



Protocol on Responsibillyty



illycaffè S.p.A.
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ÍNDICE

1. Scope, objectives and strategy	3
2. Structure and application of the illy Sustainability Guide (iSG) in coffee supply chains..	8
2.1 Types of coffee supply chains and how they are involved in the process	8
2.2 Levels of application of the illy Sustainability Guide	9
2.3 Structure of the iSG by level	11
3. Verification Process, Documentation and Scoring	16
3.1 Inspection Preparation and Required Documentation	16
3.2 Verification Schedule	16
3.3 Support Materials	16
3.4 Verification Outcomes	16
3.5 Scoring and Corrective Actions	17
3.6 Assessment of Responsibility methodology	18
3.7 Exceptions	18
4. Grievance mechanism	19
5. Guidelines for the use of Responsibility Logo	21
5.1 Context and Purpose of the Logo	21
5.2 Authorized Use Cases	21
5.3 Usage Conditions for Clients and Partners	22
5.4 Control and Approval Mechanisms	22
6. Glossary	23
7. Global Reference Landscape for the Coffee Sector	27
8. Sustainability criteria	31

1. Scope, objectives and strategy

Procurement is a fundamental phase of illycaffè's value chain, as it guarantees the sustainable quality of the coffee used in the production cycle. Producing superior and sustainable quality coffee is an absolute and strategic priority for illycaffè, in line with its mission, vision, values, and with its sustainability commitments¹, reinforced in its Social and Environmental Sustainability Policies².

Sustainability represents a central and indispensable element of illycaffè's purchasing strategy, which cannot be delegated to external entities, but is fully integrated into the company's practices and processes. illycaffè directly takes responsibility for ensuring that sustainability principles are applied, monitored and constantly improved in its procedures, making it an integral part of its operations and actively contributing to the responsible and conscious development of the supply chains from which it sources.

Within the coffee supply chain, each stakeholder has a crucial role in ensuring a responsible procurement process. illycaffè operates according to an integrated supply chain approach, based on a direct and long-lasting relationship established over decades with all members of its supply chains and based on the awareness that the closer are the relationships with growers, producers and exporters, the greater is the influence and impact generated by its actions.

The system of direct relations developed over the years by illycaffè with the stakeholders in its supply chains is based on four pillars:

1. selecting and motivating producers, rewarding their efforts to grow and supply excellent quality coffee;
2. transfer knowledge to them through the activities of the Università del Caffè and the constant visits to the plantations by illy buyers, technicians and agronomists, motivating them to produce sustainable quality;
3. acknowledge, including economically, the superior quality guaranteed through a premium price compared to the market price and encourage a continuous process of improvement;
4. build an illy community, creating a place where producers can talk to each other (Circolo illy and Clube illy do Café), establishing human and direct relationships based on the mutual transfer of knowledge.

¹ For illy sustainability commitments see section on Benefit Corporation at the following link <https://www.illy.com/en-ww/illy-mission-values>

² For Social and Environmental Sustainability Policies see the following links:
https://www.illy.com/content/dam/channels/website/consumer/italy/pdf/social-sustainability-policy/illycaff%c3%a8_Social%20Sustainability%20Policy_ENG.pdf
https://www.illy.com/content/dam/channels/website/consumer/italy/pdf/environmental-sustainability-policy/illycaff%c3%a8_Environmental%20Sustainability%20Policy_ENG.pdf

This methodology constitutes the company's own sustainability framework, formally termed **Responsibility** in 2025, albeit extensively implemented since 2009.

The **Responsibility** model is based on three principles:

1. traceability of resources and raw materials throughout the entire production process;
2. reciprocity in the relationship with the members of the supply chains;
3. economic, social and environmental sustainability.

To well implement the **Responsibility** program, illycaffè has created a specific tool, called **illy Sustainability Guide (iSG)**. To ensure ongoing effectiveness and consistency, the methodology underpinning the **Responsibility** program is subject to systematic review at regular intervals—at minimum every two years, and more frequently when circumstances warrant. This review is principally conducted by the Coffee Procurement Department, in close coordination with the Total Quality & Sustainability Department, which is responsible for evaluation and verification in accordance with established internal procedures. These measures are designed to guarantee that any modifications remain aligned with illycaffè's overarching corporate sustainability objectives.

The Chief Total Quality & Sustainability Officer refers to the Sustainability Committee regarding all sustainability matters, presenting global scenario, initiatives, tools, systems and policies developed by illycaffè in the field of responsible management; this officer also coordinates the relations with the company stakeholders and an internal cross functional working group, ESG Task Force, with the task to propose the Sustainability Strategy and the related Action Plan, as an integral part of the Company multi-year Strategic Plan.

The Sustainability Committee is composed by three Board Members, all non-executive and two of them independent. The Sustainability Committee is responsible for supervising all sustainability issues and policies, while supporting the Board of Directors with preliminary functions - both propositional and advisory - and all evaluations and decisions concerning sustainability.

A crucial element in illycaffè's approach is the annual identification and analysis of material issues, which involves a comprehensive evaluation of illycaffè's business model and value chain, accompanied by an assessment of prevailing trends within the coffee sector. This is achieved through a combination of external research and direct engagement with value chain stakeholders, including members of the coffee supply chains.

Stakeholder engagement at supply chain level represents a vital moment within the illy supply chain monitoring process. It serves as a key opportunity to understand the specific needs and expectations of local supply chain stakeholders. Through direct dialogue, training, workshops, peer-to-peer learning sessions, and “train the trainer” programs, illy is able to gather valuable input on the sustainability criteria applied throughout its supply chain evaluation framework.

This participatory approach ensures that the monitoring process remains aligned with the realities and priorities of those directly involved in or affected by supply chain operations. By incorporating stakeholder feedback, illy strengthens the relevance, transparency, and effectiveness of its sustainability assessments, fostering shared responsibility and continuous improvement across the supply chain.

Changes and reviews of sustainability criteria, deriving from needs that surge during stakeholder engagement activities with players of illy supply chains, are evaluated internally following the above-mentioned revision and decision-making process and are ultimately considered in future reviews of the sustainability criteria.

The **iSG** is a tool that illycaffè developed since 2020 to monitor and verify its coffee suppliers and their supply chains, by means of a second party verifier, to accompany and support supply chain stakeholders to achieve always better sustainability performances. This process seeks the continuous improvement of all those involved within each supply chain.

The requirements of this iSG are not above any legislation in any of the countries of origin where illycaffè purchases its coffee. National legislations will always be applied above any requirement requested in this document, except for agrochemicals, for which illycaffè provides a list of active principles that are prohibited, according to international conventions, EU regulations on coffee imports and stringent criteria established by illycaffè. Therefore, all illycaffè suppliers must be aware of their applicable national legislations.

This iSG does not request compliance criteria related to the final quality of the coffee delivered to illycaffè. For quality, there are already other very specific requirements between illycaffè and its suppliers that are stated in coffee contracts and have been developed and consolidated during the past decades of constant training and knowledge sharing.

All suppliers must meet the following minimum sustainability requirements (critical) within their supply chains in order to sell coffee to illycaffè:

- Elimination of child labour and worst forms of child labour *
- Elimination of forced labour and harassment *
- Elimination of discrimination and gender inequality on workers*
- Land use rights and indigenous people's rights
- Payment of minimum wages to permanent and temporary workers
- Healthy and safe working conditions
- No exposure of highly hazardous pesticides to workers*
- No corruption, fraud, bribery and/or extortion
- No use of prohibited agrochemicals
- No disposal of highly hazardous pesticides into water bodies*
- No deforestation*
- Environmental protection: protection of flora, fauna and water sources; waste treatment
- Product traceability and commercial traceability
- Ensure continuous improvement in sustainability through the implementation of Action Plans.

The above requirements are evidenced in red color within the iSG. Suppliers and any other player involved in the supply chain are required to address and resolve these issues through formal Action Plans. The timeframe for resolving such non-compliances is case-dependent but cannot exceed 30 business days. Furthermore, suppliers are obliged to implement ongoing monitoring to confirm that each claim has been comprehensively addressed and fully resolved. Failing to do so results in temporary suspension of business relations until evidence of meaningful progress is provided.

Within the critical requirements, there are the Critical Practices (market with * in the above list), the violation of which can result in significant adverse effects on individuals and the environment. Remediation of any severe non-compliance must be executed immediately: the supplier must address and resolve it within 24 to 48 hours if such non-compliance is identified during external verifications, internal inspections, or through a claim received via the grievance mechanism.

illycaffè halts coffee purchases from that player and ensures that such breaches trigger an immediate and robust response, with remediation focused on mitigating harm, ensuring accountability, and restoring compliance.

illycaffè initiates a detailed root cause analysis and collaborates with both the affected stakeholder and all other members who belong to that supply chain (supplier, IMS manager or coordinator, farm and/or mill) to develop a tailored remediation plan. The plan outlines specific corrective actions, timelines for resolution, interviews, document reviews, and site visits, ensuring that all affected parties, including farm workers or community members, are heard and that the context is fully understood.

Accountability is enforced by documenting the breach and the ensuing actions, transparently communicating with all stakeholders, and requiring the supplier to record corrective actions in an official Action Plan. The supplier is also responsible for providing evidence, such as photographs, official notifications, to demonstrate effective remediation.

illycaffè monitors the entire process, including follow-up site assessments (often unannounced), ongoing dialogue with the supplier, and, where necessary, targeted training or expert consultation. The supplier must demonstrate sustained improvements before procurement resumes.

For all other requirements, which are not considered critical, the supplier must demonstrate corrective actions, by means of an Action Plan within a period of 12 months, in order to show full compliance at the conclusion of a maximum three-year period.

The implementation of inspections and site visits plays a pivotal role in the training process. During each field assessment, detailed explanations and recommendations are provided to underscore the tangible benefits of adopting specific practices—benefits that span increased productivity and thus enhance economic sustainability, as well as positive social and environmental impacts, all within a framework of continuous improvement.

Training serves as a cornerstone of the Action Plan, fostering awareness, sharing essential knowledge, and encouraging the integration of sustainable practices throughout the supply chain.

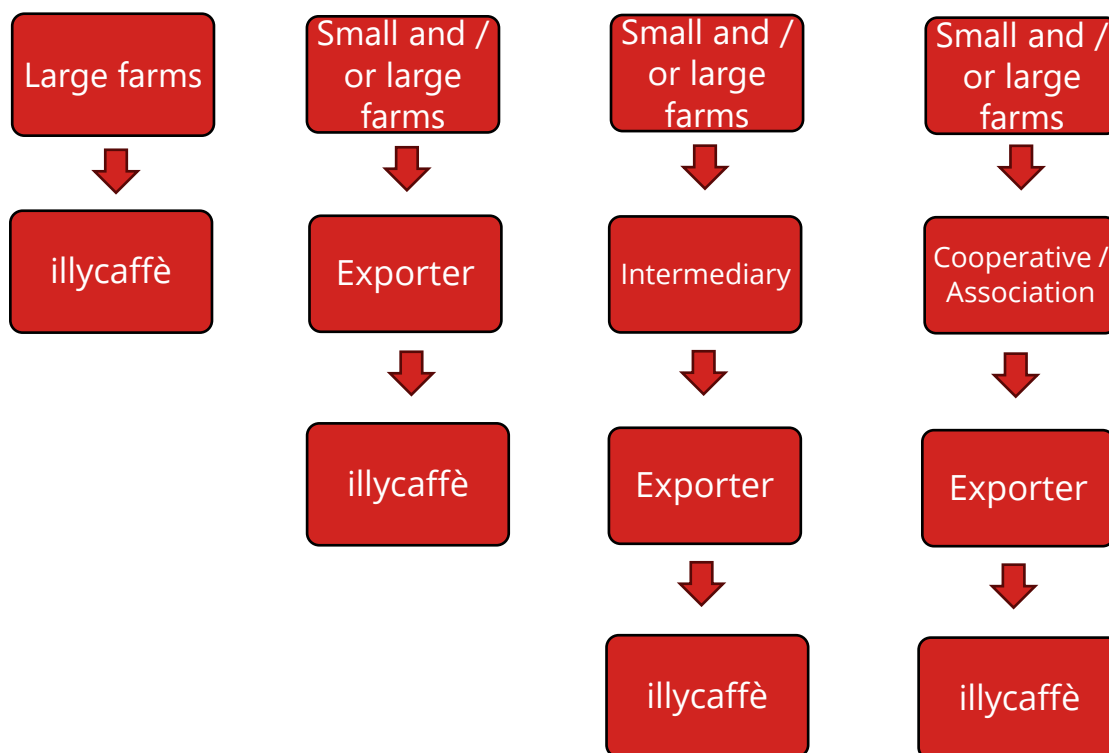
It is also characterized by ongoing dialogue with stakeholders throughout the supply chain. When necessary, illycaffè implements targeted interventions on-site, complemented by dedicated social and environmental projects designed to address problems and to prevent or mitigate potential future risks.

2. Structure and application of the illy Sustainability Guide (iSG) in coffee supply chains

2.1 Types of Coffee Supply Chains and how they are involved in the process

illycaffè procures coffee through various types of supply chains, which differ in complexity. Understanding the specific structure of each supply chain and its stakeholders allows illycaffè and its suppliers to determine the applicable level of sustainability verification and corresponding requirements. The main types are:

a. Large farms that sell coffee directly to illycaffè. Supply chain: illycaffè-farmer	b. Small and/or large farms that sell coffee directly to the illycaffè supplier. Supply chain: illycaffè-exporter-farmer.	c. Small and/or large farms that sell coffee to an intermediary and the latter to an illycaffè supplier. Supply chain: illycaffè-exporter-intermediary-farmer.	d. Small and/or large farms grouped into a cooperative, association or private company that sells coffee to the illycaffè supplier. Supply chain: illycaffè-exporter-cooperative/association-farmer.
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2.2 Levels of application of the illy Sustainability Guide

This iSG can be applied to five different levels, depending on the supply chain structure. However, not all levels may apply in all cases, depending on the type of supply chain the illycaffè supplier works with. One, two, three, four, or all five levels may apply. The following list describes each of the levels. A different kind of check list is applied to each single level.

Level 1. Internal Management System (IMS)

It has 3 sub-levels:

- **Level 1.A IMS Basic Supplier.** It applies to the illycaffè supplier who is an exporter and only owns administrative offices.
- **Level 1.B Supplier with IMS.** It applies to the illycaffè supplier who manages a group of small farms by supporting them with and providing technical assistance. This level ensures the compliance of all group members with the iSG's requirements, monitors areas for improvement, facilitates technical assistance and training for continuous improvement, maintains comprehensive records of inspections, non-compliance incidents, and corrective measures.
- **Level 1.C Client with IMS.** It applies to the client of the illycaffè supplier who has an impact on the agronomic approach of its supply chain. It can be an intermediary, cooperative or association that maintains communication and business relationships with a group of farmers. This level ensures the compliance of all group members with the iSG's requirements, monitors areas for improvement, facilitates technical assistance and training for continuous improvement, maintains comprehensive records of inspections, non-compliance incidents, and corrective measures.

For example, if the illycaffè supplier is an exporter with only a central administrative office and purchases coffee through a cooperative, then during verifications, Level 1.A is applied to the illycaffè supplier and Level 1.C to the cooperative.

The illycaffè supplier and/or its client (levels 1.B and 1.C) are free to extend the IMS to a group of large farms. Likewise, the supplier can delegate the operational management of the IMS to one of its clients, such as a cooperative or an intermediary, if deemed appropriate.

Level 2. Small farm:

It applies to farms that have a coffee-planted area (productive or under renovation) equal or smaller than 20 hectares. Except for Brazil where the total of hectares with coffee is 50 hectares or less. If within the farm's property there is also a wet and/or dry

mill (or are used by the producer at another site, whether owned or rented), these will be verified as well.

Level 3. Large farm:

It applies to farms that have a coffee-planted area (productive or under renovation) greater than 20 hectares. Except for Brazil where the total of hectares with coffee is more than 50 hectares. If within the farm's property there is also a wet and/or dry mill (or are used by the producer at another site, whether owned or rented), these will be verified as well.

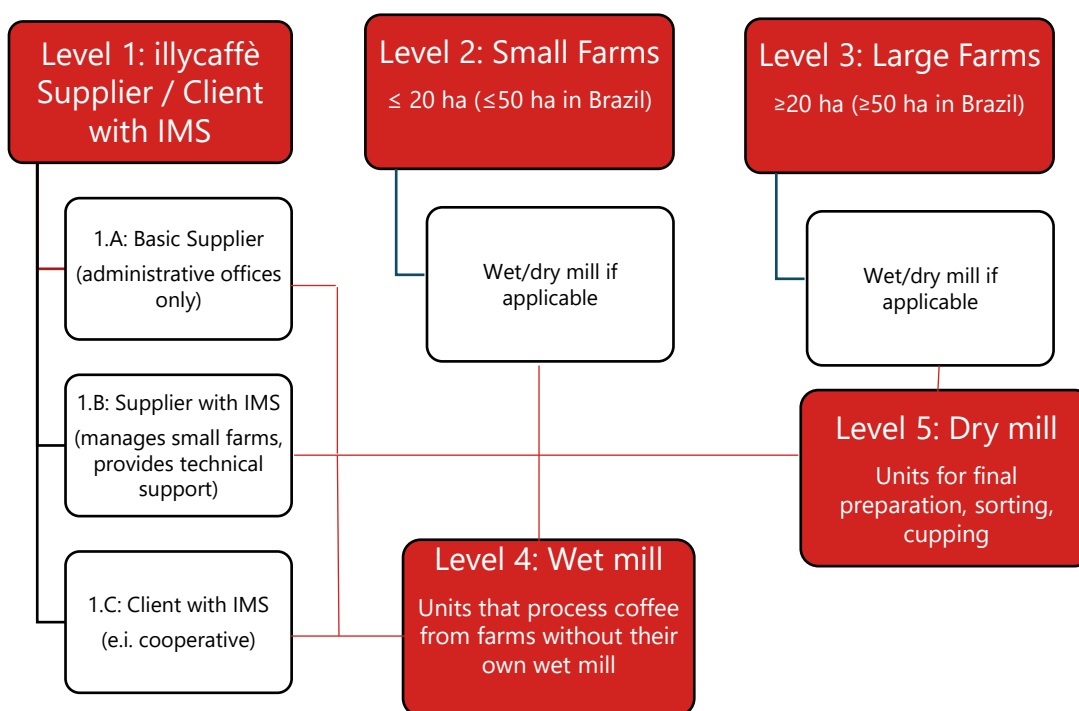
Level 4. Wet mill:

It applies to those processing units belonging to a cooperative/association, intermediaries, exporters, or to the illycaffè supplier itself, and which perform the service of processing coffee cherries for those farmers who do not have wet mills in their farms.

If large and/or smaller farms have their own processing facilities, this level would not apply during verification, and the processing criteria indicated in the verification checklist for small and/or large farms would be applied instead. Otherwise, for those farms (small or large) that do not have processing facilities on-site, the processing verification points established in the level 2 and 3 checklists would not be applied, and verification would be conducted at this level 4.

Level 5. Dry mill:

It applies to those processing units (whether owned or outsourced) used for the final coffee preparation, as well as for quality selection and cupping. If there are clients of the illycaffè supplier, such as cooperatives or intermediaries, that obtain a final product at their own facilities, then this level would not directly apply to illycaffè's supplier.



2.3 Structure of the iSG by level

The iSG is divided into chapters, sections and topics, according to the five different levels, depending on the supply chain structure.

The main Chapters are:

Internal Control	Social	Environmental	Operative farm management	Business management

Each level presents a tailored version of these chapters. For example:

- Level 1.A focuses on basic policies and traceability.
- Level 1.B and 1.C include technical support, verification systems, and training.
- Levels 2 and 3 include topics such as biodiversity, agrochemical handling, and housing conditions.
- Levels 4 and 5 emphasize environmental management in coffee processing and traceability.

This structure ensures flexibility and specificity, allowing illycaffè to uphold its sustainability standards regardless of the complexity of the coffee supply chain.

Level 1.A (Basic)

Chapters	Sections	Topics
Internal Control	Bases of sustainability	Policy and/or organizational structure
		Internal verifications/visits
Social	Human rights	Child Labour
		Forced Labour, discrimination and gender inequality
	Labour conditions	Payment of minimum wage
		Healthy and safe working conditions
Business management and transparency	Supply chain	Product traceability
	Farmer incentives	Monetary or in-kind recognition in addition to the price of coffee

Level 1.B IMS (Suppliers) / Level 1.C IMS (Clients)

Chapters	Sections	Topics
Internal Control	Bases of sustainability	Policy and/or organizational structure
		Supply chain
	Support to farms	Technical assistance and training
		Internal verification
Social	Human rights	Child Labour
		Forced Labour, discrimination and gender inequality
	Labour conditions	Payment of minimum wage
		Healthy and safe working conditions
		Adequate housing conditions for temporary workers
Environment	Farm ecosystem	Protection of flora, fauna and water sources
		Deforestation
	Waste	Treatment and disposal of wastewater and pulp
	Carbon emissions	Energy and fuels
Operative management farm	Productivity	Production control
	Profitability	Production costs and net profit
	Good Agricultural Practices (GAP)	Integrated soil, water and crop management
	Supplies	Fertilization, use and agrochemical storage
Business management and transparency	Supply chain	Product traceability
	Farmer incentives	Monetary or in-kind recognition in addition to the price of coffee

Level 2. Small farms

Chapters	Sections	Topics
Social	Human rights	Child Labour
		Forced Labour, discrimination and gender inequality
		Land use rights and indigenous people's rights
	Labour conditions	Payment of minimum wage
		Healthy and safe working conditions
		Adequate housing conditions for temporary workers
Environment	Farm ecosystem	Protection of flora, fauna and water sources
		Deforestation and land use change
		Biodiversity
	Waste	Pulp treatment and disposal
		Wastewater treatment and waste disposal
	Pruning	Pruning
	Carbon emissions	Energy and fuels
Operative management farm	Productivity	Production control
	Profitability	Production costs and net profit
	Good Agricultural Practices (GAP)	Integrated water management
		Integrated soil management
		Integrated crop management
		Fertilizers
		Weed control
		Pest & disease control
		Biological control
	Supplies	Fertilization, use and agrochemical storage
		Proper disposal of empty agrochemical containers
Business management and transparency	Supply chain	Product traceability
		Commercial traceability
	Quality and food safety *Only for Brazil	Mill cleanliness and safety

Level 3. Large farms

Chapters	Sections	Topics
Internal Control	Bases of sustainability	Documentary control
		Technical assistance and training
Social	Human rights	Child Labour
		Forced Labour, discrimination and gender inequality
		Land use rights and indigenous people's rights
	Labour conditions	Payment of minimum wage
		Healthy and safe working conditions
		Adequate housing conditions for permanent and temporary workers
Environment	Farm ecosystem	Protection of flora, fauna and water sources
		Deforestation
		Biodiversity
	Waste	Wastewater treatment and pulp disposal
		Waste disposal
	Pruning	Pruning
Operative management farm	Emissions	Energy and fuels
	Productivity	Production control
	Profitability	Production costs and net profit
	Good Agricultural Practices (GAP)	Integrated water management
		Integrated soil management
		Integrated crop management.
		Fertilizers
		Weed control
		Pest & disease control
		Biological control
	Inputs	Fertilization and agrochemicals management and use
		Proper disposal of empty agrochemical containers
		Storage of agrochemicals and fertilizers
Business management and transparency	Supply chain	Product traceability
		Commercial traceability
	Quality and food safety *Only for Brazil	Mill cleanliness and safety

Level 4. Wet mill

Chapters	Sections	Topics
Social	Human rights	Child Labour
		Forced Labour, discrimination and gender inequality
	Labour conditions	Payment of minimum wage
		Healthy and safe working conditions
Environment	Waste	Pulp treatment and disposal
		Wastewater treatment and waste disposal
		Handling of process by-products and common waste
	Emissions	Energy and fuels
Business management and transparency	Supply chain	Product traceability
		Process control
		Coffee storage

Level 5. Dry mill

Chapters	Sections	Topics
Social	Human rights	Child Labour
		Forced Labour, discrimination and gender inequality
	Labour conditions	Payment of minimum wage
		Healthy and safe working conditions
Environment	Waste	Handling of process by-products and common waste
	Emissions	Energy and fuels
Business management and transparency	Supply chain	Product traceability
		Process control
		Coffee storage

3. Verification Process, Documentation and Scoring

3.1 Inspection Preparation and Required Documentation

Before any scheduled inspection, each illycaffè supplier must have complete and updated information on the farms and mills included in their supply chain. This includes all small and large farms, wet mills, dry mills, and Internal Management Systems (IMS) that are subject to verification. For instance, if four small farms and one wet and one dry mill are scheduled for inspection, full documentation for each must be readily available. illycaffè will inform the supplier in advance about the specific scope of the upcoming verification.

3.2 Verification Schedule

Each supplier is subject to at least one verification prior to the company's annual coffee purchasing process. Nevertheless, illycaffè reserves the right to conduct inspections or monitoring visits at any time during the year, particularly throughout the harvest season. In situations involving groups of small farms, illycaffè determines a representative sample of farms for verification purposes, typically using the square root methodology. However, when the number of smallholders is exceptionally high, it is not necessary to apply this sampling approach. Instead, verification is conducted on a subset of farms sufficiently providing a comprehensive understanding of the landscape, territorial management, and coffee production practices.

These visits are part of illycaffè's commitment to maintaining a consistent standard of sustainability across its supply chains.

3.3 Support Materials

To assist in fulfilling the iSG's requirements, illycaffè provides example documents that illustrate how to implement certain procedures or practices. These materials are optional and should be considered as references only. Each origin and supply chain context are different, so suppliers are encouraged to adapt or develop their own materials, as long as they meet the iSG's minimum evidentiary requirements.

3.4 Verification Outcomes

If a supplier successfully meets the verification criteria, illycaffè may exempt that supplier from future verifications for up to three years. However, if critical non-conformities are found, illycaffè will conduct follow-up visits as needed to ensure the resolution of those issues and the continued quality of the sustainability program.

Annual supply chain risk assessments are conducted to systematically identify, prevent, and mitigate both potential and existing risks. These assessments also serve to support suppliers in the implementation of corrective actions, as well as in the development and execution of specialized projects aimed at strengthening overall compliance and sustainability within the supply chain.

Even though verification generally occurs after the purchasing process—due to the seasonal nature of coffee harvesting—illycaffè requires suppliers to submit a preliminary declaration of compliance. This is done through a form containing specific indicators that reflect the sustainability program's mandatory criteria. This form is considered a sworn declaration of truthfulness by the supplier or producer and serves as a prerequisite for confirming any purchase.

3.5 Scoring and Corrective Actions

A supplier's score is calculated as the weighted average of the scores obtained across all applicable levels of their supply chain. Each chapter within the iSG (e.g., Social, Environmental, Farm Management, Business Transparency) has a maximum score of 100 points. Weights vary based on relevance and critical requirements. In some cases, a minimum score may be required per chapter.

Critical requirements have a greater influence on the final score and must be fully addressed. Importantly, there is no minimum total score required to sell coffee to illycaffè. The only absolute condition is that no critical non-conformities remain unresolved.

If a critical non-conformity is identified:

- The supplier is immediately notified.
- The supplier must address the non-conformity as soon as possible, and in specific cases—such as wastewater treatment—an action plan with defined steps may be acceptable as an interim solution.
- If the issue is not resolved, illycaffè will suspend purchases from the supplier, until the resolution of non-conformity is put in place, documented and verified.

Responsibility for corrective actions is distributed according to the level:

- For small farms: Level 1B or 1C must ensure corrective measures are implemented.
- For large farms: Level 1A and/or 1B must ensure that Level 3 actors take appropriate action.

All corrective actions must be verified and approved by illycaffè's Coffee Procurement Department in coordination with its second-party verifiers. Once approved, illycaffè will

notify the supplier via email, including feedback on the verification process and resolution of any critical issues.

Although the program currently allows for post-purchase verification, the ultimate goal is to verify all supply chains prior to any future purchases. illycaffè aims to complete this transition by 2026, ensuring coffee is purchased only from previously verified supply chains.

3.6 Assessment of Responsibility methodology

The illy Coffee Procurement department carries out an assessment of Responsibility methodology every two years to ensure its continued relevance, validity, and fairness; to maintain consistency among its different second-party verifiers; and confirm it effectively meets its objectives, ultimately improving the quality and reliability of the overall assurance or assessment process.

3.7 Exceptions

Although the illy approach and Responsibility program are uniformly implemented across all coffee-producing origins and supply chains, the illy Sustainability Guide contains a limited number of exceptions. These exceptions pertain to certain practices verified in Brazil, where national legislation mandates compliance with specific requirements not applicable in other origins, or where the advanced implementation of sustainable practices enables the adoption of more rigorous standards. Once the implementation of these criteria is firmly established in Brazil, their potential extension to other origins will be carefully assessed, contingent upon the maturity and readiness of specific contexts. Any modifications will be subject to the formal review and decision-making procedures outlined in chapter 1.

In circumstances classified as force majeure, illycaffè implements exceptional provisions that are assessed on a case-by-case basis. These measures may permit the verification process to be conducted remotely, thereby ensuring the safety of second-party verifiers. Such exceptions may be implemented in response to circumstances including pandemics, security risks, or other extraordinary events, and shall remain in effect for as long as necessary.

4. Grievance mechanism

illycaffè promotes the dissemination of the culture of legality and fairness of behavior as indispensable elements for the proper functioning of the company and compliance with the principles of business ethics.

In coffee-producing regions, the illy supplier bears the responsibility for the implementation of an effective grievance mechanism, ensuring its continuous communication and diligent monitoring among all stakeholders involved. This system is designed to facilitate prompt and appropriate remediation of any reported incidents, particularly those at Levels 2 and 3.

illycaffè conducts second-party verifications to assess compliance with the standards and requirements outlined in the illy Sustainability Guide. Through this process, illycaffè gains visibility into existing cases and is able to ensure that all grievances are addressed and resolved in a timely and satisfactory manner.

In addition, the company has established its own reporting system, recognizing that any person has the right to report concerns about actual or suspected misconduct that can affect his/her company or the well-being of people. The reporting system that illycaffè provides is available in different languages at the following link: <https://illy.integrityline.com>

The reporting system gives clear and user-friendly instructions on how to deliver complaints and appeals. It should not be used to make false accusations against others or report information that is untrue.

All reports are strictly confidential.

All reports, including those relevant to the Responsibility scheme and to its compliance decisions, are addressed, received and examined by the illycaffè Group's Report Manager.

The Report Manager is identified as an external professional with autonomy and independence from all personnel of Group companies, including senior management and shareholders, and is subject to confidentiality obligations regarding the content of reports.

A report received from any person other than the Report Manager must be forwarded by the recipient to the Report Manager within seven days of its receipt, giving simultaneous notice of transmission to the Whistleblower.

Upon receiving the report, the Report Manager:

- sends acknowledgement of receipt of the report to the Whistleblower within 7 days from the date of receipt;
- gives diligent follow-up, maintaining, where possible, interlocutions with the Whistleblower and requests additions where necessary;
- provides appropriate feedback, within three months from the date of the acknowledgement of receipt or, in the absence of such notice, within three months from the expiration of the 7-day period from the submission of the report;
- communicates the receipt of the report to the Internal Audit function and to the Chief Ethical Officer;
- if the report appears to be manifestly unfounded or general, such that the facts cannot be understood, or accompanied by inadequate or inconclusive documentation, the report is dismissed, after informing and sharing it with the Internal Audit function;
- if the report appears to fall within the scope of the requirements of the Whistleblowing Decree, initiates the investigation of the reported facts or conduct to assess its existence;
- informs the Whistleblower of the outcome of the report upon completion of the investigation and, in any case, within three months from the date of the notice of receipt or, in the absence of such notice, within three months from the expiration of the period of seven days from the submission of the report.

If the report is not adequately substantiated, the Report Manager may request additional elements from the Whistleblower through the IT Reporting Tool, or the dedicated regular mail address, or even in person if the Whistleblower has requested a face-to-face meeting. Anonymous reports will be taken into consideration for subsequent analysis only if they are duly substantiated and based on precise and concordant facts. In addition, in order to carry out any further investigations that may be necessary or appropriate, the Report Manager may rely on the support of the most appropriate corporate structures in light of the specific case (i.e. Internal Audit, HR, IT, Legal, Compliance, Coffee Procurement, Corporate Sustainability or Quality) or external consultants specialized in the subject matter of the report. In this case, the Report Manager will forward only the necessary information to the relevant structure.

Based on the results, a final report will be issued with an indication of the activities to be completed by each competent corporate function.

All other relevant information is included in the Whistleblowing Guidelines at the following link:

https://www.illy.com/content/dam/channels/website/consumer/global/pdf/certificati-pdf/whistleblowing/illycaff%C3%A8%20Whistleblowing%20Guidelines_ENG_2024.pdf

5. Guidelines for the use of Responsibility Logo

5.1 Context and Purpose of the Logo

The logo visually represents illycaffè's commitment to sustainability, specifically referring to the company's proprietary sustainable coffee procurement program. The level of assurance corresponds to a second-party verification program and is based on criteria and processes developed by illycaffè to ensure transparency, traceability, and continuous improvement throughout its supply chains. The logo serves as a communication tool designed to support the promotion of the company's sustainable values and practices in the producing countries from which it sources coffee.

5.2 Authorized Use Cases

The use of the logo is permitted exclusively in the following contexts, in line with the purpose of the program and in compliance with the conditions defined by illycaffè:

Technical and Institutional Communication

- Corporate documents related to sustainability strategies and performance
- Environmental, Social and Governance (ESG) reports
- Technical presentations addressed to supply chain partners, institutional stakeholders, and internal audiences

B2B Clients (Ho.Re.Ca., Modern Trade)

- Commercial communications, promotional materials, and catalogs intended for clients or partners
- Corporate presentations and trade fair materials related to sustainability product/service
- Use in B2B contexts where the commitment to responsible procurement is communicated

B2C Communication

- The logo must not be used on consumer product packaging
- Its use is allowed on sustainability-dedicated communication channels, such as:
 - corporate website
 - newsletters and editorial content
 - events and informational touchpoints (physical or digital)
 - landing pages and social media, when consistent with institutional messaging

Consumable Materials and Communication Supports

The logo may be integrated into consumable materials or physical/digital communication tools, in accordance with the company's visual identity. Logo

integration follows the evolution of the **brand identity** and may be updated based on strategic or positioning needs.

5.3 Usage Conditions for Clients and Partners

Compliance with Usage Criteria

- The logo may only be used to communicate participation in illycaffè's sustainability program, and only in contexts that do not mislead the public or third parties.
- The use of the logo to promote initiatives, products, or services not related to the program is not permitted.
- All uses must reflect the principles of transparency, consistency, and responsible communication.

Correct Use and Visual Integrity

- It is forbidden to modify, distort, or rework the logo in any way.
- Use must comply with technical specifications (e.g., colors, spacing, minimum sizes, background requirements).
- The logo may not be combined with other symbols or graphic elements that compromise its recognizability or intended meaning.

5.4 Control and Approval Mechanisms

Prior Approval

- Use of the logo by third parties is subject to prior approval by illycaffè.
- Requests must include a draft of the material where the logo will appear and a description of the context of use.
- Any substantial changes to previously approved materials must be resubmitted for validation.

Monitoring and Oversight

- illycaffè reserves the right to conduct audits on logo use by clients and partners.
- In cases of non-compliant use, authorization shall be suspended or revoked.
- It is the responsibility of the authorized party to ensure ongoing compliance with the established conditions.

Reporting Measures

To report improper use of the logo or behaviour not in line with these guidelines, please contact [the following email address](mailto:info@illy.com). Reports will be promptly forwarded to the company's decision-making departments: info@illy.com

6. Glossary

The following glossary provides clear and concise definitions of key terms used throughout the illy Sustainability Guide. Its purpose is to ensure a shared understanding of essential concepts related to sustainability, supply chain roles, legal definitions, and technical processes. These definitions are particularly important given the international scope of illycaffè's coffee procurement activities, where terminology may vary by country or context. By standardizing language, the glossary supports effective communication and consistent application of the iSG's requirements across all supply chain actors.

Agrochemical: a wide range of compounds, including pesticides, fertilizers, plant growth regulators, and soil conditioners, which are now an integral part of modern agriculture production.

Agroforestry: Land-use systems and technologies where woody perennials (e.g., trees, shrubs, palms, or bamboos) and agricultural crops or animals are deliberately used on the same parcel of land in a spatial and temporal arrangement. In coffee plantations, agroforestry involves growing coffee plants alongside forest, fruit, and timber trees. This practice provides shade, reduces soil degradation, conserves water, and enhances biodiversity, making coffee farms more sustainable and resilient to climate change..

Child Labour: Work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development. It refers to work that: is mentally, physically, socially or morally dangerous and harmful to children; and/or interferes with their schooling by depriving them of the opportunity to attend school; obliging them to leave school prematurely; or requiring them to attempt to combine school attendance with excessively long and heavy work. The worst forms of child Labour involve children being enslaved, separated from their families, exposed to serious hazards and illnesses and/or left to fend for themselves on the streets of large cities – often at a very early age.

Client: Seller of coffee to the illycaffè supplier. It can be a private farm, an intermediary, cooperative, association or group of producers located in the same area, a public limited company, etc. (may not necessarily have a legal constitution). It is considered the second business tier linked to illycaffè.

Critical requirement: minimum requirement, for which compliance is mandatory.

Curing work: Processing unit used by the illycaffè supplier (own or subcontracted) for the final coffee preparation before this is being exported. Depending on the supply

chain, the curing work could belong to a large farm, a cooperative, broker, a contractor, or the illycaffè supplier itself.

Deforestation: The conversion of forest to another land use or the long-term reduction of the tree canopy cover below the minimum 10 percent threshold.

Discrimination: any distinction, exclusion or preference made on the basis of race, color, sex, religion, political opinion, national extraction or social origin, which has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation.

Ecosystem: A dynamic complex of plant, animal and microorganism communities and their abiotic environment interacting as a functional unit.

Forced Labour: Work or service which is exacted by any person under the threat of a penalty and for which the said person has not offered herself or himself voluntarily.

Forest: Land spanning more than 0.5 hectares with trees higher than 5 meters and a canopy cover of more than 10 percent, or trees able to reach these thresholds in situ. It does not include land that is predominantly under agricultural or urban land use.

Free, Prior and Informed Consent (FPIC): A specific right that pertains to indigenous peoples. It allows them to give or withhold consent to a project, proposal or measure that may affect them or their territories.

Guide: Document prepared by illycaffè for its suppliers that provides the guidelines to execute the implementation of sustainability compliance in a clear, precise and concise manner.

illycaffè supplier: Coffee seller of illycaffè. It is considered the first commercial tier for illycaffè and can be an exporter, a trader, a private estate or a cooperative.

Indigenous People: Indigenous communities, people and nations are those which, having a historical continuity with pre-invasion and pre-colonial societies that developed on their territories, consider themselves distinct from other sectors of the societies now prevailing on those territories, or parts of them.

Integrated Pest Management (IPM): The careful consideration of all available pest control techniques and the subsequent integration of appropriate measures that discourage the development of pest populations, maintain pesticides and other interventions at economically justified levels, and reduce or minimize risks to human

and animal health and/or the environment. IPM emphasizes the growth of healthy crops with the least possible disruption to agroecosystems and encourages natural pest control mechanisms. This approach reduces reliance on agrochemicals, promoting more sustainable and eco-friendly solutions.

Intermediary: Natural or legal person in charge of buying coffee from the farmer to sell it to an illycaffè supplier. Depending on the supply chain, it can be considered the first or second commercial tier linked to illycaffè.

Internal Management System (IMS): Set of guidelines, policies and procedures an organization implements to verify, train, control and audit processes, products and services in compliance with sustainability requirements.

Large farm: Productive unit with a coffee planted area bigger than 20 hectares. Except for Brazil, where the total of hectares with coffee is more than 50 hectares.

Origin: Arabica coffee producing country that produces and markets coffee for illycaffè under quality conditions previously established with each of its suppliers.

Permanent worker: Worker that has an indefinite employment contract or what applies according to national legislation or ILO.

Pest: Any organism, such as fungi, nematodes, insects, mites, rodents, weeds, bacteria, viruses, other invertebrates, or parasitic plants, that damages plants, disrupts ecosystems, or affects human health. Pests often compete with humans for food or other resources and can negatively impact plant health or human objectives. While some organisms are beneficial, others become pests when their activities cause harm.

Protected area: An area set aside for the preservation and protection of highly important natural and cultural features and for the regulation of scientific, educational, and recreational use.

Remediation: A process of identifying and addressing a violation of Critical Practices, which can lead to significant negative impacts on people or the environment; taking the necessary steps to correct the problem; providing support or resources to improve the situation and implementing measures to ensure that the same issue does not occur again in the future. It involves not only fixing what went wrong but also promoting long-term, sustainable improvements.

Small farm: Productive unit with a coffee planted area equal to or smaller than 20 hectares. Except for Brazil, where the total of hectares with coffee is 50 hectares or less.

Supply chain (stakeholders): All the players who have a direct relationship with coffee production, processing and commercialization call themselves producers, intermediaries, cooperatives, private companies, associations and exporters. The supply chain is made up of all the processes that determine the coffee traceability from the farm to its arrival at the port for export.

Temporary worker: Worker who has a defined employment contract with a duration of less than 12 months or whatever applies according to national or ILO legislation.

Verifier: An independent consulting firm hired by illycaffè to conduct external verification and monitoring of illycaffè supply chains, and to assist illycaffè suppliers in developing the scope and activities of action plans.

Wet and/or dry mill: Wet and/or dry processing unit where coffee cherry is received from farmers. This unit may or may not be located within a small or large farm and could receive coffee from other farms that sell to illycaffè, making it the centralized unit. Depending on the supply chain, the wet and / or dry mill could belong to the same small or large farm, a cooperative, an intermediary, a contractor or the same illycaffè supplier.

7. Global Reference Landscape for the Coffee Sector

The following table presents a curated selection of organizations, institutions, and platforms that offer valuable resources for coffee producers and stakeholders across the global coffee value chain. These entries include technical manuals, training programs, market insights, and sustainability initiatives, organized by country or region and accompanied by direct access links for further exploration.

Organization	Country/Region	Brief description	Link
Agriconline	Brazil	Complete online course on Arabica coffee production.	https://agronline.com.br/curso/producao-de-cafe/
Alliance of Biodiversity International and CIAT	International / Colombia	International center for tropical agriculture research. Offers guides on regenerative and climate-smart coffee farming.	https://alliancebioiversityciat.org/stories/guide-regenerative-coffee-farming
Barchart	International	Market information on coffee futures prices	https://www.barchart.com/futures/quotes/KCZ25/futures-prices
Catholic Relief Services / CAFENICA	Nicaragua	Manual for sustainable agricultural practices and control of coffee rust in organic coffee.	https://coffeelands.crs.org/wp-content/uploads/2017/05/Good-Agriculture-Practices-Manual-English-Final.pdf
CATIE	Costa Rica	Tropical agronomic center. Offers online master's and diplomas in sustainable coffee farming.	https://maestriacafe.catie.ac.cr
Cecafé – Produtor Informado	Brazil	Free EAD platform with courses on sustainability and technology for producers.	https://conexaosafra.com/cursos/plataforma-on-line-disponibiliza-cursos-gratuitos-para-cafeicultores/
CENICAFÉ	Colombia	National coffee research center. Offers manuals, videos, and scientific articles for producers.	https://www.cenicafe.org
Center for Circular Economy in Coffee (C4CEC)	International	Global platform for circular economy in coffee. Manuals, courses, and best practices.	https://www.circulareconomyincoffee.org/
Central Coffee Research Institute (CCRI)	India	Historic center for varietal and agronomic research. Manuals, courses, and resistant varieties.	https://worldcoffeeresearch.org/countries/india
CIFOR-ICRAF	Indonesia / Kenya	Agroforestry manual for coffee cultivation. Includes nursery and tree management.	https://www.cifor-icraf.org/publications/pdf/manuals/Agroforestry-Coffee-Handbook.pdf

CIRAD	France	French center with advanced research on agroforestry, resistant varieties, fertilization, and sustainability.	https://www.cirad.fr/en/our-activities-our-impact/tropical-value-chains/coffee/what-cirad-is-doing
Coffee Board of India	India	Government body promoting the coffee industry in India. Offers publications, research, and guides for growers.	https://www.indiacoffee.org/
Coffee Industry Corporation (CIC)	Papua New Guinea	Comprehensive manual for nursery management, fertilization, pruning, and disease control.	https://www.cic.org.pg/wp-content/uploads/2021/08/52029_CIC-Handbook.pdf
Cooxupé	Brazil	Cooperative that offers services on coffee production, technical assistance, logistics, financial and market access, sustainability, etc.	https://www.cooxupe.com.br/
EMATER-MG	Brazil	Technical manual on the harvesting and preparation of Arabica coffee.	http://www.sapc.embrapa.br/arquivos/consorcio/publicacoes_tecnicas/livro_colheita_preparo.pdf
Embrapa Café	Brazil	Official portal with technical publications and cultivar catalogs.	https://www.embrapa.br/busca-de-publicacoes/-/publicacao/1145722/catalogo-de-cultivares-de-cafe-arabica
European Coffee Federation	Europe	Protecting and promoting the common interests of the European coffee industry whilst working towards a sustainable value chain	https://www.ecf-coffee.org/
Fundação Procafé	Brazil	Brazilian research center with technical catalogs on Arabica cultivars.	https://www.fundacaoprocafe.com.br/so-bre-cultivares
ICAFF	Costa Rica	Regulatory and promotional body for the coffee sector. Offers courses, technical documents, and CRCAFE portal.	https://crcafe.icafe.go.cr
Indonesian Coffee and Cocoa Research Institute (ICCRI)	Indonesia	Center with over 100 years of experience in genetics, agronomy, and post-harvest.	https://iccri.net/?lang=en
Instituto Agrônomo de Campinas (IAC)	Brazil	Historic program with 67 Arabica cultivars, studies on mechanization, fertilization, genetics, and sustainability.	https://revistacultivar.com/noticias/cultivares-de-cafe-desenvolvidas-pelo-instituto-agronomico-n-iac-estao-presentes-nas-lavouras-do-brasil-e-do-mundo

Instituto Salvadoreño del Café (ISC)	El Salvador	Promotes Salvadoran coffee farming. Virtual library with technical manuals and +Caficultura program.	https://www.isc.gob.sv
International Coffee Organization (ICO)	International	The main intergovernmental organization for coffee, bringing together exporting and importing countries. Disseminates research, statistics, and information on sector sustainability.	http://www.ico.org/
International Institute of Tropical Agriculture (IITA)	International / Africa	Agricultural research center operating across Africa, focused on sustainable and climate-resilient practices, with publications on coffee varieties and agroforestry.	https://www.iita.org/
Jimma Agricultural Research Center (JARC)	Ethiopia	Varietal and agronomic research center. Technical publications and collaborations with WCR.	https://ethiolatincoffee.com/partner/jimma-agricultural-research-centre-jarc-from-the-ethiopian-institute-for-agricultural-research-eiar/
Kenya Coffee Producers Association	Kenya	Manual for producers with sustainable practices, climate adaptation, and certifications.	https://kcpa.co.ke/coffee-producers-manual/
Naturland Academy	Germany	Guide to organic Arabica coffee cultivation. Includes technical specifications and practices.	https://academy.naturland.org/course/view.php?id=53
Notícia Agricola	Brazil	Market and agribusiness news	https://www.noticiasagricolas.com.br/noticias/cafe/
Sustainable Coffee Institute	International (USA)	Founded by the Specialty Coffee Association (SCA), it focuses on research and dissemination of sustainable practices throughout the coffee supply chain, from producer to consumer.	https://sca.coffee/research/sustainable-coffee-institute
Tanzania Coffee Board	Tanzania	National curriculum for coffee sustainability. Technical manual for trainers.	https://www.coffee.go.tz/uploads/documents/sw-1720694516-Tanzania%20coffee%20curriculum%20Manual_June%202023%20Final%206.pdf
Uganda Coffee Development Authority (UCDA)	Uganda	Technical manuals for Arabica cultivation, soil management, pruning, irrigation, and certifications.	https://www.bukomansimbi.go.ug/sites/files/Arabic%20Coffee%20Handbook-web2.pdf
Vietnam Academy of Agricultural Sciences (VAAS)	Vietnam	The Academy conducts research on various crops, including coffee. It may have publications and reports on Robusta cultivation in Vietnam.	http://vaas.org.vn/en/

World Coffee Research	International (USA)	Global organization for genetic and agronomic research on Arabica coffee. Offers technical guides, videos, and varietal catalogs.	https://worldcoffeeresearch.org/resources
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8. Sustainability criteria

illy Sustainability Guide for verification in the coffee supply chain LEVEL 1.A INTERNAL MANAGEMENT SYSTEM

Chapter 1. Internal Control

Section	Topic
1.1 Bases of sustainability	1.1.1 Policy and/or organizational structure
1.1.1.1 *Critical The illy supplier has a policy and a person in charge of sustainability within its organization. The policy covers the main national laws and international agreements that regulate coffee production activities, and it should include at least the following social and environmental aspects: - Human rights - Labour rights - Land use rights - Good corporate governance - Tax, trade, and customs regulations - Anti-corruption, fraud, bribery and/or extortion (Policy) - Indigenous peoples and local communities - Deforestation - Environmental protection - ILO Conventions and Recommendations	
1.1 Bases of sustainability	1.1.2 Internal verifications/visits
1.1.2.1 The illy supplier conducts annual control and monitoring visits to all farms that supply coffee to illy (small and large farms), to ensure compliance with the requirements requested in this sustainability Guide.	
1.1 Bases of sustainability	1.1.2 Internal verifications/visits
1.1.2.2 *Critical The illy supplier has an Action Plan tailored to local conditions and which is designed, implemented, and frequently updated with defined targets and goals for the whole supply chain. The Action Plan is revised at least once a year to monitor and measure progress towards continuous improvement. The Plan must be completed in accordance with a social and environmental risk assessment, the internal inspections, second or third-party verifications, or any other opportunities for improvement.	

Chapter 2. Social

Section	Topic
2.1 Human rights	2.1.1 Child labour
2.1.1.1 The illy supplier has carried out a documented risk analysis to assess child labour within all farms, groups, and sites of its supply chain that provide coffee to illy throughout the year. The risk analysis must: Be documented, regularly updated, and available for verification. Consider applicable national legislation (if any) and international conventions, including ILO Convention 138 (Minimum Age) and ILO Convention 182 (Worst Forms of Child Labour). Evaluate specific risks such as: • Employment of children under the age of 15 (or under national minimum age, whichever is higher). • Interference of work with compulsory schooling. • Engagement of young workers (15–17 years) in hazardous work or conditions that jeopardize their health, safety, or morals. • Risk of exposure to the worst forms of child labour as defined in ILO 182. The supplier must establish preventive and corrective measures to address any identified risks.	

2.1 Human rights	2.1.1 Child labour
2.1.1.2 *Critical The illy supplier has developed and communicated a policy to prevent child labour within its entire supply chain.	
2.1 Human rights	2.1.1 Child labour
2.1.1.3 There is a written and current monitoring plan that has been implemented to verify the prevention of child labour within the supply chain. The plan is communicated to all players (washing station, farmers, etc.) and includes preventive and corrective actions in case of finding child labour.	
2.1 Human rights	2.1.2 Forced labour, discrimination and gender inequality
2.1.2.1 *Critical The illy supplier has carried out a documented risk analysis to assess forced labour, discrimination and gender inequality for all players (washing stations, farms, etc.) within its supply chain. The risk analysis must: Be documented, regularly updated, and available for verification. Consider applicable national legislation (if any) and international conventions, including ILO Conventions 29 (Forced Labour), 105 (Abolition of Forced Labour), 100 (Equal Remuneration for Men and Women), 111 (Discrimination in Respect of Employment and Occupation) and 190 (Violence and Harassment). Evaluate specific risks such as: - Workers are free to leave their workplaces and/or living quarters provided by the employer. - Workers are not subject to debt bondage. - Employee identification or travel documents, salary or other assets are not kept by the employer. - discrimination in labour, hiring, training, task assignment, labour benefits, promotion policies and procedures, and other opportunities for better conditions, pay, or advancement based on gender, race, ethnicity, color, age, nationality, social origin, medical condition, marital status, religion, political opinion or affiliation with unions or other legal groups in all farms and sites in the supply chain that provide coffee to illy. - Threats, intimidation, sexual abuse or harassment, or verbal, physical or psychological mistreatment. The illy supplier must establish preventive and corrective measures to address any identified risks.	
2.1 Human rights	2.1.2 Forced labour, discrimination and gender inequality
2.1.2.2 The illy supplier has developed and communicated a policy to prevent forced labour, discrimination and gender inequality. The policy must be communicated and applied within the entire supply chain.	
2.1 Human rights	2.1.2 Forced labour, discrimination and gender inequality
2.1.2.3 There is a written and current monitoring plan that has been implemented to verify the prevention of forced labour, discrimination and gender inequality within the supply chain. The plan has been communicated to all players (washing stations, farmers, etc.) and it contains preventive and corrective actions in cases of forced labour, discrimination and gender inequality.	
2.1 Human rights	2.1.3 Freedom of Association and Collective Bargaining
2.1.3.1 The illy supplier verifies and validates at farm level that freedom of association and collective bargaining are respected, according to ILO Conventions 87 (Freedom of Association) and 98 (Right to Organize and Collective Bargaining). This means that: • Workers are free to establish and join independent organizations, to protect their interests and to bargain collectively without discrimination or reprisal,	

• Producer or worker representatives must be able to access necessary information and resources, without being discriminated, participate in regular consultations with employers on all matters affecting their work. • Outcomes of bargaining agreements are implemented for all workers.	
Section	Topic
2.2 Labour conditions	2.2.1 Payment of minimum wage and working conditions
2.2.1.1 The illy supplier verifies, for permanent, temporary, seasonal and piece rate workers, the compliance with the current legislation on minimum wages, working hours (not more than 48 per week and not more than 6 consecutive days), overtime work (voluntary, remunerated and under certain conditions), free days, public holidays and annual leave for temporary and permanent workers and has verified that the players of its supply chain are aware of it and increase wages over time, to reduce the gap between minimum wage and living wage. Seasonal and piece rate workers receive the same benefits as regular workers.	
Section	Topic
2.2 Labour conditions	2.2.1 Payment of minimum wage and working conditions
2.2.1.2 The illy supplier verifies and validates at farm level that workers understand their employment terms and have contracts—written or oral if permitted by national law—that are respected. Workers know their rights, duties, and benefits.	
Section	Topic
2.2 Labour conditions	2.2.2 Healthy and safe working conditions
2.2.2.1 The illy supplier carries out regular training for farmers belonging to small farms on: - need to provide potable water for workers, bathroom, handwashing facilities and dining room which are clean, suitable and accessible to workers; - first aid, handling tools (knives and motor-guards), the importance of using PPE (safety measures during the application of agrochemicals) and the operation of the mill (when there are mills at farm level).	

Chapter 3. Business management and transparency

Section	Topic
3.1 Chain of custody	3.1.1 Product traceability
3.1.1.1 *Critical The illy supplier has a written document that explains the traceability of illy coffee throughout its supply chain. The document indicates step by step the coffee route and it includes controls that demonstrate the physical and documentary separation of the coffee. All steps are properly implemented.	
Section	Topic
3.2 Farmer incentives	3.2.1 Monetary or in-kind recognition in addition to the price of coffee
3.2.1.1 The illy supplier presents documentary and / or physical evidence (when applicable) during the last 12 months after the last sale to illy. The record shows that the farmer has received some type of extra monetary or in-kind recognition, which is additional to the price paid for the coffee.	

illy Sustainability Guide for verification in the coffee supply chain
LEVEL 1.B SUPPLIERS / 1.C CLIENTS INTERNAL MANAGEMENT SYSTEM

Chapter 1. Internal Control

Section	Topic
1.1 Bases of sustainability	1.1.1 Policy and/or organizational structure
1.1.1.1*Critical The IMS and/or client of the illy supplier, by means of an Internal Management System, has a policy and a person in charge of sustainability within its organization. The policy covers the main national laws and international agreements that regulate coffee production activities, and it should include at least the following social and environmental aspects: - Human rights - Labour rights - Land use rights - Good corporate governance - Tax, trade, and customs regulations - Anti-corruption, fraud, bribery and/or extortion (Policy) - Indigenous peoples and local communities - Deforestation - Environmental protection - ILO Conventions and Recommendations	
1.1 Bases of sustainability	1.1.1 Policy and/or organizational structure
1.1.1.2 The IMS has an updated list of small and large farms and processing units (washing stations, collection centers, mills, etc.), from which the illy coffee volume came during the last harvest. Each of the farms and processing units have a unique internal code for their identification, are separated by size (small and large farms) and must indicate information on production.	
1.1 Bases of sustainability	1.1.1 Policy and/or organizational structure
1.1.1.3 The IMS has provided small farms with record formats that allow them to obtain information on the following topics: 1.Worksheets for workers 2.Register of application of agrochemicals and fertilizers (if applicable). 3. Records of water consumption of the wet mill (if applicable). 4. Agronomic activities carried out on the farm (pruning, shade, soil conservation, IPM, etc.). 5. Details of productivity and production costs.	
1.1 Bases of sustainability	1.1.1 Policy and/or organizational structure
1.1.1.4 *Critical The IMS has an Action Plan tailored to local conditions and which is designed, implemented, and frequently updated with defined targets and goals for the whole supply chain. The Action Plan is revised at least once a year to monitor and measure progress towards continuous improvement. The Plan must be completed in accordance with a social and environmental risk assessment, the internal inspections, second or third-party verifications, or any other opportunities for improvement.	
1.1 Bases of sustainability	1.1.1 Policy and/or organizational structure
1.1.1.5 A grievance mechanism is formed to enable individuals, workers, communities, and social society to raise complaints, suggestions, or observations. This grievance mechanism includes responsible persons freely elected by the workers, representing the IMS and supply chain operations, group members for small farms and workers on large farms, if applicable. The grievance mechanism includes the following issues: • Human rights • Labour rights	

• Child labour • Forced labour • Gender Equality • Communities Interested parties (farmers and workers) are informed about the existence of the grievance mechanism, which is anonymous and ensures no retaliation and consequences for those who raise complaints regarding business activities and operations.	
Section	Topic
1.2 Support to farms	1.2.1 Technical assistance and training (applies only to small farms)
1.2.1.1 The IMS counts on one or more agronomists, agricultural technicians or subcontractors who provide technical support to the farms.	
1.2 Support to farms	1.2.1 Technical assistance and training (applies only to small farms)
1.2.1.2 The IMS has an annual training plan, which is based on identified needs and addresses any barriers to access (i.e. language, adequate timing considering family obligations, etc.). The plan is documented and in use. The plan includes good governance, social, environmental, agronomic management issues and price mechanisms (examples: ethical business practices, transparent communication, business risk management, human rights, minimum wages, GAP, IPM, regenerative agricultural practices reducing the use of pesticides, handling and use of agrochemicals such as storage, PPE, and disposal of empty containers, production costs, protection of water sources, local price and price mechanisms upon quality) for all farms within the supply chain.	
1.2 Support to farms	1.2.2 Internal verification
1.2.2.1 The IMS carries out at least one control and monitoring visit per year on all farms that supply coffee to illy (small and large farms), to ensure compliance with the requirements requested in the sustainability guide.	

Chapter 2. Human rights

Section	Topic
2.1 Human rights	2.1.1 Child labour
2.1.1.1 The IMS has carried out a documented risk analysis to assess child labour within all farms, groups, and sites of its supply chain that provide coffee to illy throughout the year. The risk analysis must: Be documented, regularly updated, and available for verification. Consider applicable national legislation (if any) and international conventions, including ILO Convention 138 (Minimum Age) and ILO Convention 182 (Worst Forms of Child Labour). Evaluate specific risks such as: • Employment of children under the age of 15 (or under national minimum age, whichever is higher). • Interference of work with compulsory schooling. • Engagement of young workers (15–17 years) in hazardous work or conditions that jeopardize their health, safety, or morals. • Risk of exposure to the worst forms of child labour as defined in ILO 182. The IMS must establish preventive and corrective measures to address any identified risks.	
2.1 Human rights	2.1.1 Child labour
2.1.1.2 *Critical The IMS has developed and communicated a policy to prevent child labour within its entire supply chain.	
2.1 Human rights	2.1.1 Child labour

2.1.1.3 There is a written and current monitoring plan that has been implemented to verify the prevention of child labour within the supply chain. The plan is communicated to all players (washing station, farmers, etc.) and includes preventive and corrective actions in case of finding child labour.	
2.1 Human rights	2.1.2 Forced labour, discrimination and gender inequality
2.1.2.1 *Critical The illy supplier has carried out a documented risk analysis to assess forced labour, discrimination and gender inequality for all players (washing stations, farms, etc.) within its supply chain. The risk analysis must: Be documented, regularly updated, and available for verification. Consider applicable national legislation (if any) and international conventions, including ILO Conventions 29 (Forced Labour), 105 (Abolition of Forced Labour), 100 (Equal Remuneration for Men and Women), 111 (Discrimination in Respect of Employment and Occupation) and 190 (Violence and Harassment). Evaluate specific risks such as: - Workers are free to leave their workplaces and/or living quarters provided by the employer. - Workers are not subject to debt bondage. - Employee identification or travel documents, salary or other assets are not kept by the employer. - Discrimination in labour, hiring, training, task assignment, labour benefits, promotion policies and procedures, and other opportunities for better conditions, pay, or advancement based on gender, race, ethnicity, color, age, nationality, social origin, medical condition, marital status, religion, political opinion or affiliation with unions or other legal groups in all farms and sites in the supply chain that provide coffee to illy. - Threats, intimidation, sexual abuse or harassment, or verbal, physical or psychological mistreatment. The illy supplier must establish preventive and corrective measures to address any identified risks.	
2.1 Human rights	2.1.2 Forced labour, discrimination and gender inequality
2.1.2.2 The IMS has developed and communicated a policy to prevent forced labour, discrimination and gender inequality. The policy must be communicated and applied within the entire supply chain.	
2.1 Human rights	2.1.2 Forced labour, discrimination and gender inequality
2.1.2.3 There is a written and current monitoring plan that has been implemented to verify preventive measures of forced labour, discrimination and gender inequality within the supply chain. The plan, which supports participation and access to opportunities for all involved in farming and management, has been communicated to all players (washing stations, farmers, etc.) and it contains preventive and corrective actions in cases of forced labour, discrimination and gender inequality.	
2.1 Human rights	2.1.3 Freedom of Association and Collective Bargaining
2.1.3.1 The illy supplier verifies and validates at farm level that freedom of association and collective bargaining are respected, according to ILO Conventions 87 (Freedom of Association) and 98 (Right to Organise and Collective Bargaining). This means that: • Workers are free to establish and join independent organizations, to protect their interests and to bargain collectively without discrimination or reprisal, • Producer or worker representatives must be able to access necessary information and resources, without being discriminated, participate in regular consultations with employers on all matters affecting their work. • Outcomes of bargaining agreements are implemented for all workers.	
2.1 Human rights	2.1.4 Land use rights and indigenous people's rights
2.1.4.1	

The IMS verifies and validates that at farm level the legal and customary rights of indigenous peoples and local communities are respected, where applicable. The acquisition of land and water rights requires the free, prior and informed agreement (FPIC) of affected people with legal land use rights, including those who claim traditional land use rights, particularly indigenous peoples. (ILO Convention 169).	
Section	Topic
2.2 Labour conditions	2.2.1 Payment of minimum wage and working conditions
2.2.1.1 *Critical The illy supplier verifies, for permanent, temporary, seasonal and piece rate workers, the compliance with the current legislation on minimum wages, working hours (not more than 48 per week and not more than 6 consecutive days), overtime work (voluntary, remunerated and under certain conditions), free days, public holidays and annual leave for temporary and permanent workers and has verified that the players of its supply chain are aware of it and increase wages over time, to reduce the gap between minimum wage and living wage. Seasonal and piece rate workers receive the same benefits as regular workers.	
2.2 Labour conditions	2.2.1 Payment of minimum wage and working conditions
2.2.1.2 The illy supplier verifies and validates at farm level that workers understand their employment terms and have contracts—written or oral if permitted by national law—that are respected. Workers know their rights, duties, and benefits.	
2.2 Labour conditions	2.2.2 Healthy and safe working conditions
2.2.2.1 The IMS carries out regular training to farmers belonging to small farms on first aid, handling tools (knives and motor-guards), the importance of using PPE (safety measures during the application of agrochemicals to prevent exposure) and the operation of the mill (when there are mills at farm level).	
2.2 Labour conditions	2.2.2 Healthy and safe working conditions
2.2.2.2 The IMS carries out a risk analysis to identify, monitor, and minimize workplace risks and hazards, ensuring healthy and safe working conditions. The IMS shall check whether measures are relevant to the specific risks and hazards associated with agricultural operations, including but not limited to the use of pesticides, their exposure to workers, operation of machinery, and the manual handling of heavy loads.	
2.2 Labour conditions	2.2.2 Healthy and safe working conditions
2.2.2.3 The IMS verifies that workers have access to potable water and to clean toilets and handwashing facilities.	
2.2 Labour conditions	2.2.3 Adequate housing conditions for temporary workers
2.2.3.1 The IMS has carried out an evaluation of the improvements that should be carried out to housing addressed to temporary workers, who are employed on small farms (when there are houses). The evaluation must be shared with farmers. Improvements shall consider housing to be made from appropriate construction materials, safe from hazards and pollution, providing adequate shelter Housing shall be clean, safe, and meet basic needs of the workers. The IMS checks that it is implemented.	

Chapter 3. Environment

Section	Topic
3.1 Farm ecosystem	3.1.1 Protection of flora, fauna, legal reserve and water sources
3.1.1.1 The IMS has developed a plan with general guidelines for the protection of flora (no extraction of endangered species), fauna (no hunting), legal reserves, protected areas, or areas guarded by national legislation, and water sources like rivers, streams, springs (these have been identified and conserved by recycling and/or using reduced	

amounts), which has been delivered, explained and communicated to the farmers of all the small farms within the supply chain that provide coffee to illy.	
3.1 Farm ecosystem	3.1.2 Deforestation
3.1.2.1 The IMS has developed a plan with general guidelines to prevent deforestation after January 1st, 2014, as a result of: 1) conversion to agriculture or other non-forest land use; 2) conversion to a tree plantation; or 3) severe and sustained degradation., which has been delivered and communicated to the farmers of all the small farms within the supply chain that provides coffee to illy.	
3.1 Farm ecosystem	3.1.2 Deforestation
3.1.2.2 *Critical The IMS checks the existence of an up-to-date map of the farm that indicates coffee areas, protected areas, infrastructure, water sources and other crops, and collects: - polygons for all farms of 4 ha or more; - or geolocation points for all other farms.	
3.1 Farm ecosystem	3.1.2 Deforestation
3.1.2.3 There is no use of genetically modified (transgenic) organisms (GMO), and varieties in coffee production in small farms.	
Section	Topic
3.2 Waste	3.2.1 Treatment and disposal of wastewater and pulp
3.2.1.1 The IMS has developed a plan on the management, reduction and treatment of wastewater and coffee pulp, to support all the small farms within its supply chain. The plan must be shared with all small farms through training, and it must consider the country's law, norm or regulation on wastewater discharge and reuse. Through the IMS the smallholders are trained in efficient irrigation and processing where applicable	
3.2 Waste	3.2.1 Treatment and disposal of wastewater and pulp
3.2.1.2 The IMS implements corrective actions to improve wastewater treatment systems in a sample of small farms within its supply chain. The illy supplier can decide on the number of farms to include in the sample.	
3.2 Waste	3.2.1 Treatment and disposal of wastewater and pulp
3.2.1.3 The IMS has developed a plan to identify, separate, treat and manage different types of waste generated (including hazardous waste where applicable). The plan shall prevent waste and wastewater from causing negative impacts on the environment or water bodies (including hazardous waste where applicable) and shall reduce and minimize the risk of contamination.	
Section	Topic
3.3 Energy, fuels, carbon emissions & climate change	3.3.1 Energy and fuels
3.3.1.1 The IMS supports and monitors the efficient use of fossil fuels, reducing their use, and promotes the use of renewable sources where possible.	
3.3 Energy, fuels, carbon emissions & climate change	3.3.2 Climate change and carbon emissions
3.3.2.1 The IMS identifies and implements measures to adapt to climate change, after having conducted a climate risk assessment plan.	
3.3 Energy, fuels, carbon emissions & climate change	3.3.2 Climate change and carbon emissions
3.3.2.2	

The IMS verifies that producers identify main sources of Greenhouse Gases (GHGs) emissions in coffee production and processing by 2024; analyze and reduce carbon emissions and know which are the agronomical practices that work on carbon sequestration in the soil.

Chapter 4. Operative farm management

Section	Topic
4.1 Productivity	4.1.1 Production control
4.1.1.1 The IMS has a list with the average productivity per hectare for each farm (small and large) within the supply chain.	
Section	Topic
4.2 Profitability	4.2.1 Production costs and net profit
4.2.1.1 The IMS monitors that small farms are using and applying the tools and / or activities (training, record formats, GAP, etc.) necessary for estimating production costs and costs beyond coffee, including off-farm activities, to know all their income.	
Section	Topic
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.1 Integrated soil, water and crop management
4.3.1.1 The IMS has developed, communicated, implemented and monitored an agronomic management plan that establishes activities and actions for GAP, in integrated water management (irrigation when applicable). The plan shall include practices to minimize water pollution from chemical residues, fertilizers and erosion or other sources.	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.1 Integrated soil, water and crop management
4.3.1.2 The IMS has developed, communicated, implemented and monitored an agronomic management plan that establishes activities and actions for GAP, in integrated soil management, including soil and foliar analysis, and the use of organic wastes generated on the farm.	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.1 Integrated soil, water and crop management
4.3.1.3 The IMS has developed, communicated and implemented an agronomic management plan that establishes activities and actions for GAP, in integrated crop management, including the use of organic waste generated on the farm.	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.1 Integrated soil, water and crop management
4.3.1.4 The IMS has developed, communicated and implemented an agronomic management plan that establishes activities and actions for GAP, in Integrated Pest Management (IPM).	
Section	Topic
4.4 Supplies	4.4.1 Fertilization, use and storage of agrochemical
4.4.1.1 The IMS has a plan to monitor that small farms are applying, storing and disposing fertilizers and agrochemicals in line with agronomic recommendations and applicable legislation. The plan identifies critical control points, avoids and mitigates risks for farmers, their families and the environment, paying attention to avoid disposal in water bodies.	
4.4 Supplies	4.4.1 Fertilization, use and storage of agrochemical

4.4.1.2 The IMS monitors that small farms are: - not using pesticides in the illy List of Prohibited Active Ingredients (which includes all pesticides in the GCP Prohibited List). - minimizing and phasing out by 2030, if feasible, the Pesticides in the GCP Phase-out List. This includes pesticides that are toxic to both humans and the environment, and those that pose significant risks to biodiversity and soil health.	
4.4 Supplies	4.4.1 Fertilization, use and storage of agrochemical
4.4.1.3 When there is no authorized company in charge of the disposal of empty agrochemical containers or when farms cannot access this service, the IMS should help in supporting this service through private companies, government or any other institution. If there are no companies, the IMS should develop a management plan for the correct disposal of empty containers together with farmers.	
4.4 Supplies	4.4.1 Fertilization, use and storage of agrochemical
4.4.1.4 The IMS monitors that small farms are adopting tools and/or developing activities (training, record formats, GAP, etc.) to help the farmer to document the type and quantity of inputs used, in terms of fertilizers, amendments and agrochemicals.	

Chapter 5. Business management and transparency

Section	Topic
5.1 Chain of custody	5.1.1 Product traceability
5.1.1.1 *Critical The client of the illy supplier has a written document that explains the traceability of illy coffee throughout its supply chain. The document indicates step by step the coffee route and it includes controls that demonstrate the physical and documentary separation of the coffee. All steps are properly implemented.	
Section	Topic
5.2 Farmer incentives	5.2.1 Monetary or in-kind recognition in addition to the price of coffee
5.2.1.1 The client of the illy supplier presents documentary and / or physical evidence (when applicable) of the last 12 months after the last sale to illy. The record shows that the farmer has received some type of extra monetary or in-kind recognition, which is additional to the price paid for the coffee in the region	

illy Sustainability Guide for verification in the coffee supply chain
LEVEL 2 SMALL FARMS

Chapter 1. Social

Section	Topic
1.1 Human rights	1.1.1 Child labour
1.1.1.1 The farmer knows the policy against child labour that has been provided by the illy supplier. The farmer is applying it in his/her farm, communicating it to all his/her permanent and / or temporary workers.	
1.1. Human rights	1.1.1 Child labour
1.1.1.2*Critical Child labour, including all the worst forms of child labour, is strictly prohibited on all farms and sites in the supply chain that provide coffee to illy throughout the year. This includes: ILO Convention 138 – Minimum Age for Employment. • No child under 15 years of age, or under the national minimum age if higher, or under the age of completion of compulsory education, shall be employed. Exceptions apply only for traditional family or cultural tasks that do not jeopardize children's schooling, health, or development. • Young workers (15–17 years) must not: Work during legally compulsory school hours. Work more than 8 hours per day or 48 hours per week. Work without a consecutive rest period of 12 hours overnight and at least one full day of rest for every six consecutive days worked. • Children under the age of 15 are ensured to attend school. • If the country's legislation allows it, and young workers (15-17 years) are engaged on the farm, a record is made that includes the following: Name; Date of birth; Name and authorization of parents or guardians; Work performed; Number of hours worked; Work schedule; Remuneration and proof of payment; Proof of education; Occupational risk policy; Social security number or identification. ILO Convention 182 – Worst Forms of Child Labour • All forms of slavery or similar practices, including debt bondage, serfdom, and forced recruitment into armed conflict. • Sale and trafficking of children. • Use, procuring, or offering of a child for prostitution, pornography, or pornographic performances. • Use, procuring, or offering of a child for illicit activities, including drug production and trafficking. • Hazardous work likely to harm children's health, safety, or morals.	
1.1 Human rights	1.1.2 Forced labour, discrimination and gender inequality
1.1.2.1 The farm has a policy against forced labour, discrimination and gender inequality (It can be given by the illy supplier) and he/she is communicating it to his/her permanent and / or temporary workers. The policy shall include measures to support participation and access to opportunities for all involved in farming and management.	
1.1 Human rights	1.1.2 Forced labour, discrimination and gender inequality
1.1.2.2 *Critical All the worst forms of forced, compulsory, or slave labour are prohibited in all farms and sites in the supply chain that provide coffee to illy throughout the year. This includes: Workers are free to leave their workplaces and/or living quarters provided by the employer. Workers are not subject to debt bondage. Employee identification or travel documents, salary or other assets are not kept by the employer. There is no evidence of forced, compulsory, or slave labour. Source: ILO Conventions 29 (Forced Labour) and 105 (Abolition of Forced Labour).	

1.1 Human rights	1.1.2 Forced labour, discrimination and gender inequality
1.1.2.3 *Critical There is no evidence of discrimination in labour, hiring, training, task assignment, labour benefits, promotion policies and procedures, and other opportunities for better conditions, pay, or advancement based on gender, race, ethnicity, color, age, nationality, social origin, medical condition, marital status, religion, political opinion or affiliation with unions or other legal groups in all farms and sites in the supply chain that provide coffee to illy. A gender equity and social inclusion (GESI) analysis is conducted. Workers in all farms and sites in the supply chain that provide coffee to illy are treated respectfully and there is no evidence of threats, intimidation, sexual abuse or harassment, or verbal, physical or psychological mistreatment. Source: ILO Conventions 100 (Equal Remuneration for Men and Women), 111 (Discrimination in Respect of Employment and Occupation) and 190 (Violence and Harassment).	
1.1 Human rights	1.1. 3. Land use rights and indigenous people's rights
1.1.3.1 *Critical The farmer demonstrates the legal right to use the farm's land, either through title, lease or other official documents, or by documenting traditional or community use rights.	
1.1 Human rights	1.1. 3. Land use rights and indigenous people's rights
1.1.3.2 *Critical The farmer respects the legal and customary rights of indigenous peoples and local communities, where applicable. The acquisition of land and water rights requires the free, prior and informed agreement (FPIC) of affected people with legal land use rights, including those who claim traditional land use rights, particularly indigenous peoples. (ILO Convention 169).	
1.1 Human rights	1.1.4 Freedom of Association and Collective Bargaining
1.1.4.1 Freedom of association and collective bargaining are respected in all farms that provide coffee to illy throughout the year. This means that: • Workers are free to establish and join independent organizations, to protect their interests and to bargain collectively without discrimination or reprisal, • Worker representatives must be able to access necessary information and resources, without being discriminated, participate in regular consultations with employers on all matters affecting their work. • Outcomes of bargaining agreements are implemented for all workers. Source: ILO Conventions 87 (Freedom of Association) and 98 (Right to Organise and Collective Bargaining)	
1.1 Human rights	1.1.5 Grievance mechanism
1.1.5.1 The farmer informs workers on how to submit complaints regarding negative impacts resulting from operational activities, including concerns related to human rights, labour rights, child labour, forced labour, gender equality, and community issues. The mechanism must offer methods for workers to file complaints anonymously, ensuring that no worker faces retaliation or adverse consequences for raising a complaint.	
Section	Topic
1.2 Labour conditions	1.2.1 Payment of minimum wage and working conditions
1.2.1.1 *Critical There is awareness and compliance with current minimum wage and working hours legislation for temporary and permanent workers, including seasonal and piece rate workers. There is documented evidence (records and payment receipts) indicating the working hours per worker, and the salary payments, including overtime and deductions and wages increase over time, to reduce the gap between minimum wage and living wage. Working hours cannot exceed 48 per week.	

Overtime work is voluntary and must be paid according to legal or sector parameters. Workers cannot work more than six consecutive days without a free day. Public holidays and annual leave must be respected. Seasonal and piece rate workers receive the same benefits as regular workers. Source: ILO Conventions 1 (Hours of Work) and 100 (Equal Remuneration)	
1.2 Labour conditions	1.2.1 Payment of minimum wage and working conditions
1.2.1.2 Workers understand their employment terms and have contracts—written or oral if permitted by national law—that are respected. Workers know their rights, duties, and benefits.	
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.1 The farmer gives regular talks (informal trainings) to permanent and/or temporary workers about basic safety standards such as first aid, handling of tools (knives), the importance of using PPE (safety measures during the application of agrochemicals) and the operation of the mill (when there are mills at the farm level).	
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.2 *Critical The farm provides PPE to workers who apply agrochemicals, to prevent any severe exposure to agrochemicals.	
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.3 Workers who apply agrochemicals use PPE.	
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.4 *Critical The farm provides drinking water to workers.	
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.5 The farmer knows which are workplace risks and hazards; develops, implements and monitors procedures to minimize such risks, and ensures safe and healthy working conditions. Measures must be relevant to the specific risks and hazards associated with agricultural operations, including but not limited to the use of pesticides, their exposure to workers, operation of machinery, and the manual handling of heavy loads.	
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.6 On the farm there is a bathroom, handwashing facilities and dining room which are clean, suitable and accessible to workers.	
1.2 Labour conditions	1.2.3 Adequate housing conditions for permanent and temporary workers
1.2.3.1 The farmer is aware of the improvements that must be done to the housing provided to workers (if applicable) within a compliance period of 3 years and implements such improvements. Improvements shall consider housing to be made from appropriate construction materials, safe from hazards and pollution, providing adequate shelter. Housing shall be clean, safe, and meet basic needs of the workers.	

Chapter 2. Environment

Section	Topic
2.1 Environment	2.1.1 Protection of flora, fauna and water sources.
2.1.1.1	

The farmer implements the activities stipulated in a management plan to preserve flora (no extraction of endangered species), fauna (no hunting), to protect legal reserves, protected areas, or areas guarded by national legislation, and water sources. The water sources are conserved by recycling and/or using reduced amounts. If the farmer knows or considers water sources to be in critical stage or overused, he/she engages with local stakeholders to coordinate conservation efforts. The farmer has an up-to-date map of the farm that indicates the cultivation areas, the location of existing water sources, forests or conservation areas, infrastructure, etc.	
2.1 Environment	2.1.1 Protection of flora, fauna and water sources.
2.1.1.2 * Critical Areas designated as legal reserves, protected areas, or guarded by national legislation are protected. Production or processing does not cause negative effects to these areas.	
2.1 Environment	2.1.1 Protection of flora, fauna and water sources.
2.1.1.3 There is no use of genetically modified (transgenic) organisms (GMO), and varieties in coffee production.	
2.1 Environment	2.1.2 Deforestation and land use change
2.1.2.1 The farmer implements the stipulated activities in a management plan to prevent deforestation within his/her farm.	
2.1 Environment	2.1.2 Deforestation and land use change
2.1.2.2 *Critical There is no loss of natural forest after January 1st, 2014, as a result of: 1) conversion to agriculture or other non-forest land use; 2) conversion to a tree plantation; or 3) severe and sustained degradation.	
2.1 Environment	2.1.3 Biodiversity
See Annex #2: 2.1.3	
Section	Topic
2.2 Waste	2.2.1 Pulp treatment and disposal
2.2.1.1 The farmer handles the coffee pulp in a way that does not have a negative impact on the environment or on water sources.	
2.2 Waste	2.2.2 Wastewater treatment and waste disposal
2.2.2.1 The farmer identifies different types of waste generated (including hazardous waste where applicable) for their prevention and reduction. The farmer separates, treats and manages waste, and prevents waste and wastewater from causing negative impacts on the environment or water bodies (including hazardous waste where applicable).	
2.2 Waste	2.2.2 Wastewater treatment and waste disposal
2.2.2.2 *Critical Is wastewater discharged directly into a water source or hole, percolating without treatment?	
2.2 Waste	2.2.2 Wastewater treatment and waste disposal
2.2.2.3 The farmer adopts measures to reduce water consumption by implementing efficient irrigation systems and optimizing coffee processing methods, where applicable.	
2.2 Waste	2.2.2 Wastewater treatment and waste disposal
2.2.2.4 The farmer implements actions to establish a wastewater treatment system.	
Section	Topic
2.3 Pruning	2.3.1 Pruning

See Annex #2: 2.3.1	
Section	Topic
2.4 Emissions	2.4.1 Energy and fuels
2.4.1.1 The farm produces clean energy from renewable sources (e.g. solar panels, wind, hydroelectric).	
2.4 Emissions	2.4.1 Energy and fuels
2.4.1.2 The farmer measures and reduces carbon emissions.	
2.4 Emissions	2.4.1 Energy and fuels
2.4.1.3 The farmer takes actions to reduce the use of fuels and energy consumption	
Section	Topic
2.5 Climate Change	2.5.1 Climate change
2.5.1.1 The farmer assesses climate risks and has identified measures to adapt to climate change. Measures are being implemented.	

Chapter 3. Operative farm management

Section	Topic
3.1 Productivity	3.1.1 Production control
3.1.1.1 The farmer knows and controls the volume of coffee that has been produced during the previous crop per lot.	
Section	Topic
3. 2 Profitability	3.1.2 Production costs and net profit
3.2.1.1 The farmer knows the costs of coffee production of the previous crop.	
3. 2 Profitability	3.1.2 Production costs and net profit
3.2.1.2 The farmer knows the costs of his/her other activities, beyond coffee, including off-farm activities.	
Section	Topic
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.1 Integrated water management
3.3.1.1 The farmer applies integrated water management practices (irrigation) and minimizes water pollution from chemical residues, fertilizers and erosion or other sources.	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.1 Integrated water management
3.3.1.2 The farm collects rainwater.	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.2 Integrated soil management
3.3.2.1 The farmer applies integrated soil management practices, including the use of organic wastes generated on the farm, to increase soil fertility.	

3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.2 Integrated soil management
3.3.2.2 Soil analysis is carried out in the past 2 years.	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.2 Integrated soil management
3.3.2.3 Foliar analysis is carried out.	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.3 Integrated crop management
3.3.3.1 The farmer applies integrated crop management practices, including the use of organic wastes generated on the farm, to increase soil fertility.	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.3 Integrated crop management
3.3.3.2 Is compost used?	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.3 Integrated crop management
3.3.3.3 Is organomineral used?	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.4 Fertilizers
See Annex #2: 3.3.4	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.5 Weed control
3.3.5.1 Chemical control of weeds is carried out on the farm.	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.5 Weed control
3.3.5.2 If chemical control of weeds is carried out, is only 1 active ingredient used as herbicide?	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.5 Weed control
3.3.5.3 Mechanical control of weeds is carried out on the farm.	

3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.5 Weed control
3.3.5.4 Are cover crops used in the farm?	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.6 Pest & disease control
3.3.6.1 Chemical control of pests and diseases is carried out on the farm.	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.6 Pest & disease control
3.3.6.2 Are leaf rust resistant varieties grown in the farm.	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.6 Pest & disease control
3.3.6.3 Is Integrated Pest Management (IPM) carried out on the farm?	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.6 Pest & disease control
3.3.6.4 Is withhold period controlled in the farm.	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.7 Biological control
3.3.7.1 Is organic coffee produced on the farm?	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.7 Biological control
3.3.7.2 Is biological control carried out on the farm?	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.7 Biological control
3.3.7.3 Are natural enemies used on the farm?	
3.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	3.3.7 Biological control
3.3.7.4 Are biological soil remineralizers used on the farm?	
Section	Topic

3.4 Inputs	3.4.1 Fertilization and agrochemicals management and use
3.4.1.1 The farmer controls the quantity and type of synthetic fertilizers and agrochemicals that he/she uses, following agronomic recommendations. If feasible, the farmer tries to reduce them over time.	
3.4 Inputs	3.4.1 Fertilization and agrochemicals management and use
3.4.1.2 *Critical Farmers use agrochemicals that are legally registered in the country and do not use pesticides in illy List of Prohibited Active Ingredients (includes all pesticides in the GCP Prohibited List), which has been shared by the illy supplier. Highly Hazardous Pesticides are not disposed in water bodies.	
3.4 Inputs	3.4.1 Fertilization and agrochemicals management and use
3.4.1.3 Use of pesticides in the GCP Phase-out List are minimised and phased out by 2030, if feasible. This includes pesticides that are toxic to both humans and the environment, and those that pose significant risks to biodiversity and soil health. Pesticides in the GCP Phase-out List are available https://www.globalcoffeeplatform.org/wp-content/uploads/2023/08/CSRC21_ANNEX-PESTICIDES-LIST_2023.pdf	
3.4 Inputs	3.4.2 Proper disposal of empty agrochemical containers.
3.4.2.1 The farmer performs the triple washing and perforation of the empty agrochemical containers. The triple wash mix is used to be dosed on the same farm. The washed and perforated containers are stored in the warehouse and are delivered to an authorized supplier for final disposal according to local regulations.	
3.4 Inputs	3.4.3 Storage of agrochemicals and fertilizers
3.4.3.1 Agrochemicals are stored in a dry, access-controlled, ventilated place, with spill collection systems, on non-absorbent materials and separated from PPE, coffee, food and animals. Fertilizers and agrochemicals are stored in separate places.	

Chapter 4. Business management and transparency

Section	Topic
4.1 Chain of custody	4.1.1 Product traceability
4.1.1.1 The farmer does not buy coffee from third parties to sell it in his/her name. Similarly, in the case of renting or rendering beneficiary services to other farms outside the supply chain, measures are being taken to avoid mixing the coffee.	
4.1 Chain of custody	4.1.2 Commercial traceability
4.1.2.1 The farmer knows that his/her coffee has been sold and/or is sold now to illy.	
Section	Topic
4.2 Quality and food safety *Only for Brazil	4.2.1 Mill cleanliness and safety
4.2.1.1 Coffee processing within the wet mill is kept clean	
4.2 Quality and food safety *Only for Brazil	4.2.1 Mill cleanliness and safety
4.2.1.2 Wet preparation is maintained under suitable safety conditions for coffee processing	

4.2 Quality and food safety *Only for Brazil	4.2.1 Mill cleanliness and safety
4.2.1.3 Coffee processing within the dry mill is kept clean.	
4.2 Quality and food safety *Only for Brazil	4.2.1 Mill cleanliness and safety
4.2.1.4 Dry preparation is maintained under suitable safety conditions for coffee processing.	
4.2 Quality and food safety *Only for Brazil	4.2.1 Mill cleanliness and safety
4.2.1.5 Coffee is stored in suitable conditions to maintain quality.	

illy Sustainability Guide for verification in the coffee supply chain
LEVEL 3 LARGE FARMS

Chapter 1. Social

Section	Topic
1.1 Bases of sustainability	1.1.1 Documentary control of the supply chain
1.1.1.1 The farm has record formats on the following topics: 1. Worksheets for workers 2. Registers of application of agrochemicals and fertilizers 3. Records of water consumption in the wet mill (if applicable). 4. Agronomic activities carried out on the farm (Pruning, shade, soil conservation, IPM, etc.) 5. Productivity and production costs.	
1.1 Bases of sustainability	1.1.2 Technical assistance and training
1.1.2.1 The farm has one or more agricultural engineers, agricultural technicians or payroll developers or subcontractors who provide technical support to the farm.	
1.1 Bases of sustainability	1.1.2 Technical assistance and training
1.1.2.2 The farm has an annual training plan, which is based on identified needs and it addresses any barriers to access (i.e. language, adequate timing considering family obligations, etc.). It is documented and in progress. The plan includes social, environmental, and agronomic management issues (examples: human rights, minimum wages, GAP, IPM, regenerative agricultural practices reducing the use of pesticides, handling and use of agrochemicals such as storage, PPE, and disposal of empty containers, production costs, protection of water sources)	

Chapter 2. Social

Section	Topic
2.1 Human rights	2.1.1 Child labour
2.1.1.1 The farm has a policy against child labour, and it is applying it in the farm, sharing it with permanent and / or temporary workers	
2.1 Human rights	2.1.1 Child labour
2.1.1.2 Child labour, including all the worst forms of child labour, is strictly prohibited in all farms and sites in the supply chain that provide coffee to illy throughout the year. This includes: ILO Convention 138 – Minimum Age for Employment. • No child under 15 years of age, or under the national minimum age if higher, or under the age of completion of compulsory education, shall be employed. Exceptions apply only for traditional family or cultural tasks that do not jeopardize children's schooling, health, or development. • Young workers (15–17 years) must not: Work during legally compulsory school hours. Work more than 8 hours per day or 48 hours per week. Work without a consecutive rest period of 12 hours overnight and at least one full day of rest for every six consecutive days worked. • Children under the age of 15 are ensured to attend school. • If the country's legislation allows it, and young workers (15-17 years) are engaged on the farm, a record is made that includes the following: Name; Date of birth; Name and authorization of parents or guardians; Work performed; Number of hours worked; Work schedule; Remuneration and proof of payment; Proof of education; Occupational risk policy; Social security number or identification. ILO Convention 182 – Worst Forms of Child Labour	

• All forms of slavery or similar practices, including debt bondage, serfdom, and forced recruitment into armed conflict. • Sale and trafficking of children. • Use, procuring, or offering of a child for prostitution, pornography, or pornographic performances. • Use, procuring, or offering of a child for illicit activities, including drug production and trafficking. • Hazardous work likely to harm children's health, safety, or morals.	
2.1 Human rights	2.1.2 Forced labour, discrimination and gender inequality
2.1.2.1 The farm has a policy against forced labour, discrimination and gender inequality (It can be given by the illy supplier) and he/she is communicating it to his/her permanent and / or temporary workers. The policy shall include measures to support participation and access to opportunities for all involved in farming and management.	
2.1 Human rights	2.1.2 Forced labour, discrimination and gender inequality
2.1.2.2 *Critical All the worst forms of forced, compulsory, or slave labour are prohibited in all farms and sites in the supply chain that provide coffee to illy throughout the year. This includes: Workers are free to leave their workplaces and/or living quarters provided by their employer. Workers are not subject to debt bondage. Employee identification or travel documents, salary or other assets are not kept by the employer. There is no evidence of forced, compulsory, or slave labour. Source: ILO Conventions 29 (Forced Labour) and 105 (Abolition of Forced Labour).	
2.1 Human rights	2.1.2 Forced labour, discrimination and gender inequality
2.1.2.3 *Critical There is no evidence of discrimination in labour, hiring, training, task assignment, labour benefits, promotion policies and procedures, and other opportunities for better conditions, pay, or advancement based on gender, race, ethnicity, color, age, nationality, social origin, medical condition, marital status, religion, political opinion or affiliation with unions or other legal groups in all farms and sites in the supply chain that provide coffee to illy. A gender equity and social inclusion (GESI) analysis is conducted. Workers in all farms and sites in the supply chain that provide coffee to illy are treated respectfully and there is no evidence of threats, intimidation, sexual abuse or harassment, or verbal, physical or psychological mistreatment. Source: ILO Conventions 100 (Equal Remuneration for Men and Women), 111 (Discrimination in Respect of Employment and Occupation) and 190 (Violence and Harassment).	
2.1 Human rights	2.1.3. Land use rights and indigenous people's rights
2.1.3.1 *Critical The farmer demonstrates the legal right to use the farm's land, either through title, lease or other official documents, or by documenting traditional or community use rights.	
2.1 Human rights	2.1.3. Land use rights and indigenous people's rights
2.1.3.2 *Critical The farmer respects the legal and customary rights of indigenous peoples and local communities, where applicable. The acquisition of land and water rights requires the free, prior and informed agreement (FPIC) of affected people with legal land use rights, including those who claim traditional land use rights, particularly indigenous peoples. (ILO Convention 169).	
2.1 Human rights	2.1.4 Freedom of Association and Collective Bargaining
2.1.4.1 Freedom of association and collective bargaining are respected in all farms that provide coffee to illy throughout the year.	

This means that: • Workers are free to establish and join independent organizations, to protect their interests and to bargain collectively without discrimination or reprisal, • Worker representatives must be able to access necessary information and resources, without being discriminated, participate in regular consultations with employers on all matters affecting their work. • Outcomes of bargaining agreements are implemented for all workers. Source: ILO Conventions 87 (Freedom of Association) and 98 (Right to Organise and Collective Bargaining)	
2.1 Human rights	2.1.5 Grievance mechanism
2.1.5.1 A grievance mechanism is formed to enable individuals, workers, communities, and social society to raise complaints, suggestions, or observations. This grievance mechanism includes responsible persons freely elected by the workers and representing the farm. The grievance mechanism includes the following issues: • Human rights • Labour rights • Child labour • Forced labour • Gender Equality • Communities Interested parties (workers) are informed about the existence of the grievance mechanism, which is anonymous and ensures no retaliation and consequences for those who raise complaints regarding business activities and operations.	
Section	Topic
2.2 Labour conditions	2.2.1 Payment of minimum wage and working conditions
2.2.1.1 * Critical There is awareness and compliance with current minimum wage and working hours legislation for temporary and permanent workers, including seasonal and piece rate workers. There is documented evidence (records and payment receipts) indicating the working hours per worker, and the salary payments, including overtime and deductions and wages increase over time, to reduce the gap between minimum wage and living wage. Working hours cannot exceed 48 per week. Overtime work is voluntary and must be paid according to legal or sector parameters. Workers cannot work more than six consecutive days without a free day. Public holidays and annual leave must be respected. Seasonal and piece rate workers receive the same benefits as regular workers. Source: ILO Conventions 1 (Hours of Work) and 100 (Equal Remuneration).	
2.2 Labour conditions	2.2.1 Payment of minimum wage and working conditions
2.2.1.2 * Critical Are permanent workers officially registered with the corresponding government agencies?	
2.2 Labour conditions	2.2.1 Payment of minimum wage and working conditions
2.2.1.3 Are temporary workers officially registered with the corresponding government agencies?	
2.2 Labour conditions	2.2.1 Payment of minimum wage and working conditions
2.2.1.4 During harvest, are pickers officially registered with the corresponding government agencies	
2.2 Labour conditions	2.2.1 Payment of minimum wage and working conditions
2.2.1.5 Workers understand their employment terms and have contracts—written or oral if permitted by national law—that are respected. Workers know their rights, duties, and benefits.	

2.2 Labour conditions	2.2.2 Healthy and safe working conditions
2.2.2.1 The farmer gives regular training to permanent and/or temporary workers about basic safety standards such as first aid, handling of tools (knives and motor-guilt), the importance of using PPE (safety measures during the application of agrochemicals) and the operation of the mill (when there are mills at the farm level).	
2.2 Labour conditions	2.2.2 Healthy and safe working conditions
2.2.2.2 All workers (men and women) have the same training opportunities	
2.2 Labour conditions	2.2.2 Healthy and safe working conditions
2.2.2.3 *Critical The farm provides PPE to workers who apply agrochemicals, , to prevent any severe exposure to agrochemicals.	
2.2 Labour conditions	2.2.2 Healthy and safe working conditions
2.2.2.4 Workers who apply agrochemicals use PPE.	
2.2 Labour conditions	2.2.2 Healthy and safe working conditions
2.2.2.5 *Critical The farm provides drinking water to workers.	
2.2 Labour conditions	2.2.2 Healthy and safe working conditions
2.2.2.6 Occupational Health and Safety accessories available on the farm	
2.2 Labour conditions	2.2.2 Healthy and safe working conditions
2.2.2.7 *Critical On the farm there is a bathroom, handwashing facilities and dining room which are clean, suitable and accessible to workers.	
2.2 Labour conditions	2.2.2 Healthy and safe working conditions
2.2.2.8 The farmer knows which are workplace risks and hazards; develops, implements and monitors procedures to minimize such risks, and ensures safe and healthy working conditions. Measures must be relevant to the specific risks and hazards associated with agricultural operations, including but not limited to the use of pesticides, their exposure to workers, operation of machinery, and the manual handling of heavy loads.	
2.2 Labour conditions	2.2.3 Adequate housing conditions for permanent and temporary workers
2.2.3.1 The farm has carried out an evaluation of the improvements that should be considered for the housing of permanent and temporary workers (if applicable) and gradually implements such improvements. Improvements shall consider housing to be made from appropriate construction materials, safe from hazards and pollution, providing adequate shelter Housing shall be clean, safe, and meet basic needs of the workers.	

Chapter 3. Environment

Section	Topic
3.1 Farm ecosystem	3.1.1 Protection of flora, fauna and water sources.
3.1.1.1 The farmer implements the activities stipulated in a management plan to preserve flora (no extraction of endangered species), fauna (no hunting), to protect legal reserves, protected areas, or areas guarded by national legislation, and water sources. The water sources are conserved by recycling and/or using reduced amounts. If the	

farmer knows or considers water sources to be in critical stage or overused, he/she engages with local stakeholders to coordinate conservation efforts. The farmer has an up-to-date map of the farm that indicates the cultivation areas, the location of existing water sources, forests or conservation areas, infrastructure, etc.	
3.1 Farm ecosystem	3.1.1 Protection of flora, fauna and water sources.
3.1.1.2 *Critical Areas designated as legal reserves, protected areas, or guarded by national legislation are protected. Production or processing does not cause negative effects to these areas.	
3.1 Farm ecosystem	3.1.2 Deforestation
3.1.2.1 The farmer develops a management plan to prevent deforestation within his/her farm and implements the stipulated activities indicated in the document.	
3.1 Farm ecosystem	3.1.2 Deforestation
3.1.2.2 *Critical There is no loss of natural forest after January 1st, 2014, as a result of: 1) conversion to agriculture or other non-forest land use; 2) conversion to a tree plantation; or 3) severe and sustained degradation.	
3.1 Farm ecosystem	3.1.2 Deforestation
3.1.2.3 *Critical Polygons are available for the farm.	
3.1 Farm ecosystem	3.1.2 Deforestation
3.1.2.4 There is no use of genetically modified (transgenic) organisms (GMO), and varieties in coffee production.	
3.1 Farm ecosystem	3.1.3. Biodiversity
See Annex #3: 3.1.3	
Section	Topic
3.2 Waste	3.2.1 Wastewater treatment and pulp disposal
3.2.1.1 The farmer identifies different types of waste generated (including hazardous waste where applicable), for their prevention and reduction. The farmer separates, treats and manages waste, and prevents waste and wastewater from causing negative impacts on the environment or water bodies (including hazardous waste where applicable) and reduces the risk of contamination. The farmer handles the coffee pulp in a way that does not have a negative impact on the environment or on water sources.	
3.2 Waste	3.2.1 Wastewater treatment and pulp disposal
3.2.1.2 The farmer has developed a plan for wastewater management, water reduction and treatment. The plan must be developed and implemented, and it must consider national law, norm or regulation on wastewater discharge and reuse	
3.2 Waste	3.2.1 Wastewater treatment and pulp disposal
3.2.1.3 *Critical Is wastewater discharged directly into a water source or hole, percolating without treatment?	
3.2 Waste	3.2.1 Wastewater treatment and pulp disposal
3.2.1.4 The farmer implements actions to establish a wastewater treatment system.	
3.2 Waste	3.2.2 Waste disposal

3.2.2.1 *Only for Brazil There is a septic tank in the houses that are present within the farm.	
3.2 Waste	3.2.2 Waste disposal
3.2.2.2 *Only for Brazil Treatment is done to wastewater coming from tractor and machine washing.	
3.2 Waste	3.2.2 Waste disposal
3.2.2.3 *Only for Brazil Used oils are adequately treated.	
Section	Topic
3.3 Pruning	3.3.1 Pruning
See Annex #3: 3.3.1	
Section	Topic
3.4 Energy, fuels, carbon emissions & climate change	3.4.1 Energy, fuels, carbon emissions & climate change
3.4.1.1 The farm produces clean energy from renewable sources (e.g. solar panels, wind, hydroelectric)	
3.4 Energy, fuels, carbon emissions & climate change	3.4.1 Energy, fuels, carbon emissions & climate change
3.4.1.2 The farmer knows which are the main sources of Greenhouse Gases (GHGs) emissions in coffee production and processing by 2024, measures and reduces them. The farmer also knows which are the agronomical practices that work on carbon sequestration in the soil.	
3.4 Energy, fuels, carbon emissions & climate change	3.4.1 Energy, fuels, carbon emissions & climate change
3.4.1.3 The farmer takes actions to reduce the use of fuels and energy consumption.	
3.4 Energy, fuels, carbon emissions & climate change	3.4.1 Energy, fuels, carbon emissions & climate change
3.4.1.4 The farmer has carried out a plan to assess climate risks and has identified measures to adapt to climate change. Measures are being implemented.	

Chapter 4. Operative farm management

Section	Topic
4.1 Productivity	4.1.1 Production control
4.1.1.1 The farmer knows and controls the volume of coffee that has been produced during the previous crop per lot.	
Section	Topic
4.2 Profitability	4.2.1 Production costs and net profit
4.2.1.1 The farmer knows the costs of coffee production of the previous crop.	
4.2 Profitability	4.2.1 Production costs and net profit
4.2.1.2 The farmer knows the costs of his/her other activities, beyond coffee, including off-farm activities.	
Section	Topic
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.1 Integrated water management
4.3.1.1 The farm works on water management issues (irrigation when applicable) and applies practices to minimize water pollution from chemical residues and fertilizers.	

4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.1 Integrated water management
4.3.1.2 The farm collects rainwater	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.1 Integrated water management
4.3.1.3 *Only for Brazil The farmer has a water usage permit/license.	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.2 Integrated soil management
4.3.2.1 The farm implements soil conservation practices, maintaining a plan of activities and a record of training for workers. Practices should include the use of organic waste generated on the farm, which increases soil fertility.	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.2 Integrated soil management
4.3.2.2 Soil analysis is carried out.	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.2 Integrated soil management
4.3.2.3 Foliar analysis is carried out.	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.3 Integrated crop management
4.3.3.1 The farm implements Good Agronomic Practices, in terms of integrated crop management maintaining an activity plan and a record of training for workers. Practices should include the use of organic waste generated on the farm, which increases soil fertility.	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.3 Integrated crop management
4.3.3.2 Is compost used?	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.3 Integrated crop management
4.3.3.3 Is organomineral used?	

4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.4 Fertilizers
See Annex #3: 4.3.4	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.5 Weed control
4.3.5.1 Chemical control of weeds is carried out on the farm	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.5 Weed control
4.3.5.2 If chemical control of weeds is carried out, is only 1 active ingredient used as herbicide?	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.5 Weed control
4.3.5.3 Mechanical control of weeds is carried out on the farm.	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.6 Pest & disease control
4.3.6.1 Chemical control of pests and diseases is carried out on the farm.	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.6 Pest & disease control
4.3.6.2 Are leaf rust resistant varieties grown in the farm.	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.6 Pest & disease control
4.3.6.3 Is Integrated Pest Management (IPM) carried out on the farm?	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.6 Pest & disease control
4.3.6.4 Is withhold period controlled in the farm.	
4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.7 Biological control
4.3.7.1 Is organic coffee produced in the farm?	

4.3 Good Agricultural Practices (GAP) as defined by applicable national programs/standards, a baseline of recognized and widely adopted set of best practices	4.3.7 Biological control
4.3.7.2 Is biological control carried out on the farm.	
Section	Topic
4.4 Inputs	4.4.1 Fertilization and agrochemicals management and use
4.4.1.1 *Critical Farmers use agrochemicals that are legally registered in the country and do not use pesticides in illy List of Prohibited Active Ingredients (includes all pesticides in the GCP Prohibited List), which has been shared by the illy supplier. Highly Hazardous Pesticides are not disposed in water bodies.	
4.4 Inputs	4.4.1 Fertilization and agrochemicals management and use
4.4.1.2 The farmer is implementing a plan for the application, storage and disposal of pesticides and other inputs. The plan identifies critical control points and risk mitigation measures.	
4.4 Inputs	4.4.1 Fertilization and agrochemicals management and use
4.4.1.3 Use of pesticides in the GCP Phase-out List are minimised and phased out by 2030, if feasible. This includes pesticides that are toxic to both humans and the environment, and those that pose significant risks to biodiversity and soil health. Pesticides in the GCP Phase-out List are available at https://www.globalcoffeeplatform.org/wp-content/uploads/2023/08/CSRC21_ANNEX-PESTICIDES-LIST_2023.pdf	
4.4 Inputs	4.4.1 Fertilization and agrochemicals management and use
4.4.1.4 The farmer controls the quantity and type of synthetic fertilizers and agrochemicals that he/she uses, following agronomic recommendations. If feasible, the farmer tries to reduce them over time.	
4.4 Inputs	4.4.2 Proper disposal of empty agrochemical containers
4.4.2.1 The farmer performs the triple washing and perforation of the empty agrochemical containers. The triple wash mix is used to be dosed on the same farm. The washed and perforated containers are stored in the warehouse and are delivered to an authorized supplier for final disposal according to local regulations.	
4.4 Inputs	4.4.3 Storage of agrochemicals and fertilizers
4.4.3.1 Agrochemicals are stored in a dry, access-controlled, ventilated place, with spill collection systems, on non-absorbent materials and separated from PPE, coffee, food and animals. Fertilizers and agrochemicals are stored in separate places.	

Chapter 5. Business management and transparency

Section	Topic
5.1 Chain of custody	5.1.1 Product traceability
5.1.1.1 The farmer does not buy coffee from third parties to sell it in his/her name. Similarly, in the case of renting or rendering beneficiary services to other farms outside the supply chain, measures are being taken to avoid mixing the coffee.	

5.1 Chain of custody	5.1.2 Commercial traceability
5.1.2.1 The farmer knows that his/her coffee has been sold and/or is sold now to illy.	
Section	Topic
5.2 Quality and food safety *Only for Brazil	5.2.1 Mill cleanliness and safety
5.2.1.1 Coffee processing within the wet mill is kept clean.	
5.2 Quality and food safety *Only for Brazil	5.2.1 Mill cleanliness and safety
5.2.1.2 Wet preparation is maintained under suitable safety conditions for coffee processing.	
5.2 Quality and food safety *Only for Brazil	5.2.1 Mill cleanliness and safety
5.2.1.3 Coffee processing within the dry mill is kept clean.	
5.2 Quality and food safety *Only for Brazil	5.2.1 Mill cleanliness and safety
5.2.1.4 Dry preparation is maintained under suitable safety conditions for coffee processing.	
5.2 Quality and food safety *Only for Brazil	5.2.1 Mill cleanliness and safety
5.2.1.5 Coffee is stored in suitable conditions to maintain quality.	

illy Sustainability Guide for verification in the coffee supply chain
LEVEL 4 WET MILLS

Chapter 1. Social

Section	Topic
1.1 Human rights	1.1.1 Child labour
1.1.1.1 The mill has a policy against child labour and is applying it in its facilities, communicating it to the permanent and / or temporary workers it hires.	
1.1 Human rights	1.1.1 Child labour
1.1.1.2 * Critical Child labour, including all the worst forms of child labour, is strictly prohibited on all farms and sites in the supply chain that provide coffee to illy throughout the year. This includes: ILO Convention 138 – Minimum Age for Employment. • No child under 15 years of age, or under the national minimum age if higher, or under the age of completion of compulsory education, shall be employed. Exceptions apply only for traditional family or cultural tasks that do not jeopardize children's schooling, health, or development. • Young workers (15–17 years) must not: Work during legally compulsory school hours. Work more than 8 hours per day or 48 hours per week. Work without a consecutive rest period of 12 hours overnight and at least one full day of rest for every six consecutive days worked. • Children under the age of 15 are ensured to attend school. • If the country's legislation allows it, and young workers (15-17 years) are engaged on the farm, a record is made that includes the following: Name; Date of birth; Name and authorization of parents or guardians; Work performed; Number of hours worked; Work schedule; Remuneration and proof of payment. Proof of education; Occupational risk policy; Social security number or identification. ILO Convention 182 – Worst Forms of Child Labour • All forms of slavery or similar practices, including debt bondage, serfdom, and forced recruitment into armed conflict. • Sale and trafficking of children. • Use, procuring, or offering of a child for prostitution, pornography, or pornographic performances. • Use, procuring, or offering of a child for illicit activities, including drug production and trafficking. • Hazardous work likely to harm children's health, safety, or morals.	
Section	Topic
1.1 Human rights	1.1.2 Forced labour, discrimination and gender inequality
1.1.2.1 The mill has a policy against forced labour, discrimination and gender inequality and is communicating it to its permanent and / or temporary workers.	
1.1 Human rights	1.1.2 Forced labour, discrimination and gender inequality
1.1.2.2 *Critical All the worst forms of forced, compulsory, or slave labour are prohibited in all farms and sites in the supply chain that provide coffee to illy throughout the year. This includes: Workers are free to leave their workplaces and/or living quarters provided by the employer. Workers are not subject to debt bondage. Employee identification or travel documents, salary or other assets are not kept by the employer. There is no evidence of forced, compulsory, or slave labour. Source: ILO Conventions 29 (Forced Labour) and 105 (Abolition of Forced Labour).	
1.1 Human rights	1.1.2 Forced labour, discrimination and gender inequality

1.1.2.3 *Critical There is no evidence of discrimination in labour, hiring, training, task assignment, labour benefits, promotion policies and procedures, and other opportunities for better conditions, pay, or advancement based on gender, race, ethnicity, color, age, nationality, social origin, medical condition, marital status, religion, political opinion or affiliation with unions or other legal groups in all farms and sites in the supply chain that provide coffee to illy. A gender equity and social inclusion (GESI) analysis is conducted. Workers in all farms and sites in the supply chain that provide coffee to illy are treated respectfully and there is no evidence of threats, intimidation, sexual abuse or harassment, or verbal, physical or psychological mistreatment. Source: ILO Conventions 100 (Equal Remuneration for Men and Women), 111 (Discrimination in Respect of Employment and Occupation) and 190 (Violence and Harassment).	
Section	Topic
1.1 Human rights	1.1.3 Freedom of Association and Collective Bargaining
1.1.3.1 Freedom of association and collective bargaining are respected in all farms and sites in the supply chain that provide coffee to illy throughout the year. This includes: • Workers are free to establish and join independent organizations, to protect their interests and to bargain collectively without discrimination or reprisal, • Worker representatives must be able to access necessary information and resources, without being discriminated, participate in regular consultations with employers on all matters affecting their work. • Outcomes of bargaining agreements are implemented for all workers Source: ILO Conventions 87 (Freedom of Association) and 98 (Right to Organise and Collective Bargaining)	
Section	Topic
1.2 Labour conditions	1.2.1 Payment of minimum wage
1.2.1.1 *Critical The administrative part of the mill knows the current legislation on minimum wages and working hours for temporary and permanent agricultural workers and is complying with it. There is documented evidence (records and payment receipts) indicating the working hours per worker, and the salary payments, including overtime and deductions. Working hours cannot exceed 48 per week. Overtime work is voluntary and must be paid according to legal or sector parameters. Workers cannot work more than six consecutive days without a free day. Public holidays and annual leave must be respected. Source: ILO Conventions 1 (Hours of Work) and 100 (Equal Remuneration)	
Section	Topic
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.1 The mill has carried out training for permanent and temporary workers on first aid and basic occupational health standards	
Section	Topic
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.2 *Critical The mill has an occupational health & safety plan that indicates what to do in case of emergencies (fires, earthquakes, accidents, etc.).	
Section	Topic
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.3 *Critical The mill provides PPE to all plant workers and monitors their use during the workday. The mill also has first aid kits and fire extinguishers.	
Section	Topic
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.4 The mill has adequate facilities for workers such as bathrooms, bathroom, handwashing facilities and dining room which are clean, suitable and accessible to workers.	

Chapter 2. Environment

Section	Topic
2.1 Waste	2.1.1 Pulp treatment and disposal
2.1.1.1 The mill handles the coffee pulp in a way that does not negatively impact the environment or water bodies.	
Section	Topic
2.1 Waste	2.1.2 Wastewater treatment and waste disposal
2.1.2.1 The mill has developed a plan for efficient water use and measurement, and for management and treatment of wastewater. The plan must be shared with workers through training, and it must consider national law, norm or regulation on wastewater discharge and reuse.	
2.1 Waste	2.1.2 Wastewater treatment and waste disposal
2.1.2.2 *Critical Is wastewater discharged directly into a water source or hole, percolating without treatment?	
2.1 Waste	2.1.2 Wastewater treatment and waste disposal
2.1.2.3 The mill implements actions to establish a wastewater treatment system.	
Section	Topic
2.1 Waste	2.1.3 Handling of process by-products and common waste
2.1.3.1 The mill has a waste management plan, and wastes are handled accordingly where degradable and non-degradable wastes are separated and degradable wastes are composted. Non-degradable waste is not burnt on site but handed over to authorized recyclers where recycling at site is not possible.	
2.1 Waste	2.1.3 Handling of process by-products and common waste
2.1.3.2 There is a dust and smoke treatment in the mill	
Section	Topic
2.2 Emissions	2.2.1 Energy and fuels
2.2.1.1 The mill produces clean energy from renewable sources (e.g. solar panels, wind, hydroelectric).	
2.2 Emissions	2.2.1 Energy and fuels
2.2.1.2 The mill measures carbon emissions	
2.2 Emissions	2.2.1 Energy and fuels
2.2.1.3 The mill takes actions to reduce the use of fuels and energy consumption	

Chapter 3. Business management and transparency

Section	Topic
3.1 Chain of custody	3.1.1 Product traceability
3.1.1.1 *Critical The mill has a written document that explains how coffee traceability is managed along all the process. The document indicates step by step the coffee route and controls that demonstrate the physical and documentary separation of the coffee.	
Section	Topic
3.1 Chain of custody	3.1.2 Process control

3.1.2.1 The mill implements control points to verify coffee quality throughout the entire process and to avoid improper coffee mixing.	
Section	Topic
3.1 Chain of custody	3.1.3 Coffee Storage
3.1.3.1 The dry parchment coffee storage is located separately from facilities that produce dust.	

illy Sustainability Guide for verification in the coffee supply chain
LEVEL 5 WET MILLS

Chapter 1. Social

Section	Topic
1.1 Human rights	1.1.1 Child labour
1.1.1.1 The mill has a policy against child labour and is applying it in its facilities, communicating it to the permanent and / or temporary workers it hires.	
1.1 Human rights	1.1.1 Child labour
1.1.1.2 * Critical Child labour, including all the worst forms of child labour, is strictly prohibited in all farms and sites in the supply chain that provide coffee to illy throughout the year. This includes: ILO Convention 138 – Minimum Age for Employment. • No child under 15 years of age, or under the national minimum age if higher, or under the age of completion of compulsory education, shall be employed. Exceptions apply only for traditional family or cultural tasks that do not jeopardize children's schooling, health, or development. • Young workers (15–17 years) must not: Work during legally compulsory school hours. Work more than 8 hours per day or 48 hours per week. Work without a consecutive rest period of 12 hours overnight and at least one full day of rest for every six consecutive days worked. • Children under the age of 15 are ensured to attend school. • If the country's legislation allows it, and young workers (15-17 years) are engaged on the farm, a record is made that includes the following: Name; Date of birth; Name and authorization of parents or guardians; Work performed; Number of hours worked; Work schedule; Remuneration and proof of payment. Proof of education; Occupational risk policy; Social security number or identification. ILO Convention 182 – Worst Forms of Child Labour • All forms of slavery or similar practices, including debt bondage, serfdom, and forced recruitment into armed conflict. • Sale and trafficking of children. • Use, procuring, or offering of a child for prostitution, pornography, or pornographic performances. • Use, procuring, or offering of a child for illicit activities, including drug production and trafficking. • Hazardous work likely to harm children's health, safety, or morals.	
Section	Topic
1.1 Human rights	1.1.2 Forced labour, discrimination and gender inequality
1.1.2.1 The mill has a policy against forced labour, discrimination and gender inequality and is communicating it to its permanent and / or temporary workers.	
1.1 Human rights	1.1.2 Forced labour, discrimination and gender inequality
1.1.2.2 *Critical All the worst forms of forced, compulsory, or slave labour are prohibited in all farms and sites in the supply chain that provide coffee to illy throughout the year. This includes: Workers are free to leave their workplaces and/or living quarters provided by the employer. Workers are not subject to debt bondage. Employee identification or travel documents, salary or other assets are not kept by the employer. There is no evidence of forced, compulsory, or slave labour. Source: ILO Conventions 29 (Forced Labour) and 105 (Abolition of Forced Labour).	
1.1 Human rights	1.1.2 Forced labour, discrimination and gender inequality

1.1.2.3 *Critical There is no evidence of discrimination in labour, hiring, training, task assignment, labour benefits, promotion policies and procedures, and other opportunities for better conditions, pay, or advancement based on gender, race, ethnicity, color, age, nationality, social origin, medical condition, marital status, religion, political opinion or affiliation with unions or other legal groups in all farms and sites in the supply chain that provide coffee to illy. A gender equity and social inclusion (GESI) analysis is conducted. Workers in all farms and sites in the supply chain that provide coffee to illy are treated respectfully and there is no evidence of threats, intimidation, sexual abuse or harassment, or verbal, physical or psychological mistreatment. Source: ILO Conventions 100 (Equal Remuneration for Men and Women), 111 (Discrimination in Respect of Employment and Occupation) and 190 (Violence and Harassment).	
Section	Topic
1.1 Human rights	1.1.3 Freedom of Association and Collective Bargaining
1.1.3.1 Freedom of association and collective bargaining are respected in all farms and sites in the supply chain that provide coffee to illy throughout the year. This includes: • Workers are free to establish and join independent organizations, to protect their interests and to bargain collectively without discrimination or reprisal, • Worker representatives must be able to access necessary information and resources, without being discriminated, participate in regular consultations with employers on all matters affecting their work. • Outcomes of bargaining agreements are implemented for all workers. Source: ILO Conventions 87 (Freedom of Association) and 98 (Right to Organise and Collective Bargaining)	
Section	Topic
1.2 Labour conditions	1.2.1 Payment of minimum wage
1.2.1.1 *Critical The administrative part of the mill knows the current legislation on minimum wages and working hours for temporary and permanent agricultural workers and is complying with it. There is documented evidence (records and payment receipts) indicating the working hours per worker, and the salary payments, including overtime and deductions. Working hours cannot exceed 48 per week. Overtime work is voluntary and must be paid according to legal or sector parameters. Workers cannot work more than six consecutive days without a free day. Public holidays and annual leave must be respected. Source: ILO Conventions 1 (Hours of Work) and 100 (Equal Remuneration)	
Section	Topic
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.1 The mill has carried out training for permanent and temporary workers on first aid and basic occupational health standards	
Section	Topic
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.2 *Critical The mill has an occupational health & safety plan that indicates what to do in case of emergencies (fires, earthquakes, accidents, etc.).	
Section	Topic
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.3 *Critical The mill provides PPE to all plant workers and monitors their use during the workday. The mill also has first aid kits and fire extinguishers.	
Section	Topic
1.2 Labour conditions	1.2.2 Healthy and safe working conditions
1.2.2.4 The mill has adequate facilities for workers such as bathrooms, bathroom, handwashing facilities and dining room which are clean, suitable and accessible to workers.	

Chapter 2. Environment

Section	Topic
2.1 Waste	2.1.1 Handling of process by-products and common waste
2.1.1.1 The mill has a waste management plan, and wastes are handled accordingly where degradable and non-degradable wastes are separated, and degradable wastes are composted. Non-degradable waste is not burnt on site but handed over to authorized recyclers where recycling at site is not possible.	
2.1 Waste	2.1.1 Handling of process by-products and common waste
2.1.1.2 There is a dust and smoke treatment in the mill	
Section	Topic
2.2 Emissions	2.2.1 Energy and fuels
2.2.1.1 The mill produces clean energy from renewable sources (e.g. solar panels, wind, hydroelectric)	
2.2 Emissions	2.2.1 Energy and fuels
2.2.1.2 The mill measures carbon emissions.	
2.2 Emissions	2.2.1 Energy and fuels
2.2.1.3 The mill takes actions to reduce the use of fuels and energy consumption.	

Chapter 3. Business management and transparency

Section	Topic
3.1 Chain of custody	3.1.1 Product traceability
3.1.1.1 *Critical The mill has a written document that explains how coffee traceability is managed along all the process. The document indicates step by step the coffee route and controls that demonstrate the physical and documentary separation of the coffee.	
3.1 Chain of custody	3.1.2 Process control
3.1.2.1 The mill implements control points to verify coffee quality throughout the entire process and to avoid improper coffee mixing.	
3.1 Chain of custody	3.1.3 Coffee Storage
3.1.3.1 The dry parchment coffee storage is located separately from facilities that produce dust.	

This Protocol on Responsibility is an updated and integrated version of the Protocol on illy Sustainability Guide - 2020, used with supply chain members and as an internal reference.