

120 YEARS  
Anniversary

YOUR PARTNER SINCE 1899



**SAVINO DEL BENE**®

Global Logistics and Forwarding Company



# CORPORATE SOCIAL RESPONSIBILITY STRATEGY

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### **Cover picture**

The global network: the figure symbolizes Savino Del Bene's strategy - connecting commodities, people, cultures and values from around the world.

# A portrait of Savino Del Bene



*“Niuna impresa, pur minima che sia, può avere cominciamento o fine senza queste tre cose: cioè senza sapere, senza potere, senza con amore volere”*

*Anonimo fiorentino del 1300*

*“There is a Florentine saying which goes back to the XV century, stating that “ No matter how small, no endeavour can start or end without these three components: without knowing, without being capable, without lovingly desiring it”*

Savino Del Bene is an Italian owned Florentine firm and is a leader in the world of international shipping. The company was founded by Mr. Savino Del Bene in the early twentieth century as a family business.

Proud of our Tuscan heritage, in a multinational context, Savino Del Bene’s heart beats in the Florentine territory, where the above saying of an anonymous citizen is applied as a motto in developing our business models and in designing new processes and activities, which were once thought to be impossible to do. They are based on competition and efficiency, but also on responsibility and sustainability. These values are integrated into the tradition, both in the present and in the future.

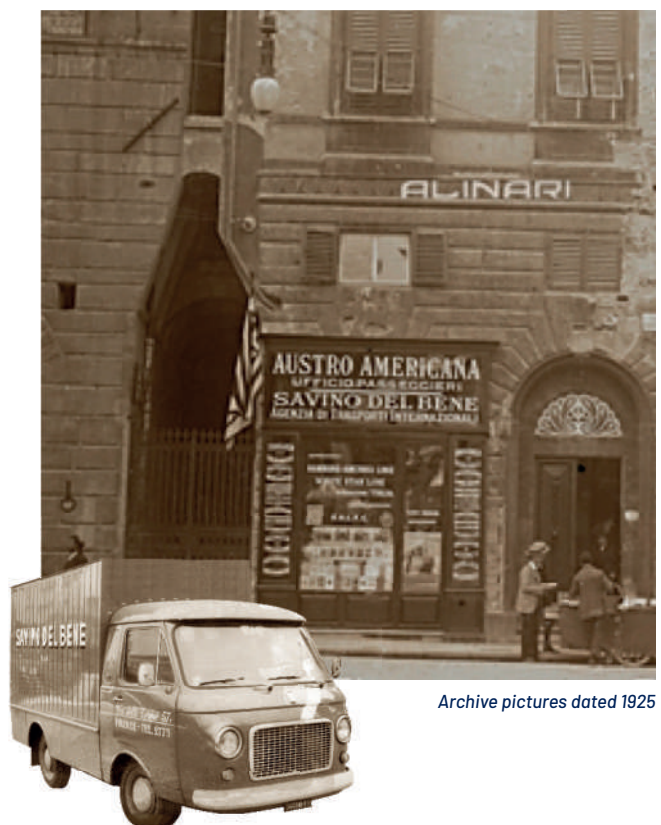
# SAVINO DEL BENE | WORLDWIDE



The Company soon built up a structure capable of offering excellent freight forwarding services for the most important Florentine buyers, thus helping them to penetrate the flourishing US market. During the economic boom of the sixties and seventies, Savino Del Bene expanded and specialized itself, allowing it to achieve a leading position in the local and national economy and create partnerships with a network of agents in the United States of America and Canada. Starting in the eighties, the Company went through an intense stage of internationalization, thanks to the expansion of its sales network abroad and the opening of branches all over the world.

Since 1977, Savino Del Bene has been managed by its current President, Paolo Nocentini, who is not only the main shareholder but also the manager of the Group. The relationship between ownership and management has been a driving force for the Company's development and is still its lifeblood. Backed up by its experience in the sector and

the enthusiastic and flexible approach of both management and staff, the Company is renowned for its ability to adapt to the pressing and increasingly diversified demands of the market and the territory.



Archive pictures dated 1925

# Ethics & Behaviour

## ETHICS INTEGRATED INTO OUR CORE BUSINESS

Savino Del Bene delivers its professional services in the international freight forwarding industry according to the fundamental principles of transparency and correct conduct, thus becoming renowned within the market. These are intangible values that are gifted to our clients with each shipment we manage for them.

Savino Del Bene has delivered its professional services since 1899. Our commitment is to compliance, transparency, punctuality and respect.

Our **Code of Ethics** and **Managerial Organizational Model**, available in the Corporate Compliance > Organization Management section of our website [www.savinodelbene.com](http://www.savinodelbene.com) are the guides to proper behavior and everyone, from CEO's to interns, is

invited to follow these principles. Top management is firmly convinced that correct behavior is an integral part of an efficient business model and of corporate social responsibility.

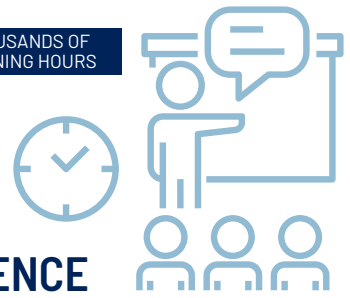
Attention is focused on important areas such as promoting safety and health within the workplace, showing appreciation towards workers and contributing to their careers, cooperating with local authorities, associations and institutions, sponsoring initiatives in favour of the needy, protecting the environment and saving natural resources.

Savino Del Bene continues to drive forward the Company philosophy which, as confirmed by the numbers, is the reason behind its success.



# People

THOUSANDS OF  
TRAINING HOURS



## THE VALUE OF KNOWLEDGE, TRAINING AND EXPERIENCE



Savino Del Bene's policy is to guide its employees through a process of both personal and professional growth. Investments are made to hire qualified individuals that, once integrated into workgroups, can use their skills and talent to develop specific training programs for the workforce.

Cooperating with schools and universities, such as Meucci Technical Institute and Polimoda University, with job placement opportunities is an important way of closing the gap between education and the workplace, as well as conveying the importance and impact of the freight forwarding industry in a world of commerce and industrial growth of a country to youngsters. Newcomers are not only taught the procedures to organize shipments, but also to envision the complex and vast world of cultural diversity.

Savino Del Bene is made up of people who are in constant contact with others from different companies. This is the strength of our business. The value of personal communication in a world of technology is immeasurable. People must be motivated, trained and stimulated. This is what makes the difference.

The Company is growing and has become a real global network, located in countries that contributed to growth when Europe was stalling. In order to expand economically, implement

new projects and strengthen the global network, people are key, but they are not enough.

Savino Del Bene invests in people and relationships with partners, with the awareness of the ever-changing conditions within the market. Flexibility and the ability to adapt to these changes are key factors for implementing improvements and achieving excellence.

In July 2019 Savino Del Bene's Global Talent Program began, which will allow a group of young talents to grow and be trained within a stimulating and dynamic business environment.

Savino Del Bene strongly believes in the energy and innovative spirit of young individuals.

Over 100 years of business activity have gone by based on these principles, and we trust that they are the guide to the future too!



# Sponsorships & Charity Programs

## COMMUNITY AND TERRITORY

The Company is dedicated to integration within the new communities in which offices are opened around the globe. Local personnel is involved in the development of new opportunities and local growth.

Savino Del Bene sponsors a variety of charity and sports programs. This is a way to support associations and the future of communities.



Savino Del Bene is particularly involved in sponsoring the local volleyball team, bringing Savino Del Bene Volley in the season 2013/2014 in the major league A1. Through this activity Savino Del Bene sustains and supports female athletes, while spreading Scandicci's passion throughout Italy.

In 2019 Savino Del Bene reunified the Abbey of San Salvatore and San Lorenzo in Settimo, through an important funding plan, after 236 years from its division. It is a great religious and cultural symbol with a high historic and artistic value for the territory.

Savino Del Bene's commitment to promoting and supporting charitable organizations has always been one of its values. In fact, every year the Company collects food and essential goods

to ship to Los Quinchos, a charitable association that provides housing for abandoned and mistreated children in Nicaragua. Another important project was the sponsorship of the logistics of the surgical medical team GICAM's (International Group of Friends of the Hand Surgery) third mission, by shipping a container loaded with hospital equipment to Jamkhed, Maharashtra in India.



*surgical medical team GICAM's*

Savino Del Bene encourages cultural initiatives and supports associations such as SOSTRATOS, a Purpose Trust founded to promote culture as well as to create work and wealth through the development of its research projects (e.g. archaeological excavations), and the San Zanobi Association,



*San Salvatore and San Lorenzo Abbey*



which organizes events related to the celebration of the patron saint of the Scandicci community, Bishop San Zanobi.

The Company participate in fund raising many local events and organizations, such as the Scandicci New Year's Eve celebrations, "Corri La Vita", and the Firenze-Viareggio cycling race and Leghorn's Nautical Club by awarding the winner of the winter regatta with the "Coppa d'Oro".

Thanks to the purchase of two defibrillators, Savino Del Bene Headquarter became a cardio-protected area. The aim of this initiative was to increase not only safety of the employees, but also to protect and promote the well-being of the entire community.

All of the Company's initiatives are available on [www.savinodelbene.com](http://www.savinodelbene.com) in the "News & Events" section.

#### *Additional Savino Del Bene sponsorships:*

- Savino Del Bene Vicenza contributed to the shipment of educational material for an Association in Congo, which will be used for a cultural exchange with a middle school;
- Savino Del Bene Leghorn has a membership with the Gazzetta Marittima newspaper;
- Savino Del Bene Verona sponsored Marmotec 2019, an important convention for the marble industry;
- Savino Del Bene Montichiari is part of the Industrial Brescian Association, which contributes to Lumezzane Calcio, a soccer Association supported by local entrepreneurs;
- Savino Del Bene Modena sponsors a soccer team from Piacenza;
- Savino Del Bene Rome took part in the Flash Campaign "AID & RELIEF" to import medical devices and materials from China.

#### *Savino Del Bene's Sister Companies also support local associations and charity programs, such as:*

- Albatrans S.p.A. makes a yearly donation to the charity foundation Telethon and to the Meyer Pediatric Hospital;
- Danesi Cargo S.r.l., based in Marina di Carrara, sponsors a local C League soccer team and, during the COVID-19 emergency, made a donation to the NOA (Nuovo Ospedale Apuano) Hospital;
- Aprile S.p.A. sponsors an A League volley team in Ancona.



# Green

## COMMITMENT TO SAFETY AND TO THE ENVIRONMENT

Improving conditions within the the work environment is a must.

Savino Del Bene guarantees the sustainability of its business through a range of processes across all business functions, oriented towards innovation and achieving long-term objectives. Sustainability is also guaranteed through the assessment and management of risks, which contributes to their prevention or mitigation. With the development and implementation of the "Quality, Environment, Health and Safety at Work" Policy, the Company has taken on the responsibility to promote continuous improvement in HSE performance and to promote an integrated approach to environmental sustainability. In particular, information regarding CO2 emis-



sions are included in our Track & Trace.

Savino Del Bene has implemented the e-AWB system and has developed the in-house eDocs tool to view, upload and manage shipping documents on Savino Del Bene's Webportal, with the scope of encouraging paperless work.

All staff are required to do their work by ensuring the safety of operations, the environment and the quality of the final product. Savino Del Bene obtained the 2019 Ecovadis Bronze medal, one of the world's most trusted providers of CSR Rating.





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## Quality, Health & Safety, Environment, Ethics and Social Responsibility POLICY

*Management invites all to share our policy committed to:*

1. Evaluate risks and mitigate potential threats that could impact the business, individuals and infrastructure.
2. Focus on growth of human resources by investing in university graduates and specialized schooling projects.
3. Prohibit forms of discrimination based on age, gender, racial or ethnic origin, religion, political and trade union opinions, physical conditions, nationality, civil status or sexual orientation in respect of our code of ethics.
4. Monitor and maintain the necessary flexibility to respond to the client's needs.
5. Openly share our policy and company values within and without the organization.
6. Monitor the efficiency and reliability of our processes and procedures.
7. Enforce the respect of the laws and regulations on all levels: local, national and international.
8. Reduce waste and limit the use of natural resources.
9. Recycle and correctly dispose of waste material.
10. Make the workspace safe, healthy and pleasant.
11. Update technology regularly in order to guarantee the best service possible, monitor the processes, control Quality and Environmental and Health & safety factors, archive data and documents.
12. Carefully evaluate carriers, service providers and third parties in respect of the company policy and values.
13. Implement efficient actions to solve and prevent non-conformities and non-compliances and promote continuous improvement of the management system.
14. Guarantee sufficient funding and human resources to carry out activities.
15. Improve internal and external communication of the QHSE policy and company goals by means of the website and worldwide intranet.
16. Evaluate and control environmental impact connected to shipments and inform customers about it, promoting a more conscious choice in line with their expectations.

Florence, May 4, 2020

Paolo Nocentini  
Cavaliere del Lavoro



**Quality Management System  
since 1997!**



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# Security

## LOGISTIC AND SUPPLY CHAIN SECURITY

Savino Del Bene acknowledges the importance of maintaining the integrity and security of the international supply chain.

We work together with our carriers, vendors, suppliers and customers to promote security measures and programs.

Savino Del Bene complies with voluntary certification programs to guarantee the logistics and supply chain security, such as: AEO, TAPA, China Class A, C-TPAT, AMS and AAMS and SFI Provider.

### CERTIFICATIONS:



### ACCREDITATIONS:





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