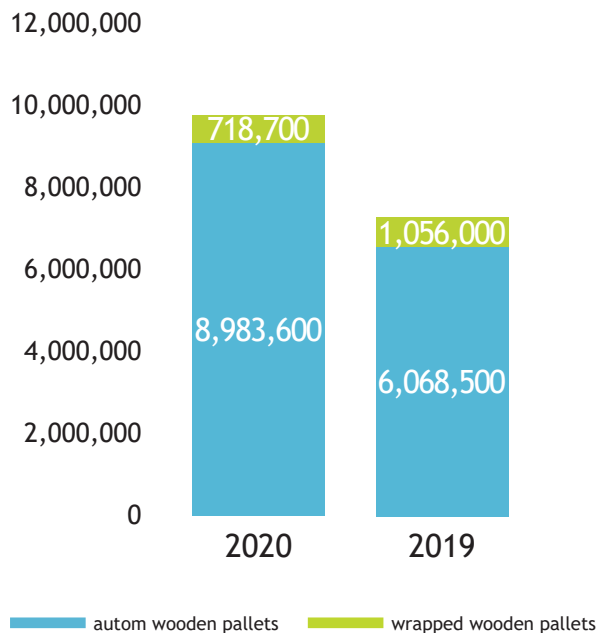
19. Please note that the quantitative data relating to IVS Group products reported in this paragraph refer to the following companies: IVS Italia S.p.A., SDA-DDS S.p.A., Eurovending S.r.l., IVS Sicilia S.p.A., AUTO-BAR S.r.l., Wefor.

## Responsible marketing

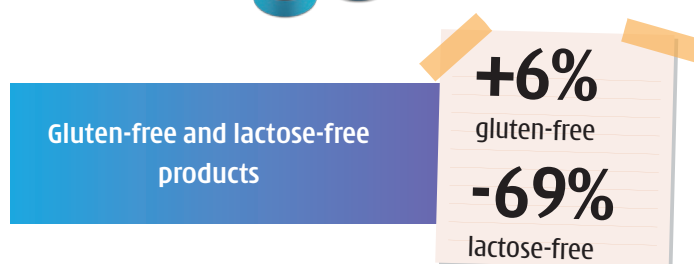
Increased use of wooden pallets  
due to environmental policies

**+36%**  
compared to 2019

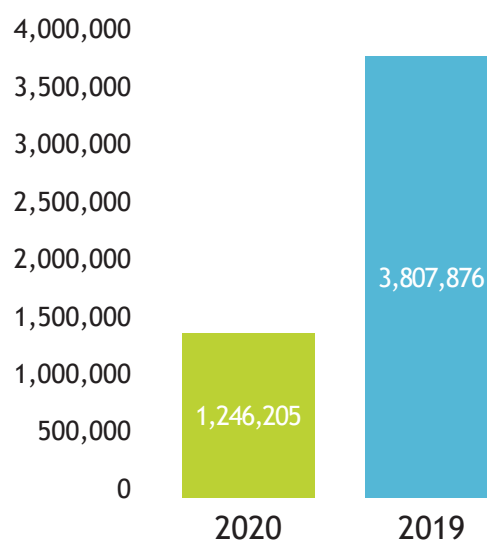
### Number of wooden pallets sold



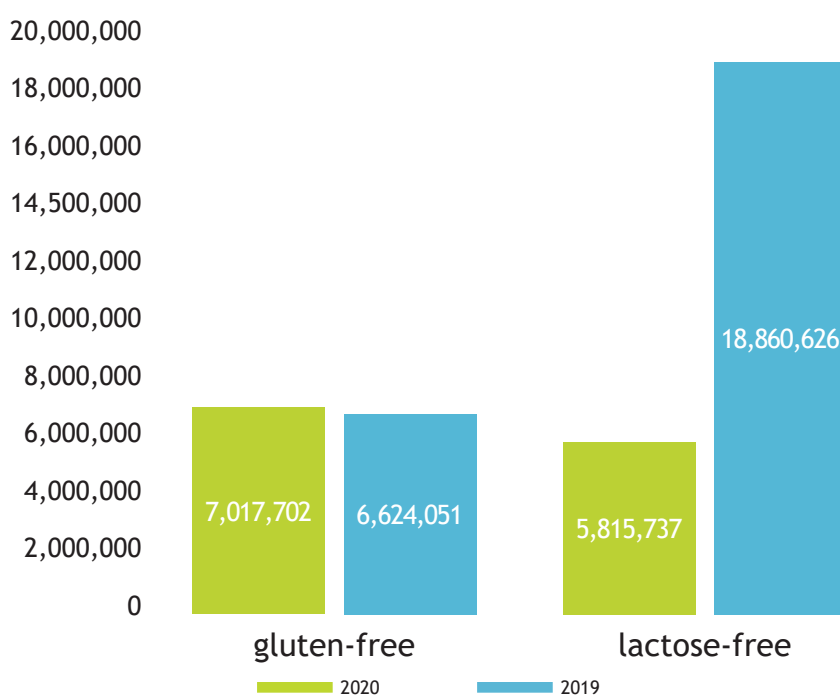
## Responsible marketing



### Number of products sold



### Number of gluten-free products sold





**CO<sub>2</sub>**





# RESPONSIBILITY TOWARDS PEOPLE

4.0

CISL laboratory

A focus on spreading responsibility through people.

## Industrial relations

The IVS Group continues to manage and develop industrial relations with the Trade Unions that are signatories to the national collective bargaining agreements applied by Group companies and the Company Trade Union Representatives (RSAs) that they have set up within the Group.

Among the various projects in which the Group participates in this area, "Laboratorio Cisl Impresa 4.0" stands out, designed to encourage reflection on the impact of new production models on working conditions, production and employment. Participation has enabled the Group to provide the necessary support to the Trade Federations for the development of sound proposals and initiatives in the above-mentioned areas.

In addition, the RSAs were involved in the signing of agreements with the trade unions, most notably agreements on the installation of video surveillance systems and agreements on funded training. At the request of the RSAs, meetings are also held between workers and management to discuss any problems arising in work organisation, particularly with regard to ethical and social issues.



In order to spread a culture of service and quality through all its branches, the IVS Group not only offers incentives to key group business figures, such as staff responsible for restocking the automatic vending machines, but has also introduced a performance-based bonus known as the "Productivity Bonus", signed with the national trade unions (level II bargaining).

Through this bonus, linked to employees' work performance, the IVS Group intends to increase productivity, quality, profitability and efficiency in aspects of work organisation with the constant goal of improving customer satisfaction and loyalty.



## The IVS Group and responsibility towards people

8

Core principles of social responsibility

### Share the cornerstones of Social Responsibility.

1. Do not use or support the use of child labour;
2. Do not encourage or support "forced and compulsory labour";
3. Ensure a safe and healthy workplace;
4. Respect workers' right to join trade unions;
5. Do not discriminate in any way;
6. Do not use or support disciplinary practices, such as corporal punishment, physical or mental coercion, or verbal abuse;
7. Adjust working hours to national and local laws and agreements;
8. Remunerate employees in accordance with the national collective labour agreement.





## Employee health and safety

3

Injuries while commuting

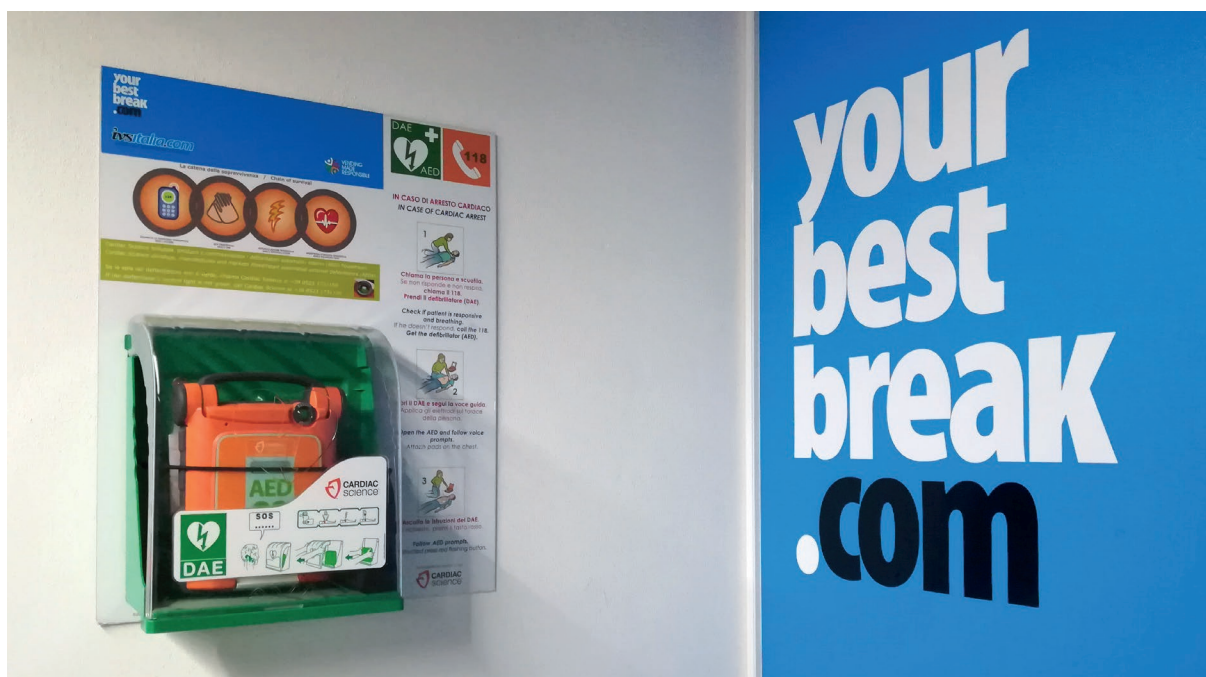
Continuous attention to the management of accident prevention in the workplace.

The IVS Group considers the protection of health and safety at work to be an essential duty and is committed to preventing incidents in the workplace through the implementation of a:

- safety management system to guarantee and achieve goals aimed at protecting workers;
- risk analysis to assess, manage and communicate to all parties involved (internal and external) the measures that have been taken to eliminate or minimise risks;
- occupational health services to protect and

promote workers' health, to support and enhance their working performance and to maintain a healthy and safe working environment for all;

- consultation of workers to ensure that they are informed in advance of any unidentified risks;
- specific safety training to understand the worker's perspective and reconsider it as a moral and ethical value;
- promotion of workers' health preventive strategy to improve the health and well-being of people in the workplace.



# Employee health and safety

## Number of injuries by gender and country

	2020		2019	
	Men	Women	Men	Women
IVS GROUP				
Total occupational diseases	-	-	2	-
Total injuries	171	7	129	8
of which sustained while commuting	3	1	6	2
of which sustained at the workplace	168	6	123	6
of which fatal	-	-	-	-
ITALY				
Total occupational diseases	-	-	-	-
Total injuries	60	1	90	5
of which sustained while commuting	2	-	4	1
of which sustained at the workplace	58	1	86	4
of which fatal	-	-	-	-
FRANCE				
Total occupational diseases	-	-	-	-
Total injuries	12	2	18	2
of which sustained while commuting	1	1	1	1
of which sustained at the workplace	11	1	17	1
of which fatal	-	-	-	-
SPAIN				
Total occupational diseases	-	-	-	-
Total injuries	99	4	20	1
of which sustained while commuting	-	-	-	-
of which sustained at the workplace	99	4	20	1
of which fatal	-	-	-	-
SWITZERLAND				
Total occupational diseases	-	-	2	-
Total injuries	-	-	1	-
of which sustained while commuting	-	-	1	-
of which sustained at the workplace	-	-	-	-
of which fatal	-	-	-	-

# Employee health and safety

## Injury data by gender and country<sup>20</sup>

	2020			2019		
	Men	Women	Totale	Men	Women	Totale
INJURY RATE						
IVS GROUP	51.1	17.5	57.5	28.5	9.9	25.6
Italy	22.0	3.2	20.1	25.1	18.0	24.6
France	47.3	40.1	46.1	56.7	32.7	52.8
Spain	288.1	127.5	274.7	34.2	2.1	19.9
Switzerland	-	-	-	23.6	0.0	19.7
OCCUPATIONAL DISEASE RATE						
IVS GROUP	0.0	0.0	0.0	0.4	0.0	0.4
Italy	0.0	0.0	0.0	0.0	0.0	0.0
France	0.0	0.0	0.0	0.0	0.0	0.0
Spain	0.0	0.0	0.0	0.0	0.0	0.0
Switzerland	0.0	0.0	0.0	47.3	0	39.4

## COMMENT ON THE TREND

During 2020, a total of 171 injuries were recorded (none of which were fatal). 168 of these were sustained at work and 3 while commuting.

The number of injuries increased since those caused by COVID-19 were added (particularly for Spain).

Staff training in workplace safety remains a relevant topic. There were no cases of occupational disease this year and the resulting injury overview (including commuting injuries) is summarised in the tables above.

20. Injury rate: ratio between the total number of injuries (including those sustained while commuting) and the total number of hours worked in the same period, multiplied by 1,000,000. Occupational disease rate: ratio between the total number of occupational diseases and the total number of hours worked in the same period, multiplied by 1,000,000. Severity rate: ratio between the number of days lost through injury or occupational disease and the total number of hours worked, multiplied by 1,000. Absentee rate: percentage ratio between total work days missed and total days scheduled to be worked by workers for the same period. The following have been excluded from the calculation: holidays, study leave, maternity and paternity leave.





## Our people

**98.9%**  
Employees on  
permanent contracts

The timely adoption of effective and coordinated measures can limit the impact of this pandemic crisis.

The policy adopted by Group Companies, at a time when everything came to a standstill, was based on four main pillars:

- protecting male and female workers in the workplace;
- supporting the economy and demand for labour;
- supporting work and income;
- finding shared solutions through social dialogue.

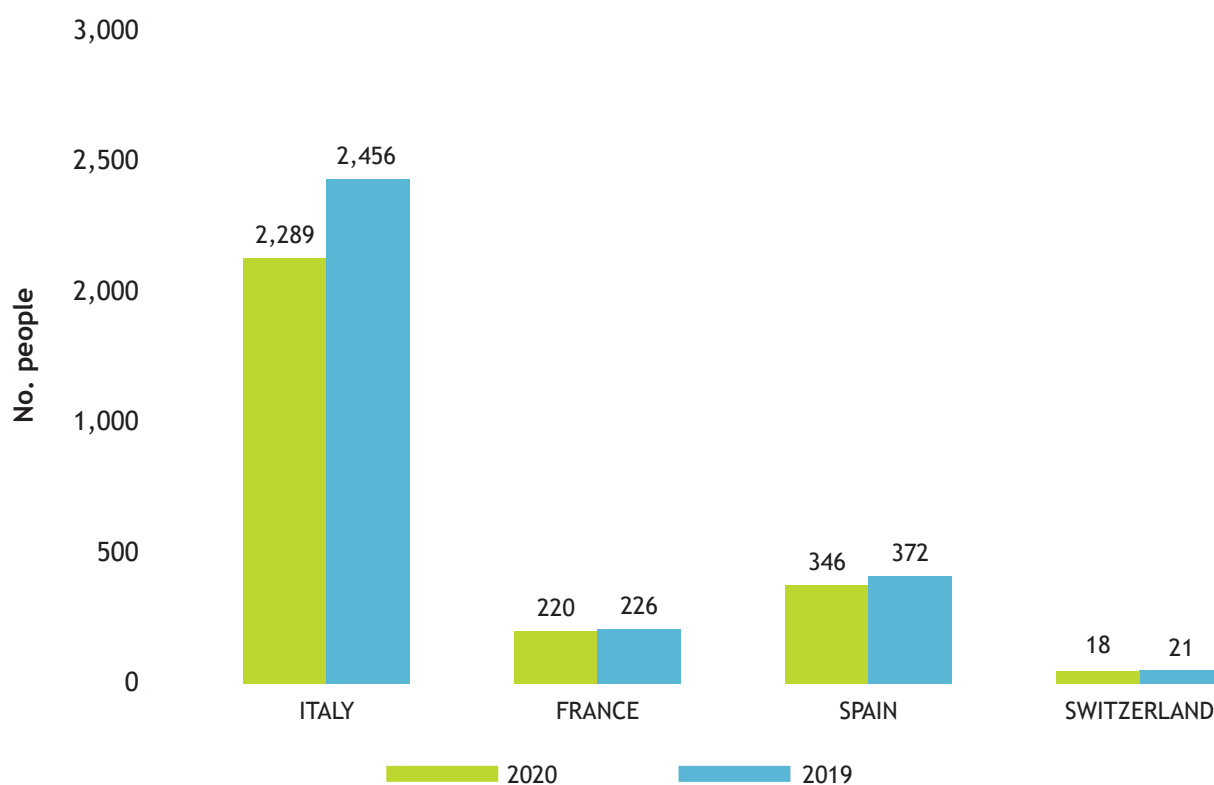


### Distribution of Group employees by contract type and country

	At 31 December 2020			At 31 December 2019		
	Temporary	Permanent	Total	Temporary	Permanent	Total
Italy	20	2,269	2,289	144	2,312	2,456
France	2	218	220	9	217	226
Spain	11	335	346	19	353	372
Switzerland	-	18	18	-	21	21
<b>IVS GROUP</b>	<b>33</b>	<b>2,840</b>	<b>2,873</b>	<b>172</b>	<b>2,903</b>	<b>3,075</b>

## Our people

### Distribution of Group employees by country as at 31 December



### Distribution of Group employees by gender and country

	At 31 December 2020		At 31 December 2019	
	% Men	% Women	% Men	% Women
Italy	87.1	12.9	87.5	12.5
France	83.2	16.8	82.7	17.3
Spain	90.5	9.5	90.9	9.1
Switzerland	83.3	16.7	81.0	19.0
IVS GROUP	87.2	12.8	87.5	12.5



## Our people

### Distribution of Group employees by contract type and gender

	At 31 December 2020			At 31 December 2019		
	Men	Women	Total	Men	Women	Total
On permanent contract (98,9%) in 2020	2,478	362	2,840	2,542	361	2,903
On temporary contract (1,1%) in 2020	27	6	33	149	23	172
<b>TOTAL</b>	<b>2,505</b>	<b>368</b>	<b>2,873</b>	<b>2,691</b>	<b>384</b>	<b>3,075</b>

### Distribution of Group employees by professional category and gender

	At 31 December 2020			At 31 December 2019		
	Total	% Men	% Women	Total	% Men	% Women
Executives	3	100	0.0	4	100.0	0.0
Middle managers	47	87.2	12.8	48	87.5	12.5
White-collar employees	762	58.3	41.7	789	58.4	41.6
Blue-collar employees	2,061	97.9	2.1	2,234	97.8	2.2
of which Protected Category	143	83.2	16.8	147	81.6	18.4
<b>TOTALE</b>	<b>2,873</b>	<b>87.2</b>	<b>12.8</b>	<b>3,075</b>	<b>87.5</b>	<b>12.5</b>

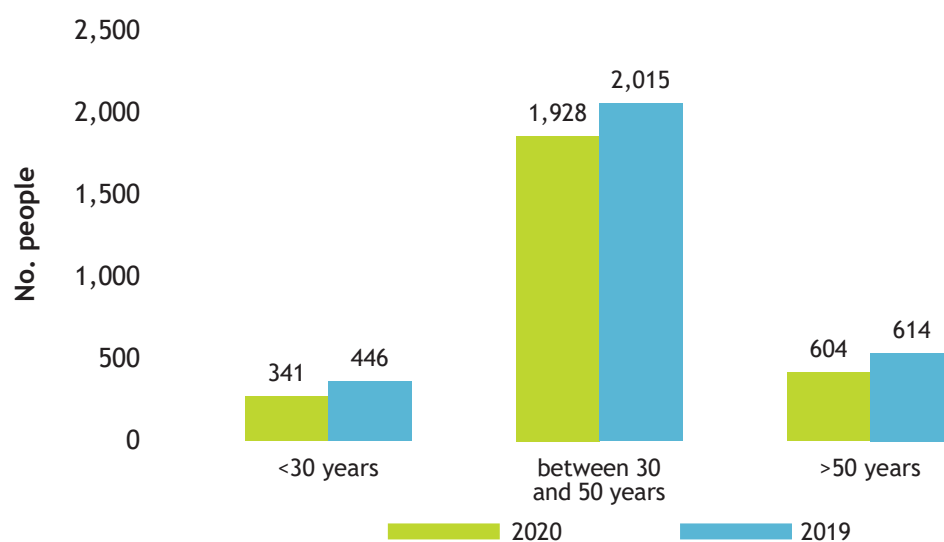
### Distribution of Group employees by professional category and age

	At 31 December 2020				At 31 December 2019			
	Total	% <30 years	% 30-50 years	% >50 years	No.	% <30 years	% 30-50 years	% >50 years
Executives	3	-	33.33	66.7	4	0.0	50.0	50.0
Middle managers	47	-	57.4	42.6	48	0.0	58.3	41.7
White-collar employees	762	5.6	69.7	24.7	789	7.1	69.2	23.7
Blue-collar employees	2,061	14.5	66.4	19.1	2,234	17.5	64.4	18.1
<b>TOTAL</b>	<b>2,873</b>	<b>11.9</b>	<b>67.1</b>	<b>21.0</b>	<b>3,075</b>	<b>14.5</b>	<b>65.5</b>	<b>20.0</b>



## Our people

### Distribution of Group employees by age





## Our people

### Distribution of Group employees by contract type and gender

	At 31 December 2020			At 31 December 2019		
	Men	Women	Total	Men	Women	Total
Full-time	2,477	239	2,716	2,658	251	2,909
Part-time	27	130	157	33	133	166
<b>TOTAL</b>	<b>2,504</b>	<b>369</b>	<b>2,873</b>	<b>2,691</b>	<b>384</b>	<b>3,075</b>

### Percentage of employees belonging to the protected groups by professional category

	At 31 December 2020		At 31 December 2019	
	No.	% protected groups	No.	% protected groups
Executives	3	-	4	-
Middle managers	47	2.1	48	2.1
White-collar employees	762	5.6	789	5.3
Blue-collar employees	2,061	4.8	2,234	4.7
<b>TOTAL</b>	<b>2,873</b>	<b>5.0</b>	<b>3,075</b>	<b>4.8</b>

## COMMENT ON THE TREND

As regards the breakdown of the Group workforce by professional category, executives account for 0.1% of the total, middle managers 1.6%, white-collar employees 26.5% and blue-collar workers 71.7%. Of the total number of employees, 143 belong to protected categories (4.9%).

**12.8% of the Group's employees are women.**

# Turnover

## Number and turnover rate (incoming and outgoing) by gender, age and country in the Group

2020	Incoming turnover				Outgoing turnover			
	Men	Women	Total	Rate (%)	Men	Women	Total	Rate (%)
IVS GROUP								
< 30 years	60	2	62	18.2%	132	6	138	40.5%
30 - 50 years	62	10	72	3.7%	151	15	166	8.6%
> 50 years	8	1	9	1.5%	33	8	41	6.8%
<b>TOTAL</b>	<b>130</b>	<b>13</b>	<b>143</b>	<b>5.0%</b>	<b>316</b>	<b>29</b>	<b>345</b>	<b>12.0%</b>
<b>Rate (%)</b>	<b>5.2%</b>	<b>3.5%</b>	<b>5.0%</b>		<b>12.6%</b>	<b>7.9%</b>	<b>12.0%</b>	
ITALY								
< 30 years	38	1	39	14.0%	110	1	111	39.8%
30 - 50 years	28	7	35	2.2%	98	14	112	7.2%
> 50 years	6	1	7	1.6%	19	6	25	5.5%
<b>TOTAL</b>	<b>72</b>	<b>9</b>	<b>81</b>	<b>3.5%</b>	<b>227</b>	<b>21</b>	<b>248</b>	<b>10.8%</b>
<b>Rate (%)</b>	<b>3.6%</b>	<b>3.1%</b>	<b>3.5%</b>		<b>11.4%</b>	<b>7.1%</b>	<b>10.8%</b>	
FRANCE								
< 30 years	16	1	17	44.7%	14	4	18	47.4%
30 - 50 years	23	2	25	18.7%	22	1	23	17.2%
> 50 years	2	-	2	4.2%	9	-	9	18.8%
<b>TOTAL</b>	<b>41</b>	<b>3</b>	<b>44</b>	<b>20.0%</b>	<b>45</b>	<b>5</b>	<b>50</b>	<b>22.7%</b>
<b>Rate (%)</b>	<b>22.4%</b>	<b>8.1%</b>	<b>20.0%</b>		<b>24.6%</b>	<b>13.5%</b>	<b>22.7%</b>	
SPAIN								
< 30 years	5	-	5	26.3%	8	-	8	42.1%
30 - 50 years	11	1	12	5.3%	29	-	29	12.7%
> 50 years	-	-	-	0.0%	4	2	6	6.1%
<b>TOTAL</b>	<b>16</b>	<b>1</b>	<b>17</b>	<b>4.9%</b>	<b>41</b>	<b>2</b>	<b>43</b>	<b>12.4%</b>
<b>Rate (%)</b>	<b>5.1%</b>	<b>3.0%</b>	<b>4.9%</b>		<b>13.1%</b>	<b>6.1%</b>	<b>12.4%</b>	
SWITZERLAND								
< 30 years	1	-	1	20.0%	-	1	1	20.0%
30 - 50 years	-	-	-	0.0%	2	-	2	28.6%
> 50 years	-	-	-	0.0%	1	-	1	16.7%
<b>TOTAL</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>5.6%</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>22.2%</b>
<b>Rate (%)</b>	<b>6.7%</b>	<b>0.0%</b>	<b>5.6%</b>		<b>20.0%</b>	<b>33.3%</b>	<b>22.2%</b>	





# Turnover

## COMMENT ON THE TREND

*In 2020, the reduced number of staff is mainly due to the non-extension of temporary contracts.*



## Diversity and equal opportunities

No form of discrimination is tolerated.

The IVS Group operates in an international and multicultural context and considers diversity as an asset that should be valued and, at the same time, as a source of competitive advantage for the Company.

Bringing together people with different training, experiences and socio-cultural backgrounds allows the

Group to more effectively meet the challenges of an increasingly global and borderless market.

No form of discrimination is tolerated on the basis of ethnic origin, skin colour, gender, sexual orientation, religion, nationality, age, political views, trade union affiliation, marital status, physical or mental disability or any other condition or personal characteristic.





## Quality of company life and the Health Promoting Workplace project

Promoting organisational changes in workplaces in order to make them favourable environments for the conscious adoption and spread of healthy lifestyles.





## Quality of company life and the Health Promoting Workplace project

 <p>Promoting Healthy Eating</p>	 <p>Tackling Tobacco Smoking</p>	 <p>Promoting Physical Activity</p>	 <p>Promoting Road Safety</p>	 <p>Tackling Alcohol and Addiction</p>	 <p>Promoting Personal and Social Well-being</p>
<p>A healthy and correct diet to achieve and maintain good health. Conveying every aspect of the principles of healthy eating, with programmes and goals that involve not only the individual, but also the entire company within which the individual is integrated.</p>	<p>Active (training with doctors) and passive (use of company monitors to distribute posters) measures to raise awareness of the issue and empower employees to give up smoking.</p>	<p>Physical activity to increase feelings of well-being, self-esteem, personal independence and social integration.</p>	<p>Promotion of sustainable mobility, a sign of concern for the environment and the future. Creation of a company culture for the daily adoption of good habits to reduce the impact on the environment of transport and hazards during travel.</p>	<p>Combating alcohol and other substance abuse is crucial to making workplaces healthier, safer and more peaceful. The company's commitment to raising employee awareness and creating understanding of abuse and addiction.</p>	<p>A good working culture promotes employees' personal and social well-being, with positive effects on the internal climate and productivity. A good work-life balance reduces work-related stress and improves overall well-being.</p>
					

# FOCUS

## STUDY GRANT

This initiative is continuing for the third year running and, unlike previous years when only five prizes were awarded, the aim was to reward as many young people as possible by setting up 22 study grants in order to help more families during these difficult times. The grants awarded were divided as follows: 10 for new school leavers and 12 for current students who have achieved excellent results over the last school year

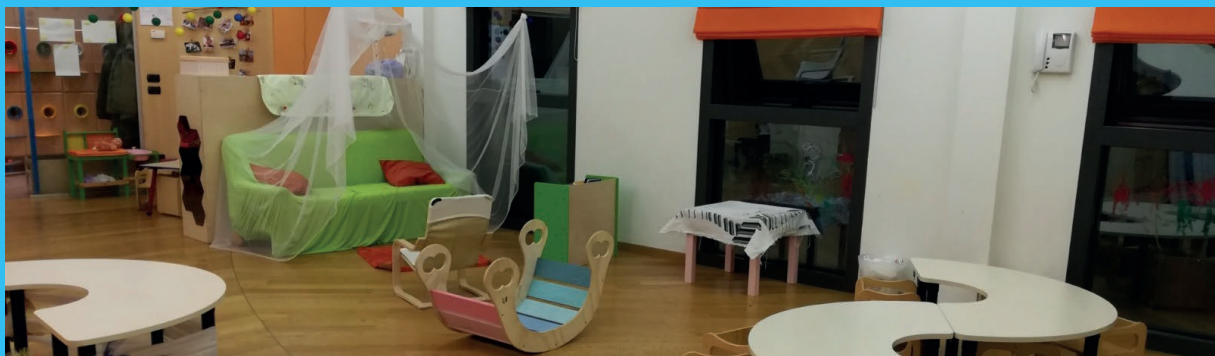


## "I VISPI SORRISI", THE COMPANY CRECHE

"A company that thinks of its future must also think of the future of its employees and what better way than to help families raise their children?"

2019/2020, 20 children enrolled, including 7 children of IVS Italia S.p.A. employees.

The company helps employees who register their children at the I Vispi Sorrisi crèche by paying around half the fees.



## Staff training

170<sup>21</sup>  
Workplace safety  
courses

The scope of training courses has been expanded.

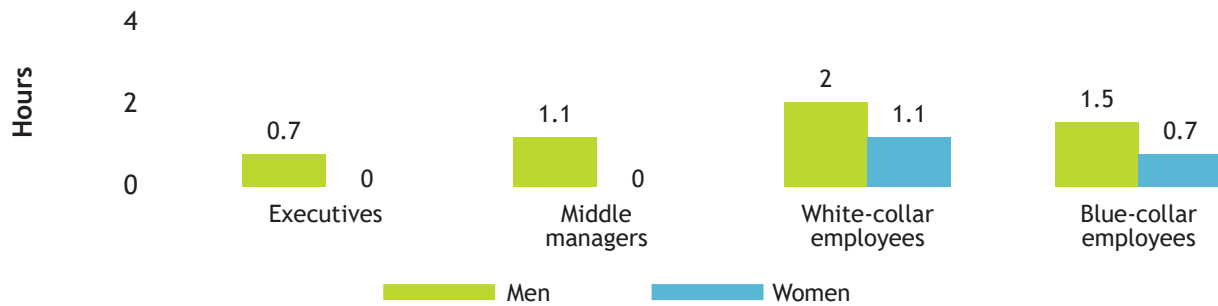


21. Also include courses in: drive in the APROM area, rail and airport security, voltage work, workers' representative, by clients.



## Staff training

### Average hours of Group training by professional category



Average hours	2020			2019		
	Men	Women	TOTAL	Men	Women	TOTAL
Executives	0.7	0.0	0.7	1.7	0	1.7
Middle managers	1.1	0.0	0.9	10.1	4.0	9.3
White-collar employees	2.0	1.1	1.7	8.1	5.0	6.8
Blue-collar employees	1.5	0.7	1.5	5.3	1.8	5.2
<b>TOTAL employees</b>	<b>1.6</b>	<b>1.1</b>	<b>1.5</b>	<b>5.8</b>	<b>4.6</b>	<b>5.7</b>



## Staff training

### Number of courses held by type

	2020	2019
general operational topics	24	62
Equal opportunities (Plan de igualdad)	1	0
Managers in charge	0	10
SA8000-37001	0	14
S.Italia Team Building	0	12
Technical updates	41	99
Food safety	17	44
Safety at the workplace	133	259
Guidance in the EPROM area	3	0
Railway sector	1	4
Airport sector	2	19
c/o Customers	3	7
Live-line working	8	1
RLS	20	27
RSPP-ASPP	2	4
Privacy	0	8
Sales and Marketing	1	5
Foreign languages	0	0
Hazardous goods/waste	3	1
S.I. company procedures ISO	27	116
Operating systems	6	19
Environmental system and Energy	0	1
Bussiness continuity	2	1
Authentication and money management	1	0
GPG training	0	0
Evolution of private security	1	0
<b>TOTAL</b>	<b>296</b>	<b>713</b>



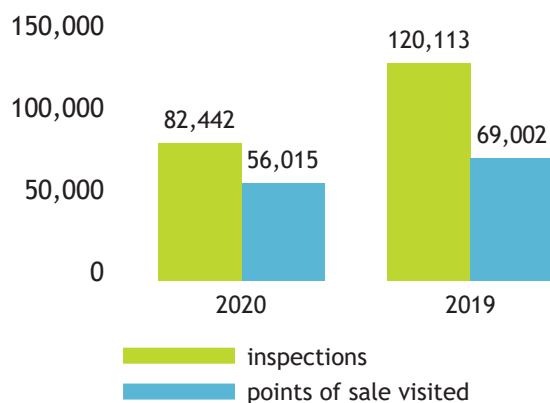
# CUSTOMER SERVICE

**82.000<sup>22</sup>**  
Inspections  
during 2020

Il Customer Care verifica le attività poste in essere dall'Addetto al Rifornimento, gestione reclami, ed effettua indagini Customer Satisfaction.

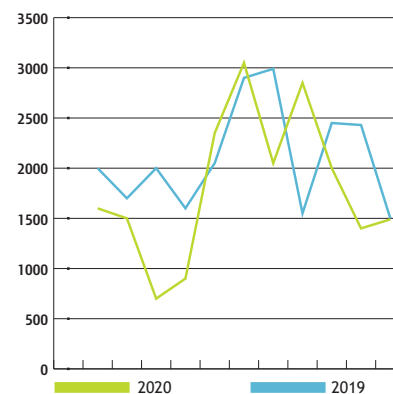
## Inspections

In 2020, more than 82,000 Inspections were carried out by CC in the country (-32% less than 2019), 55,9% of customers were visited (-21,4% less than 2019), and 57,7% of the total number of installed sales points were inspected 57 (-19,7% less than 2019).



## Complaints

In 2020, 21,582 complaints were handled (-13,6% less than 2019) of which 100% were dealt with.



## COMMENT ON THE TREND

2020 was a difficult year, shaped by the pandemic that we are currently enduring.

The amount of Inspections (more than 83,000 were carried out) certainly did not meet our standards due to the downtime during the first lockdown.

More than 55% of our customers and about 57% of the points of sale were visited.

Complaints fell by 13.6% compared to 2019.

1,800 Customer Satisfaction surveys were carried out with new customers installed during the year, who expressed a more than satisfactory level of satisfaction with the start-up of the service.

22. The audits do not include Spain as the Customer Care service has only recently been activated



## Call Center

**-14%**  
Reduction in  
completed calls

New contact methods; direct chat from institutional sites and more development for our coffee cApp.

### Call Centre service data by year<sup>23</sup>

Type	2020	2019	2018	2017
Received (No.)	853,484	1,008,000	917,191	873,104
Completed (No.)	821,696	958,429	858,414	822,527
Serviced (No.)	624,839	759,492	674,362	691,169



## COMMENT ON THE TREND

The arrival of the pandemic and the lockdowns imposed by Governments led to a reduction in working time with an inevitable reduction in service requests.

23. Received: all the times customers called the freephone number; Completed: all calls accessed by a service (voicemail, recall, queue routing and operator response); Serviced: all calls handled by telephone, i.e. answered by the operator (before or after queuing).

## Service and product customization

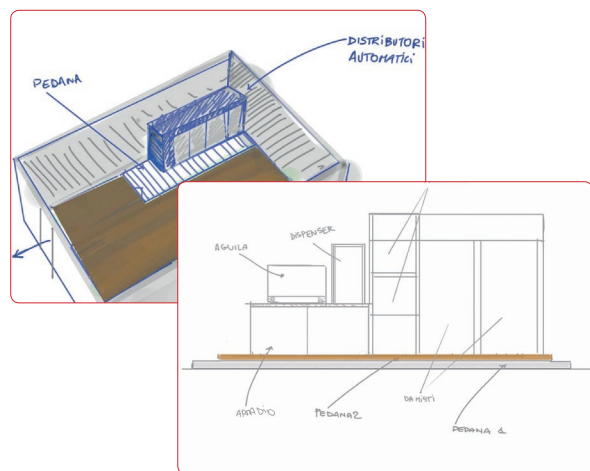
800

Average number of 3D projects created during 2020

We produce 3D renderings and models of structures tailored to the Customer's needs.

Dedicated areas, customised vending machines and new TOUCH technologies.

The Group enhances its offer with the design and creation of 3D models to visualise the architectural and chromatic impact of its equipment on the areas in advance and in a short time.





ille

M 1 La Défense  
Ch. de Vincennes →  
5 Bobigny  
Place d'Italie →  
Services →  
Tickets →  
Sortie →



22 FÉVRIER - 1<sup>ER</sup> MARS  
MANGEONS LOCAL, MANGEONS F

Région  
île de France



Ne pas descendre sur la voie  
Danger de mort

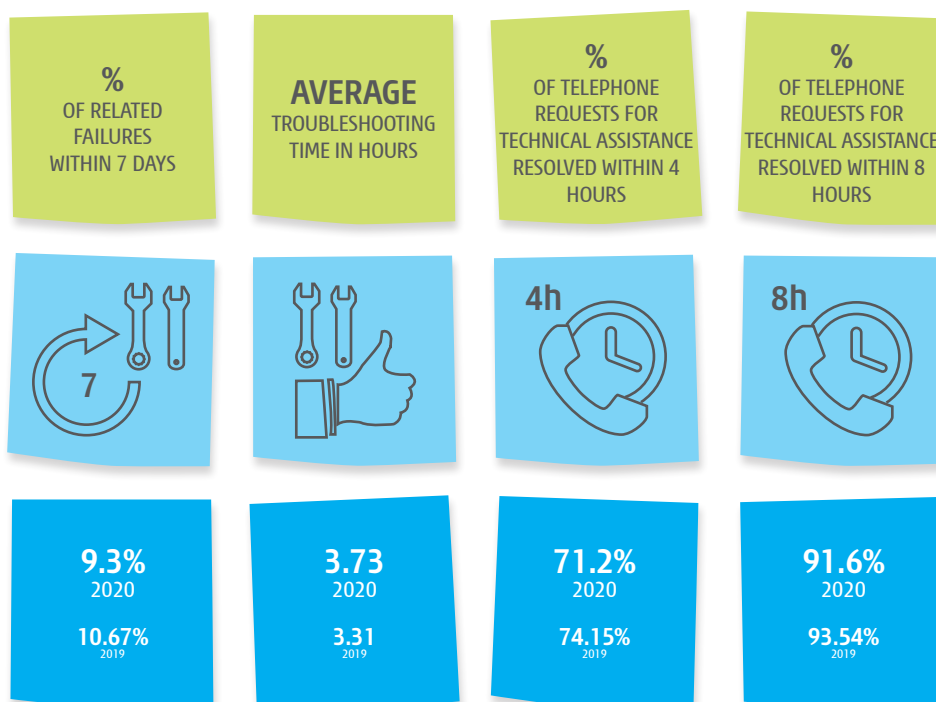


## Technical assistance and restocking of vending machines

**71.2%**

Telephone requests resolved within 4 hours

Restocking and technical assistance in optimal time.



## TEC Control Room and ARD Control Room

# 49,894

Equipment with  
real-time telemetry  
installed

We optimise local travel and vehicle consumption in order to reduce CO<sub>2</sub> emissions into the atmosphere.

The **TEC (Vending Machine Technical Assistance) Control Room** dedicated to the management, control and monitoring of all principal assistance and vending machine maintenance activities.

The **ARD (Vending Machine Restocking Staff) Control Room** for monitoring the sales performance of each individual installed vending machine, the history and stock situation, the restocking schedule and the priority level of any non-scheduled restocking requests to reduce travel.





# RESPONSIBLE SOLIDARITY

8

Disabled persons  
who carry out supply  
activities

A dream come true to give dignity to autistic people.

In BreakCotto S.r.l., every young person, according to their psycho-physical abilities, learns each step of the vending service process.

A unique adventure that also offers a new system of training and work.





## Responsible solidarity

135

Easter doves delivered

A sweet gesture at a difficult time.

The proceeds from the sale of the "solidarity doves" made by Chef Pier Antonio Rocchetti, amounting to **3,850.00€** were **entirely donated to the Civil Protection Department** to support their activities during the pandemic.





## Responsible solidarity

1

CT unit installed  
at the Bolognini  
Hospital in Seriate

IVS Group partners with the Academy of Sport for solidarity and the local health system.

We have installed a "CT" unit in an area in close proximity to the Radiology Operating Unit of the Bolognini Hospital in Seriate to increase the number of rapid diagnoses of pneumonia caused by Coronavirus

(COVID-19) and a vending machine with free sales of food products for all health workers in the COVID-19 department of the Bergamo hospital.





## Responsible solidarity

# 74,500

Mixed drinks delivered

### Eliminate waste and support health workers.

**ACV**  
Associació Catalana de Vending

**CERTIFICAT DE DONACIÓ**

En **Rafael CUBARSÍ BAS**, DNI 40.943.079-C, com a Gerent de L'ASSOCIACIÓ CATALANA DE VENDING (A.C.V.), amb NIF G-59.311.506, certifica que ha rebut una donació per part de ...

**DISTRIBUIDORES AUTOMATICAS DEL VENDING, S.A.**  
NIF A-58.378.911  
Av. de la Riera, 1  
08960 – SANT JUST DESVERN  
(BARCELONA)

en data 31 de març del 2020  
i d'un import 1.500,-€,  
donació dinerària a la nostra compta del BANC DE SABADELL (\*\*\*1262)

**i que será destinada al següent objecte pel compliment de la finalitat específica i coneguda pel donant;**

Adquisició de aliments (arròs i tomàquet) destinat a BANC D'ALIMENTS i comprat a la societat GRUP ALIMENTARI DISTECO, S.A., per un import de 4.195,36€, segons factura nº DI20027228 de data 12 de juny del 2020 i una donació dinerària de 24,64€ a la mateixa entitat. (Total recaptat; 4.220,-€.)


**A més, l'ACV certifica el caràcter irrevocable de la donació, sense perjudici del que s'estableix en les normes imperatives civils que regulen la revocació de donacions.**

**I perquè així consti, signo aquest certificat com a representant de l'entitat a Badalona, 20 de juliol del 2020.**

Signat;

  
Rafael CUBARSÍ  
Gerent

CENTRE DE NEGOCIS INTERNACIONAL BCIN  
MARCUS PORCIUS, 1 POL. IND. LES GUIXERES  
08915 BADALONA  
TEL 900.82.87.80 FAX 93.464.80.20  
info@acvending.cat www.acvending.cat



Sant Joan de Déu  Solidaritat

**DISTRIBUIDORES AUTOMATICAS  
DE VENDING, SL  
AV. DE LA RIERA, 1  
08960 SANT JUST DESVERN**

Oriol Bota i Arqué, amb D.N.I. 35102644K, en qualitat de Director de l'Obra Social de l'Orde Hospitalari de Sant Joan de Déu Província Aragó - San Rafael, C.I.F. R0800035H, i amb domicili a Dr. Antoni Pujadas, 40 - 08830 de Sant Boi de Llobregat (Barcelona). En els termes exigits per l'Art. 24 de la Llei 49/02.

**CERTIFICA**

- Que l'Orde Hospitalari de Sant Joan de Déu és una Entitat Religiosa de les compreses en l'Article IV de l'Acord sobre Assumptes Econòmics subscrits entre l'Estat Espanyol i la Santa Seu. És, per tant, una institució sense ànim de lucre, inscrita en el Registre d'Entitats Religioses del Ministeri de Justícia.
- Que l'Orde Hospitalari de Sant Joan de Déu és una entitat beneficiària del mecenatge, en base a l'establert a l'Article 16 de la Ley 49/02, de 23 de Desembre, per aplicació de la Disposició Addicional Novena.
- Que el dia 14/05/2020, l'Orde Hospitalari de Sant Joan de Déu rep de **DISTRIBUIDORES AUTOMATICAS DE VENDING, SL** amb N.I.F **B08378911** una donació en espècie consistent en ampolles aigua Viladrau, valorada i declarada en **400€**, segons la factura número 1041/D101.
- Que aquest donatiu, serà destinat per l'Orde Hospitalari de Sant Joan de Déu al compliment de les seves finalitats estatutàries.
- Que aquestes quantitats han estat lliurades amb caràcter de donatiu irrevocable i són rebudes com a tal.

I perquè així consti als efectes oportuns, expedixo la present certificació.

Sant Boi de Llobregat, 26/05/20

  
Oriol Bota i Arqué  
Director Obra Social

Tel. 93 253 21 36 | obrasocial@solidaridadsjd.org | Puiggarí 5-7, 4ª pta | 08014 Barcelona





## Responsible solidarity

250

Litres of fresh milk  
donated

Supporting the community during these difficult times, #alimentIAMOBERGAMO



email: [dasprecoarisorsa@gmail.com](mailto:dasprecoarisorsa@gmail.com) f: Mt 25 onlus

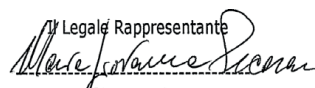
a IVS ITALIA S.p.a.  
Pedrengo (BG)

Si dichiara di aver ricevuto in donazione da IVS ITALIA S.p.a., ai sensi della legge contro lo spreco alimentare N. 166/2016, i seguenti prodotti per l'anno 2020:

- 250 lt di latte
- 2.856 bastoncini snack mela
- 15 kg prodotti in polvere (the e ginseng)

In fede

Bergamo, 22.02.2021

Il Legale Rappresentante  
  
Maria Giovanna Pecoraro  
Presidente Mt 25 onlus

**MT 25** onlus - Organizzazione di Volontariato –  
Via dei Carpinoni, 14 - 24126 Bergamo (BG)  
Codice fiscale: 95224610162

# COMMITMENT TO THE LOCAL AREA

8

Group activities  
aimed at promoting  
quality of life

We are constantly committed to the socio-economic development of the communities in which we operate through local initiatives.

## Local initiatives

The IVS Group is committed to making a tangible contribution to improving quality of life, boosting the socio-economic development of the communities in which it operates and promoting the development of human resources and local skills, while conducting its business activities in a manner compatible with sound commercial practice.



- **IVS Italia S.p.A. and the G. Carrara Fine Arts Academy in Bergamo**, join forces to promote culture with D.A. that distribute books and gadgets created by students on the Academy's drawing and photography courses.
- **IVS ITALIA S.p.A. ad alta voce (aloud)**, never forget events



ENTE PROMOTORE  
CITTA'

**AD ALTA VOCE**  
*Un'idea di Gabriele Laterza*

**IL CIELO ERA MUTO**  
*La "notte" di Wiesel e Francesco Guccini:  
difendere la dignità dell'uomo*

*Narrazione scenica di  
Gabriele Laterza*

**VIGNATE**  
Sede operativa IVS ITALIA SPA  
28 aprile 20.30  
INGRESSO su invito

**PROGRAMMA**

Lo spettacolo racconta la Shoah attraverso la lettura scenica degli episodi più suggestivi di *La notte*, di Elie Wiesel, Premio Nobel per la pace, morto nel 2016 e che, appena quindicenne, con la sua famiglia e con altre migliaia di Ebrei, fu deportato dall'Ungheria ad Auschwitz.

La narrazione è la drammatica testimonianza della perdita di fiducia nell'umanità e dello smarrimento di quella profonda fede in cui il protagonista era cresciuto. Dov'era Dio, mentre gli uomini soffrivano pene indicibili e morivano in modi così inumani nei campi di concentramento nazisti? E dove erano gli uomini?

Gli episodi di *La notte* che Laterza propone si intrecciano con la lettura di alcune delle canzoni più note di Francesco Guccini: *La canzone del bambino nel vento*, *Dio è morto*, *Un vecchio e un bambino*.

Queste canzoni di Guccini, come la *La notte* di Wiesel, sono così una trincea di resistenza etica, umana e civile, a partire dalla necessità di voler ricordare e capire l'olocausto.

**AD ALTA VOCE**

C'è bisogno di tornare all'uomo. E c'è bisogno di tornarci insieme.

Il progetto prevede che un libro o un tema siano proposti attraverso un racconto dal tono colloquiale e con la lettura scenica dei testi.

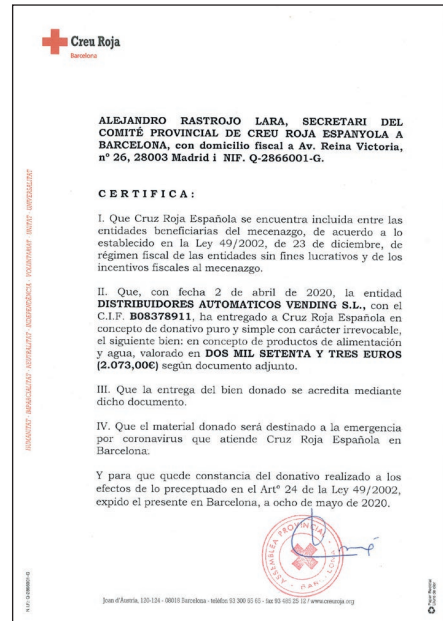
Leggere gli scrittori di sempre per tornare a riflettere e ad emozionarsi sui sentimenti tipici dell'uomo di ogni tempo. E leggere ad alta voce per riflettere ed emozionarsi insieme.

"Per fare comunità".

*Gabriele Laterza*

## Commitment to the local area

- **Certificado aportacion Tetival, DONACIO CREU ROJA DAV,**



- **IVS France produces honey at the Corneilles site, as part of the "Intergenerational project for the sustainable development of the local area. Creation of a social bond in Val d'Oise".**





Analysis of the perimeter  
and table of GRI indicators

# PERIMETER ANALYSIS OF IVS GROUP'S MATERIAL ISSUES

		Relevance	
Macro areas	Topics	Where impact occurs	Involvement of IVS Group
Governance and business ethics	Business ethics and integrity	IVS Group	Direct
Economic performance	Business strategy	IVS Group	Direct
	Economic-financial performance	IVS Group	Business partnership
Environmental performance	Climate change	IVS Group Suppliers and Partners	Direct
	Management of product life cycle	IVS Group	Direct
	Waste management	IVS Group Suppliers and Partners	Direct
	Education and food waste	Gruppo IVS Producer communities	Direct
Social performance	Social and environmental suppliers' assessment	IVS Group Suppliers and Partners	Direct
	Working environment	IVS Group	Direct
	Training and growth	IVS Group	Direct
	Diversity and equal opportunities	IVS Group	Direct
	Employees health and safety	IVS Group Suppliers and Partners	Direct
	Responsible advertising and marketing	IVS Group	Direct
	Product health and safety	IVS Group	Direct
Product performance	Research, innovation and design	IVS Group	Direct

# GRI CONTENT INDEX

The material in this Sustainability Report refers to the following GRI Disclosures.  
Unless otherwise noted, the Disclosures cited have been used in their entirety.

Disclosure	Description	Pages/Notes
<b>GRI 102 General Disclosure 2016</b>		
<b>Organization profile</b>		
102-1	Nome of organization	Methodological note (10); The IVS Group (14); The Group structure (16); Governance and risk management (18); Whistleblowing procedure (20)
102-2	Activities, brands, products and services	The IVS Group - Services offered and business model (14-15); Customer service (77-82)
102-3	Location of headquarters	The IVS Group S.A.'s operating headquarters are located in Seriate, Italy, in the province of Bergamo.
102-4	Location of operations	The IVS Group - Services offered and business model (14-15)
102-5	Ownership and legal form	The Group structure (16)
102-6	Markets served	The IVS Group - Services offered and business model (14-15)
102-7	Scale of the organization	The IVS Group - Services offered and business model (14-15); Highlights (29); Our people (63-67)
102-8	Information on employees and other workers	Methodological note (10); Our people (63-67). In addition to its employees, IVS Group relies on the support there about 230 workers of various cooperatives.
102-9	Supply chain	Voluntary certifications (30)
102-10	Significant changes to the organization and its supply chain	Methodological note (10); In relation to the supply chain, there were no significant changes.
102-11	Precautionary Principle or approach	Methodological note (10); Governance and risk management (18-20)
102-12	External initiatives	Reforestation support (51); Cleaning of the Llobregat river in Barcelona (52). IVS France S.A.S. cooperates with REFOREST ACTION association, to sustain the reforestation project in the tropical Peruvian Andes.
102-13	Membership of associations	IVS Group companies operating in the vending sector participate in the following foundations, trade or not trade and national or international associations: CONFIDA (Associazione Italiana Distribuzione Automatica), ANIVP (Associazione Nazionale Istituti di Vigilanza Privata e dei Servizi Fiduciari di Sicurezza), NAVSA (French association in the vending sector), ANEDA (Asociación Nacional Española de Distribuidores Automáticos), ACV (Associació Catalana de Vending).
<b>Strategy</b>		
102-14	Statement from senior decision-maker	Letter to Stakeholders (4)
102-15	Key impacts, risks and opportunities	Letter to Stakeholders (4); The Group structure (16); Governance and risk management (18-20); Environmental responsibility (38); The IVS Group and responsibility towards people (59); Employee health and safety (60-62); Staff training (74-76)



Disclosure	Description	Pages/Notes
<b>GRI 102 General Disclosure 2016</b>		
<b>Ethics and integrity</b>		
102-16	Values, principles, standards and norms of behavior	Governance and risk management (18-20); Sustainability for the IVS Group (31)
102-17	Mechanisms for advice and concerns about ethics	Governance and risk management (18-20)
<b>Governance</b>		
102-18	Governance structure	The Group structure (16); Governance and risk management (18)
<b>Stakeholder engagement</b>		
102-40	List of stakeholder groups	Mapping of IVS Group Stakeholders and materiality analysis (22)
102-41	Collective bargaining agreements	<p>ITALY: 100% of employees are covered by the CCNL Terziario Distribuzione e Servizi, apart from: IVS Italia S.p.A., in which more than 99% of employees are covered by the CCNL Terziario Distribuzione e Servizi and the remaining employees by the CCNL Pubblici Esercizi; Coin Service Nord S.p.A., whose 100% of employees are covered by the CCNL Istituti di Vigilanza Privata.</p> <p>SPAIN: 100% of employees are covered by CCNL "mayorista de alimentación".</p> <p>FRANCE: 100% of employees are covered by CCNL 3044- Commerce de gros - IDCC 0573.</p> <p>SWITZERLAND: no collective bargaining agreements applied.</p>
102-42	Identifying and selecting stakeholders	Mapping of IVS Group Stakeholders and materiality analysis (22-23)
102-43	Approach to stakeholder engagement	Mapping of IVS Group Stakeholders and materiality analysis (22-23)
102-44	Key topics and concerns raised	Mapping of IVS Group Stakeholders and materiality analysis (22-23)

Disclosure	Description	Pages/Notes
<i>GRI 102 General Disclosure 2016</i>		
<b>Reporting practice</b>		
102-45	Entities included in the consolidated financial statements	Methodological note (10)
102-46	Defining report content and topic Boundaries	Methodological note (10-11); Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22,23).  The reporting principles applied for the content of this Report refer to GRI's guidelines: materiality, stakeholder inclusiveness, sustainability context, completeness, accuracy, balance, clarity, comparability, reliability and timeliness.
102-47	List of material topics	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23), GRI Content Index (92-101)
102-48	Restatements of information	No information inserted in past report was restated.
102-49	Changes in reporting	Methodological note (10); Mapping of IVS Group Stakeholders and materiality analysis (23)
102-50	Reporting period	Methodological note (10)
102-51	Date of most recent report	mar-20
102-52	Reporting cycle	Methodological note (10)
102-53	Contact point for questions regarding the report	Methodological note (10)
102-54	Claims of reporting in accordance with the GRI Standards	Methodological note (10)
102-55	GRI content index	GRI Content Index (92-101)
102-56	External assurance	External assurance (102-103)

Disclosure	Description	Pages/Notes
<b>GRI 200: ECONOMIC TOPICS</b>		
<b>Economic performance</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Governance and risk management - Internal control system and business risk management (19)
103-3	Evaluation of the management approach	Governance and risk management - Internal control system and business risk management (19)
201-1	Direct economic value generated and distributed	The IVS Group (14)
<b>Anti-corruption</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Governance and risk management (18-20)
103-3	Evaluation of the management approach	Governance and risk management (18-20)
205-3	Confirmed incidents of corruption and actions taken	No confirmed corruption incidents were registered in 2020.
<b>Anti-competitive behaviour</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22,23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Governance and risk management (18-20)
103-3	Evaluation of the management approach	Governance and risk management (18-20)
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During 2020, no legal actions of significant value were recorded in response to anti-competitive, anti-trust and monopoly practices. It should also be noted that in 2020 IVS Italia S.p.A. requested and obtained reimbursement for the fine imposed by the Italian Antitrust Association in 2016.



Disclosure	Description	Pages/Notes
<b>GRI 300: ENVIRONMENTAL TOPICS</b>		
<b>Energy</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Environmental responsibility (38-42)
103-3	Evaluation of the management approach	Environmental responsibility (38-42)
302-1	Energy consumption within the organization	Environmental responsibility (38-42)
<b>Emissions</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	The Group's efficiency initiatives (34,35); Environmental responsibility (38); Greenhouse gas emissions (43,44)
103-3	Evaluation of the management approach	The Group's efficiency initiatives (34-35); Environmental responsibility (38); Greenhouse gas emissions (43-44).
		Gases included in Scope 1 emissions calculations: CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O.
305-1	Direct (Scope 1) GHG Emissions	Sources of the emission factors: - ISPR, 2019; - National Inventory Report (2020) for consumption of natural gas, fuel, diesel and LPG; - Department for Environment, Food and Rural Affairs, Annual Report and Accounts 2019-20 - 2020; - IPCC Fifth Assessment Report: Climate Change 2013 for factors of GWP (100 years), CH <sub>4</sub> and N <sub>2</sub> O.
		Greenhouse gas emissions (43-44).
305-2	Energy indirect (Scope 2) GHG Emissions	Gases included in Scope 2 emissions calculations: CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O.  Sources of the emission factors: - Association of Issuing Bodies (AIB), 2019 European Residual Mixes, V.1.1 (2018), for electricity consumption - Market Based method.

Disclosure	Description	Pages/Notes
<b>GRI 300: ENVIRONMENTAL TOPICS</b>		
<b>Waste</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Sustainability for the IVS Group (31-33); Environmental responsibility (38)
103-3	Evaluation of the management approach	Sustainability for the IVS Group (31-33); Environmental responsibility (38)
306-2	Waste by type and disposal method	Waste production and recovery (45-48)
<b>Supplier Environmental Assessment</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Voluntary certifications (30); Environmental responsibility (38)
103-3	Evaluation of the management approach	Voluntary certifications (30); Environmental responsibility (38)
308-1	New suppliers that were screened using environmental criteria	As part of the Group's procurement process, all suppliers are also selected on the basis of their acceptance of the Code of Ethics, which makes reference to social and environmental criteria. In particular, suppliers are asked to sign a declaration confirming that they have been made aware of the Code and to undertake in writing to comply with its provisions. In particular, around 10% of suppliers have signed the "Letter to Suppliers", a document in which they are asked to comply with the Group's social and ethical principles.

Disclosure	Description	Pages/Notes
<b>GRI 400: SOCIAL SERIES</b>		
<b>Employment</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Responsibility towards people (58-59); Our people (63); Quality of company life and the Health Promoting Workplace project (72-74)
103-3	Evaluation of the management approach	Responsibility towards people (58-59); Our people (63); Quality of company life and the Health Promoting Workplace project (72-74)
401-1	New employee hires and employee turnover	Turnover (68-69)
<b>Occupational health and safety</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Employee health and safety (60)
103-3	Evaluation of the management approach	Employee health and safety (60)
403-1	Occupational health and safety management system	Employee health and safety (60)
403-2	Hazard identification, risk assessment, and incident investigation	Employee health and safety (60)
403-3	Occupational health services	Employee health and safety (60)
403-4	Worker participation, consultation, and communication on occupational health and safety	Employee health and safety (60)
403-5	Worker training on occupational health and safety	Staff training (74-76)
403-6	Promotion of worker health	Employee health and safety (60)
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employee health and safety (60)
403-9	Work-related injuries	Employee health and safety (60)
403-10	Work-related ill health	IVS is unable, for this reporting year, to report occupational injury and illness data for non-employee workers. The company is committed to including such data in future years' sustainability documents.



Disclosure	Description	Pages/Notes
<b>GRI 400: SOCIAL SERIES</b>		
<b>Training and education</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Staff training (74-76)
103-3	Evaluation of the management approach	Staff training (74-76)
404-1	Average hours of training per year per employee	Staff training (75)
<b>Diversity and equal opportunity</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Diversity and equal opportunities (70)
103-3	Evaluation of the management approach	Diversity and equal opportunities (70)
405-1	Diversity of governance bodies and employees	Governance and risk management (18); Our people (63-67)
<b>No-discrimination</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Governance and risk management - Pillars of corporate governance (20); Diversity and equal opportunities (70)
103-3	Evaluation of the management approach	Governance and risk management - Pillars of corporate governance (20); Diversity and equal opportunities (70)
406-1	Incidents of discrimination and corrective actions taken	No incidents of discrimination were registered in 2020.
<b>Supplier Social Assessment</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Voluntary certifications (30)
103-3	Evaluation of the management approach	Voluntary certifications (30)
414-1	New suppliers that were screened using social criteria	As part of the Group's procurement process, all suppliers are also selected on the basis of their acceptance of the Code of Ethics, which makes reference to social and environmental criteria. In particular, suppliers are asked to sign a declaration confirming that they have been made aware of the Code and to undertake in writing to comply with its provisions. In particular, around 10% of suppliers have signed the "Letter to Suppliers", a document in which they are asked to comply with the Group's social and ethical principles.

Disclosure	Description	Pages/Notes
<b>GRI 400: SOCIAL SERIES</b>		
<b>Customer Health and Safety</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Customer Service (77)
103-3	Evaluation of the management approach	Customer Service (77)
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	During 2020, the following were withdrawn from the market: - 3 products on direct request (from suppliers or controlling bodies) - 1 product on indirect request (from customers and/or internally)
<b>Marketing and labeling</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Responsible marketing (54-46)
103-3	Evaluation of the management approach	Responsible marketing (54-46)
417-2	Incidents of non-compliance concerning product and service information and labeling	No significant monetary and non-monetary sanctions were registered as a result of noncompliance with regulations and/or voluntary codes in marketing and labeling in 2020.

Disclosure	Description	Pages/Notes
<i>Other topics</i>		
<b>Innovation and product design</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	Service and product customization (79)
103-3	Evaluation of the management approach	Service and product customization (79)
<b>Business strategy</b>		
103-1	Explanation of the material topic and its Boundary	Mapping of IVS Group Stakeholders and materiality analysis (22-23); Perimeter analysis of IVS Group's material issues (22-23)
103-2	The management approach and its components	The IVS Group (14); Description of the service delivery process starting with receipt of products at the Local Units (33)
103-3	Evaluation of the management approach	The IVS Group (14); Description of the service delivery process starting with receipt of products at the Local Units (33)



Report of the  
external auditors

## Independent Accountant's Assurance Report

To the Board of Directors of  
IVS Group S.A.

### Scope

We have been engaged by IVS Group S.A. to perform a "limited assurance engagement", as defined by International Standards on Assurance Engagements, here after referred to as the engagement, to report on IVS Group S.A.'s Sustainability Report 2020 (the "Sustainability Report") for the year ended on 31 December 2020.

### Criteria applied by IVS Group S.A.

In preparing the Sustainability Report, IVS Group S.A. applied the "Global Reporting Initiative Sustainability Reporting Standards" ("GRI Standards"), as described in the paragraph "Methodological Note" of the Sustainability Report ("Criteria").

### IVS Group S.A.'s responsibilities

IVS Group S.A.'s management is responsible for selecting the Criteria, and for presenting the Sustainability Report in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the Sustainability Report, such that it is free from material misstatement, whether due to fraud or error.

### EY's responsibilities

Our responsibility is to express a conclusion on the presentation of the Sustainability Report based on the evidence we have obtained.

We conducted our engagement in accordance with the *International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* ("ISAE 3000"). Those standards require that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the Sustainability Report is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error. We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

## EY's Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, and have the required competencies and experience to conduct this assurance engagement.

EY also applies International Standard on Quality Control 1, *Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements*, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

## Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Sustainability Report and related information and applying analytical and other appropriate procedures.

Our procedures included:

- Analysis of the process relating to the definition of material aspects included in the Report, with reference to the criteria applied to identify priorities for the different stakeholders categories and to the internal validation of the process outcomes;
- Comparison of economic and financial data and information included in the Report with those included in the Group's consolidated Annual Report as of December 31<sup>st</sup>, 2020 on which we issued our audit report on March 30<sup>th</sup>, 2021;
- Understanding of the processes that lead to the generation, detection and management of significant qualitative and quantitative information included in the Report.

In particular, we have conducted interviews and discussions with the management and the personnel of IVS Group S.A. and IVS Italia S.p.A. and we have performed limited documentary evidence procedures, in order to collect information about the processes and procedures that support the collection, aggregation, processing and transmission of data and information to the department responsible for the preparation of the Report.



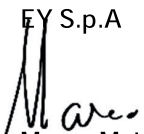
Furthermore, for significant information, considering the Group's activities and characteristics:


- at Group level
  - with reference to the qualitative information included in the Report we carried out inquiries and acquired supporting documentation to verify its consistency with the available evidence;
  - with reference to quantitative information, we have performed both analytical procedures and limited assurance procedures to ascertain on a sample basis the correct aggregation of data.
- For IVS Italia S.p.A. sites located in Seriate (Bergamo) and in Pedrengo (Bergamo), which we have selected, based on their activity, relevance to the consolidated performance indicators and location, we have carried out virtual meetings during which we have had discussions with management and have obtained evidence about the appropriate application of the procedures and the calculation methods used to determine the indicators.

## Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Sustainability Report for the year ended on 31<sup>st</sup> December 2020, in order for it to be in accordance with the Criteria.

Milan, 30 March 2021

EY S.p.A.  
  
Marco Malaguti  
(Auditor)





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Concept, Graphic design and Paging:





