

GRUPPO MARR  
**MARR**  
dove c'è ristorazione



## Italian Sustainability week

Borsa Italiana

June 29, 2021





# Table of contents

- Introduction
- MARR at a glance
- Food quality and safety
- Environment
- Social
- Governance



- The awareness of MARR towards to **Environment**, **Social** and **Governance** has been longstanding. There are two main reasons for this. The first relates to the nature of the business activities of MARR, namely the sale and distribution of food and non-food products to the Foodservice throughout Italy. The second derives from the fact that MARR has been listed on the STAR segment (“Segmento Titoli Alti Requisiti”) of the Italian Stock Exchange for over 15 years. This combination has led MARR to adhere to strict external and internal rules to comply with all relevant domestic as well as international regulations
- Environment and Sustainability, that often are interlinked, are a constant focus for MARR ([www.marr.it/en/sustainability](http://www.marr.it/en/sustainability)). MARR is at the forefront in the implementation of the relevant principles and policies in the Foodservice industry in Italy. This is a constant work in progress with increasing resources dedicated and more importantly the raising of internal awareness of the issues at all levels of the company. Where possible MARR has sought to obtain the relevant **external Certifications**
- The aspects relating to Corporate Governance are more straight-forward as they stem from requirements set by Italian Stock Exchange Authorities in order to be listed on the **STAR segment**
- MARR obtained an **A rating for MSCI's ESG rating assessment 2020** and took part to the **Integrated Governance Index (IGI) 2021**





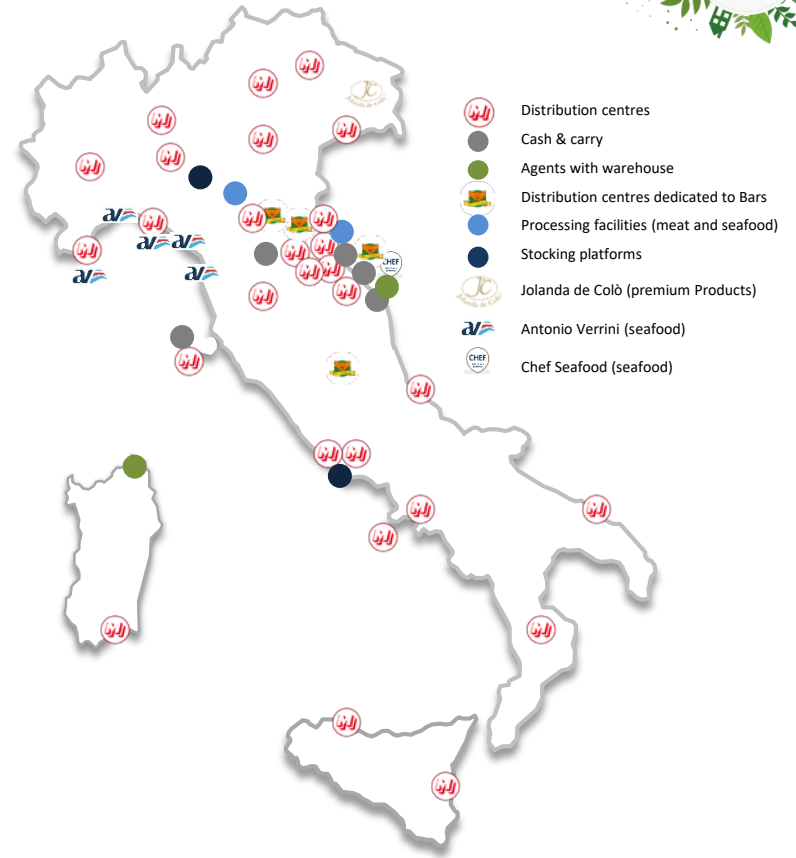
# Table of contents

- Introduction
- **MARR at a glance**
- Food quality and safety
- Environment
- Social
- Governance



# MARR at a glance

- **leader** in food supply to Foodservice in Italy
- **market consolidator** with **almost 50 years** of track record
- over **45,000 clients** served with a range of over **15,000 food products** including over **1,000 private labels**
- only player with **nationwide coverage**:
  - **41 distribution centres** with **2 stocking platforms** and **5 cash&carry**
  - **2 agents with warehouse** and over **20 logistic partnerships** with local distributors of fresh products (fruits&vegetables and seafood)
- **850 sales agents** and **750 trucks** to ensure the delivery within 24h from the order
- about **800 direct employees** and over **1,000 external handling workers** on annual basis





# Table of contents

- Introduction
- MARR at a glance
- **Food quality and safety**
- Environment
- Social
- Governance



# Food quality and safety

- In the context of MARR's business activities one of the most important aspects of sustainability is that related to **Product safety and Supply chain**
- MARR has set up a detailed and effective Self Auditing System in order to assess, monitor and react if necessary to the entire sequence of carrying out its activities from the sourcing of the products all the way down to their deliveries. A multi-disciplinary group namely the **HACCP Team** carries out and coordinates the relevant functions and procedures starting with the risk factors (Hazard Analysis and Critical Control Points). This is done in conjunction with other functions and entities within the company, including Quality Control Management, Quality Control Laboratory and the Food Safety Committee
- The HACCP system under **ISO 22000** certification, is carried out as an integral and complementary part of the Quality System (**ISO 9001** certification)
- The company Management System for guaranteeing **product traceability** (implemented through **RFID** readers and barcodes), certified according to the requisites of the **ISO 22005** standard, contributes to reinforce and guarantee food safety throughout the entire supply chain

# Food quality and safety

The main certifications obtained by MARR are:

System certification	Certifying body
<b>ISO 9001:</b> Quality Management System	
<b>ISO 22000:</b> Food Safety Management System	
<b>ISO 22005:</b> Traceability System in Agro-food companies	
<b>ISO 14001:</b> Environment Management System	
Voluntary certification of the process of controlling the sustainable fishing certification	

System certification	Certifying body
<b>MSC certified sustainable fishery -</b> Chain of Custody	 
<b>ASC certified sustainable aquaculture -</b> Chain of Custody	 
Suppliers' control system for animal welfare for laying hens	 
<b>CCPB Organic Certification -</b> Certification of compliance to EC Reg. 834/2007 for the activity of "Receiving and stocking of organic foodstuffs for the preparation of meals"	



# Food quality and safety

With regard to the social impact of the products sold, the information on their features is given to clients by means of labelling, packaging, technical information sheets (on-line on the **MARR Catalogue** and app **myMARR**) and direct Marketing communications.

Within its range of over 15,000 products, MARR where possible has sought to promote environmental and social responsibility. These provide for instant recognition through specific labelling:

## Green product categories



Prodotti conformi al GPP

Products enabling the implementation of a policy of Green Purchases (Green Public Procurement) consistent with the National Action Plan for GPP (NAP GPP) and compliant with one or more of the environmental sustainability requirements provided by MD n.65 dated 10 March 2020.



Prodotti DOP

The Protected Designation of Origin mark (PDO) is a mark for the legal protection of the denomination that the European Union attributes to those agricultural products and foodstuffs for which the stages of the production process are realised in a defined geographical area and for which the production process is in compliance with a set of specifications of production. All the production, transformation and processing of the product must occur within the defined area.



Prodotti IGP

The Protected Geographical Identification mark (PGI) is a legal protection mark attributed by the European Union to the agricultural products and foodstuffs originating in a specific region and country. The PGI products quality, reputation and characteristics can be traced to geographical origin and at least production or transformation or processing must be done inside the defined area.

## Non-food (detergents, ecological paper, table napkins, tablecloths, etc.)



Prodotti Ecolabel

The EU Ecolabel (EC Regulation no. 66/2010) is the European Union label for ecological quality which rewards the best products from an environmental viewpoint, which are thus differentiated from their competitors on the market, maintaining high performance standards.



Prodotti FSC e PEFC

The goal of FSC and PEFC certification, two of the most widespread forestry certification systems worldwide, is to identify the conduction of ecosystems based on sustainability principles. The products deriving from wood (paper, packaging, etc.) countermarked by these labels are certified independently and originate from forests managed in a manner such as to respect the social, economic and environmental requirements of current and future generations. The management and traceability of products deriving from the processing of wood is thus certified, with the aim of protecting the biodiversity of forests and woodlands in respect of their normal growth speeds.



# Food quality and safety

## Green product categories



Prodotti Biologici

Organic agriculture is a type of agriculture involving the entire farming ecosystem, which uses the natural fertility of the soil in a limited number of interventions, promotes biodiversity in the environment and excludes the use of synthesis products (except those specifically allowed by European Union law) and genetically modified organisms. The presence of the label on products ensures compliance with the EU Regulations on organic farming.



Prodotti del commercio equo e solidale

Fair Trade products constitute a concrete and sustainable alternative for the international trading, in which the work ethic provides dignity and a future to millions of workers, especially in southern hemisphere countries. This enables the producers to receive an equitable and stable income and an additional margin to be invested for the growth of the community.



Prodotti dell'acquacoltura biologica

Organic aquaculture promotes the farming of fresh and salt water fish, shrimps, molluscs, and algae, through organic and certified techniques, developed in compliance with relative laws and specific standards. The basic aspects of organic fish farming are: to guarantee that the marine organisms entirely live in the farming facility, maintaining the stress levels involved in farming at zero or close to zero, also thanks to the reduced impact of man on the animals' lives, not using hormonal additives in the fish or food based on oils or fish-based flour and GMO.



Prodotti della pesca sostenibile

Sustainable fishing products respond to specific environmental sustainability criteria; the fishing zones are managed in such a way as to guarantee the respect of the existing reserves of fish, considering their reproductive capability and biodiversity. Products bearing these certifications (for example MSC – Marine Stewardship Council – certification) originate from fishing zones governed through advanced management programs.



MARR achieved the **Chain of custody certification** according to the MSC/ASC standards **for the selling of MSC and ASC products**

The products bearing the **MSC certification** (no. MSC-C-56427) originate from fishing areas managed in compliance with respect for stocks, habitat and marine ecosystem.

The **ASC certification** (no. ASC-C-02404) proves that the fish products are farmed in a sustainable way by reducing and even removing the social and environmental impact of farming. MSC and ASC label is the guarantee system of sustainable fishing and aquaculture most widespread and well known internationally.

# Food quality and safety – Animal welfare

- Consistently with its business approach, **Animal Welfare** is also an area of interest for MARR, in line with the growing sensitivity of consumers towards this subject
- Attention in this sense is directed towards the goal of making available, in the MARR assortment, products of animal origin which come from production chains that respect the dignity and well-being of the animals. In this context, MARR has prepared its own **policy** which describes the medium-term objectives and commitments ([www.marr.it/en/sostenibilita/benessere-animale](http://www.marr.it/en/sostenibilita/benessere-animale))
- In 2020 MARR was awarded the **prize Good Egg** for the commitment towards improving the welfare of hens, awarded by the **International Association CIWF** (Compassion in World Farming)
- MARR also obtained from **DQS** (German Association for Sustainability) the certification (no. 30700771 GC) for Suppliers' control system for animal welfare for laying hens





- MARR is a leading company in Italy in the marketing of seafood products, with supply channels involving suppliers operating in different countries of the world. The fishing industry is subject to illegal fishing practices risk (illegal, unreported and unregulated fishing -IUU) and, in some countries, to the risk of violation of human rights and non-compliance with dignified working conditions
- In this context MARR has defined its own management specifications (**Sustainable Fish Supply Chain**) for control, selection and check of seafood suppliers with the aim of: i) promoting sustainable development in the fisheries sector; ii) protecting of the human rights of the persons involved in the countries of origin; iii) complying with the quality, safety and labeling requirements of fish products, with the EU laws and regulations; iv) complying with the criteria for greater animal welfare in aquaculture systems
- By signing specific supply agreements, MARR requires its suppliers to comply with the laws of each country and with the international guidelines designed to ensure human and labor rights (respect for the "Universal Declaration of Human Rights, as well as ILO "International Labour Organization" fundamental conventions). The same agreements also require that fishing and aquaculture practices implemented for the supply of fishery products comply with the requirements of sustainable fisheries (protection of marine resources, protection of fish stocks, exclusive use of authorized fleets or vessels that are not in the "Blacklist" on the website of the European Commission)
- In order to ascertain the compliance of suppliers with the requirements of the supply agreements, MARR and the certification body carry out inspections in production facilities located in third countries, as defined in the MARR management disciplinary for the control of the "Sustainable Fish Supply Chain", a process **certified by a third party inspection body**



certificate no. IT304496-2



# Table of contents

- Introduction
- MARR at a glance
- Food quality and safety
- **Environment**
- Social
- Governance



- MARR handles and stores food products in 41 distribution centers from which they are distributed to clients through a fleet of over 750 trucks owned by the truck drivers themselves. Those activities are carried out at controlled temperature for ensuring the cold chain
- This complex logistical process of handling, storage, conservation and distribution is sensitive to environmental issues under various facets
- MARR's approach to the Environment (under the claim "La natura ci guida" – "Driven by nature") is set out in detail in the annual Non-Financial Declaration ([www.marr.it/en/sostenibilita-ambientale/DNF-ESG](http://www.marr.it/en/sostenibilita-ambientale/DNF-ESG)) drafted according to GRI guidelines. The following topics address the approach in general by area:
  - **Energy** Reduction of electricity consumption (especially by correct use of the cold chain); reduction of oil for heating offices
  - **Transportation** Renewal of the fleet of trucks with low emissions ones (new vehicles are Euro 6 last generation or LNG); ca 10 large LNG trucks for distribution from stocking platforms to MARR's distribution centers; ca 20 small trucks in Rome and Bologna for deliveries in the city center with electric engine or LNG. Optimization of loading of trucks and routing through an exclusive TMS (Transport Management System) software for monitoring the distribution in real time and planning delivery routes more efficient in Km and emissions





- **Emissions** include primarily direct emissions of CO2 from sources controlled by MARR (*Scope 1*) and CO2 emissions not directly under its control: resulting from electricity produced by third parties (*Scope 2*) and deriving from road transportation by logistics suppliers (*Scope 3*). Those are monitored in terms of tCO2e
- **Ozone** Possible emissions are related to faults in the refrigeration plants, but the conversion of refrigerating gases in accordance with the European environmental standards and recent investments in technologies aimed at preventing and limiting the damage deriving from possible plant malfunctioning reduced significantly the related emissions over the last three years
- **Water** Optimization of water use for the processing and handling of products as well as for the management of the premises
- **Waste** Improvement of the differentiated collection of waste and the management of special wastes and of the by-products of animal origin such as, for example, the waste produced by the processing of meats and fish products. Monitoring of wastes produced, both non-hazardous and hazardous, those hazardous represent about 2% and of which 97% is destined for recovery
- **Packaging** Reduction of the quantities of packaging used, using recycled materials where possible. Promotion use of packaging and materials of certified cellulose from sources managed in a responsible manner (“FSC”). The packaging applied by MARR is paper and cardboard, recyclable and itself derived from a recyclable origin





# Environment

Efforts by MARR on environmental issues are related to clients through highly recognizable logos and certifications among which:



Since 2019 (on a voluntary basis) MARR's private label products have an environmental labelling (“**MARR per l’ambiente**”) providing the following information: i) instructions for the disposal of the packaging; ii) indication for recycling; iii) the FSC logo for paper/cardboard packaging; iv) indication for compostable packaging



**Green products** offer enable clients of Canteens to implement a policy of Green Purchases (GPP, Green Public Procurement) consistently with the National Action Plan for GPP (PAN GPP) and hotels and restaurants clients (particularly those of Chains and Groups) to promote organic-catering and sustainable tourism measures



New line of territorial products called “**Della Nostra Terra**”, including Italian delicacies with PGI and PDO certification or in the PAT (Traditional Agri-food Products) list, helps the spread of **sustainable products** (see MARR Catalogue <https://catalogo.marr.it/catalogo> or app myMARR) including also organic products, fair trade products and sustainable fishing products. In addition 0 Km products and short chain products are also supplied



“Easy menu MARR” a line of **portioned products** for facilitating the meal preparation and **reducing waste**



MARR stocking platforms have **ISO 14001** certification for **Environmental Management System**





# Environment - EU directive to reduce single-use plastics items

- In compliance with the **European Directive SUP** (Single-use plastics - 2019/904) the recent law no. 54 of 22 April 2021 contains the guidelines to be followed to reduce the incidence of certain plastic products on environment and in particular bans the following disposable plastic products: cutlery, plates, straws, drink stirrers, food containers in expanded polystyrene. The alternative products allowed are those made of biodegradable and compostable plastic certified in compliance with the UNI EN 13432 standard and with increasing percentages of renewable raw materials (the so-called "bioplastics"), in addition, of course, to products that do not contain plastic, such as aluminum containers or the paper cups and plates
- In accordance with the aforementioned legislation MARR has for some time made available in its assortment a wide range of replacement items for conventional plastics that can be viewed in the **online catalogue** within the **"Delivery and Take Away"** line and **compostable products**



MARR online  
Catalogue






# Table of contents

- Introduction
- MARR at a glance
- Food quality and safety
- Environment
- **Social**
- Governance



- As part of the process of ensuring that expectations are addressed for all stakeholders, the «Social» theme is of high importance
- Again, this includes many aspects touched hereinafter such as:
  - Organizational Model and Code of Ethics
  - Anticorruption policy
  - Human resources management including: sense of belonging; professional growth; training; safety
  - Suppliers' involvement



- The reference points for promoting principles of legality, transparency and correctness in the relations within and outside the Company are represented by **the Organizational Model** (Legislative Decree 231/2001) adopted by MARR since 2003, the related **Code of Ethics** (disseminated to all employees) and the **Anti-corruption policy** (all these documents are available at [www.marr.it/en/corporate-governance](http://www.marr.it/en/corporate-governance))
- Implementation (also through specific e-learning) and update of the Model and observance and adequacy of the Code are in delegated to a **Supervisory Board** (for the Organisational Model) made up by the members of the Statutory Auditors (3 people) with a **whistleblowing system** through which employees can report on the application of the Model and the Code
- MARR is strongly convinced of the importance of **Human Resources** for the development of the company: people adequately trained, strongly motivated and involved in the company “spirit” are a necessary condition for reaching the company objectives and, at the same time, to increase the value of the Organisation
- **Sense of awareness and inspiration** is fostered also by the house organ “InforMARR” and the MARR page on LinkedIn.  These are flanked by periodic commercial events differentiated by levels of responsibility (e.g. “Fucina delle stelle” for the Branch managers) which are also an important formative and informative moment
- The management of human resources focuses on professional growth, guided only by the criterion of merit, aimed at developing both the professional attitude and ambition of each collaborator, these policies are also stated in the **Code of Ethics** and **Human Resource management policy** (all these documents are available at [www.marr.it/en/corporate-governance](http://www.marr.it/en/corporate-governance))



- For promoting the training of employees and collaborators, MARR has established its own Academy (the “**MARR Academy**”) which is a virtual and physical environment for learning, training and attaining both technical and transversal skills, with e-learning alternated with classroom and aimed at involving the sharing of knowledge, skills and values
- A specific programme “**Let’s take care of our own future**” is also in place and aimed at enhancing motivation and sense of belonging and at identifying the resources with potential and adequate background (educational and professional) to take increasing responsibilities, also with the support of specific development courses
- In the context of protecting **workers’ safety**, MARR identifies that the potential risks to which workers are exposed performing their activities are the following: i) work-connected stress; ii) noise, vibrations, chemicals, explosive atmospheres and micro-climates; iii) manual handling of loads and repetitive movements; iv) video-terminal risks. These risks are monitored as reported in “**Workers’ Health and Safety Risk Assessment Document**” for each operating unit
- **Continuous training** is made for personnel with specific duties in matters of: i) the safety of forklift truck drivers; ii) fire prevention/fighting; iii) first aid; iv) training in the use of raised vertical platforms; v) suitability and registration of the maintenance staff and operators of refrigeration and cooling systems. With reference to the services outsourced to third companies, with potential interferences with the Group's activities (e.g. logistics and handling services, and processes carried out within the units), specific agreements are drawn up (and updated) to define the parties’ duties, obligations and responsibilities relative to the outsourced activities, as well as the “**Interference Risk Assessment Document**”



- The “**Suppliers Assessment and Qualification**” procedure of MARR’s Quality System (**ISO 9001**) includes verification of system and product certifications held by suppliers, **including the SA 8000** certificate regarding the Social Responsibility.
- The SA 8000 standard integrates the aspects of the protection of workers’ rights with those regarding safety at work and respect for rights, and it extends to the entire supply chain. Within the supply agreements, **suppliers are also required to sign a specific “Declaration of Commitment to Social Responsibility”** under which the **supplier guarantees respect for all the principles of the SA 8000 standard**, and in particular:
  - not to use or sustain the use of child labour;
  - not to use or sustain the use of forced labour;
  - to guarantee a safe and healthy workplace, to adopt adequate measures to prevent accidents and damage to health by minimising the causes of danger ascribable to the work environment, and to respect everything contemplated by the laws in force on Health and Safety at Work;
  - to respect laws and regulations on freedom of association and on the right to collective contracting; not to adopt or sustain discrimination in recruitment, remuneration, access to training, promotion, dismissal and retirement, based on race, class, national origin, religion, invalidity, gender, sexual orientation, trade union membership or political affiliation;
  - not to use or sustain or tolerate the use of physical punishment, mental or physical coercion or verbal abuse;
  - to conform to the work timetable contemplated by the laws in force and by the collective contracting of the category;
  - to respect the National Collective Labour Agreement of reference also as regards the salaries paid.



# Table of contents

- Introduction
- MARR at a glance
- Food quality and safety
- Environment
- Social
- **Governance**



- MARR has been listed on the **STAR segment** (“Segmento Titoli Alti Requisiti”) of the Italian Stock Exchange since **2005**
- MARR's **Corporate Governance Code** and the relating activities can be found in the **annual Corporate Governance Report** ([www.marr.it/en/corporate-governance](http://www.marr.it/en/corporate-governance))
- With the BoD appointed by the Shareholders’ Meeting of 28 April 2020 the Governance has been modulated in order to be further flexible in the definition of the strategies. In this sense the **BoD** was reduced to **7 members** (previously 9) **of which 3 women and 4 Directors declaring the possession of independency requirements**, then one of them became not independent having take office as Chairman. The **Control and Risk Committee** is made by **2 Independent Directors** (but all the Independent Directors are invited to participate) with the necessary professional and technical competencies. The activities of the Remuneration and Appointments Committee are in charge to the entire BoD (in compliance to the Corporate Governance Code) and the only executive director does not take part to decision on its remuneration
- The Company regulates its Governance also trough the adoption of the following procedures ([www.marr.it/en/corporate-governance/documenti-procedure](http://www.marr.it/en/corporate-governance/documenti-procedure)): **i) Regulation of the Control and Risk Committee; ii) Procedure for the management of inside and confidential information; iii) Regulation for the management of relations with channels of information; iv) Policy for the management of dialogue with the shareholders and other stakeholders; v) Procedures for the related party transactions**
- Transactions with the Cremonini Group (Cremonini holds 50.4% of MARR shares) are limited to: about 3% of MARR Total Revenues and about 10% of MARR Total COG’s





# Investor Relations contacts

**Antonio Tiso**

atiso@marr.it

tel.

+39 0541 746803

mob.

+39 331 6873686

**Léon Van Lancker**

lvanlancker@marr.it

mob.

+39 335 1872014

**MARR S.p.A.**

Via Spagna, 20 - 47921 Rimini (Italy)

website [www.marr.it](http://www.marr.it)