



# **Amplifon's Sustainability Policy**

# OUR PURPOSE

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WE EMPOWER PEOPLE TO  
REDISCOVER ALL THE  
EMOTIONS OF SOUND

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# OUR MISSION

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WE TRANSFORM THE WAY HEARING HEALTHCARE IS PERCEIVED AND DELIVERED WORLDWIDE, MAKING IT A NATURAL CHOICE FOR PEOPLE TO SEEK THE SUPERIOR CARE AND EXPERTISE OF OUR HEARING CARE PROFESSIONALS.

WE STRIVE TO UNDERSTAND THE UNIQUE NEEDS OF EVERY CUSTOMER, DELIVERING THE VERY BEST SOLUTIONS AND AN OUTSTANDING EXPERIENCE.

WE ATTRACT, DEVELOP AND EMPOWER THE MOST TALENTED PEOPLE, WHO SHARE OUR AMBITION TO CHANGE THE LIVES OF MILLIONS OF PEOPLE ACROSS THE WORLD.

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# PURPOSE

The purpose of this Sustainability Policy (hereinafter referred to as the “Policy”) is to set Amplifon’s (hereinafter referred to as the “Company”) sustainability priorities and commitments towards its stakeholders at every organizational level. Therefore, this Policy aims at defining the guiding principles for all Amplifon’s people so that they behave responsibly in the daily management of their activities.

# SUSTAINABILITY COMMITMENT AND GOVERNANCE STRUCTURE

Sustainability is inherent in Amplifon’s Purpose of empowering people to rediscover all the emotions of sound. The Company is committed at all levels to actively identifying opportunities to create long-term value both for the business and for the communities where it operates. By enhancing its intangible assets and social impact, Amplifon supports the development of an increasingly sustainable business to respond to its stakeholders’ needs. Amplifon’s people are the asset that make business tick allowing the improvement of millions of lives worldwide while keeping up with the best ethical standards and managing risks that may impact present and future performance.

In accordance with these commitments, Amplifon’s Risk, Control and Sustainability Committee oversees the sustainability aspects related to the Company’s activities with the aim of supporting the Board of Directors in performing its functions.



# AMPLIFON'S VALUES

Amplifon commitments towards sustainability arise from the values on which the Company's activities are founded, thus defining the way all its employees act and behave worldwide.



## CUSTOMER DEVOTION

to serve customers' best interests with passion and seek to surprise them by always going the extra-mile.



## PERSONAL IMPACT

to empower Amplifon's people to think freely, perform and succeed, working together to make a lasting difference.



## EVERYDAY EXCELLENCE

to take accountability for setting and delivering the highest standards of quality, and never give up.



## FORWARD THINKING

to listen to the world and embrace every challenge with the ambition to learn, grow and innovate with speed and agility.



## ACTING RESPONSIBLY

to do well by doing good, working with integrity and showing respect to everyone, every time.

# SUSTAINABILITY PRIORITIES

Amplifon, as a global leader in hearing solutions and services, focuses its sustainability commitment in four main areas, recognized as the ones in which it can contribute the most.

## 1. Product & Service Stewardship

Amplifon is aware of its pivotal role in the hearing care arena and is firmly committed to providing its customers with the highest quality solutions by assuring their effectiveness, personalization and safety, as well as delivering an outstanding experience addressing each customers' needs. To this extent, Amplifon is committed to:



- ensuring and enhancing customer satisfaction and promoting innovative solutions by listening to clients' needs and stimulating any technological advancement based on the experience of its network of hearing care specialists;
- guaranteeing customer safety in all phases of the hearing care journey by promoting the highest quality and compliance with standards in the products and services it offers;
- ensuring responsible handling of sensitive customers' data by using a series of management tools aimed at applying national and international regulation requirements regarding privacy protection in all Countries of operation.

## 2. People Empowerment

Amplifon believes that its people, regardless their role within the organization, represent the most relevant asset for providing highly value-added hearing solutions and services. As a result, Amplifon strives to attract, train and retain the best talents as well as to guarantee a diverse, inclusive and innovative working environment. More specifically, Amplifon:



- makes every effort to attract valuable people who share a consistent sense of purpose, believe in its values and are committed to innovation and excellence;
- is committed to empower its people's career path by fostering professional and personal development aligned with everyone's potential and aspiration;
- believes that recognizing people's talent is a key aspect for creating a rewarding and inclusive working environment, thus fostering motivation and personal fulfillment;
- undertakes to ensure a safe workplace and promote safety culture.

# SUSTAINABILITY PRIORITIES

## 3. Community Impact

Amplifon's products and services have a high social impact on community worldwide. Amplifon is deeply committed to raising awareness around hearing health, with the ultimate goal of reducing the severe consequences related to hearing impairment and maximizing the positive impact of early intervention. To this extent, Amplifon:



- engages in awareness, prevention and education activities designed to contribute to the wider community, activating valuable partnerships with local and international organizations on initiatives tailored to have a positive sustainable social impact;
- undertakes to make the most of its core expertise and know-how to provide individuals with opportunities to raise awareness about their hearing health situation;
- spreads evidence-based information on hearing health topics by promoting and sponsoring clinical research, professional development of general practitioners and audiologists, as well as through active collaborations with universities, scientific societies and other national and international organizations.

## 4. Ethical Behavior

Amplifon is strongly committed to running its activities in full accordance with local regulatory frameworks and with the highest ethical and moral standards, thus actively working to prevent any type of unethical business practice. As such, Amplifon:



- allows zero tolerance for corruption and unethical practices such as illegitimate favors, collusive behavior and undue pressure exerted directly and/or through third parties;
- ensures ethical and responsible behavior among its entire workforce by enabling a corporate culture of transparency and in accordance with Amplifon's Code of Ethics;
- takes into consideration the impact it has on the environment by monitoring the footprint of both its headquarters and shops network.

## SCOPE

Amplifon's Sustainability Policy applies to all Amplifon's subsidiaries. The Board of Directors is responsible for the oversight of the Sustainability Policy. Amplifon will also periodically communicate to all its stakeholders, through non-financial disclosure, the improvements and achievements related to the Policy and to the Company's overall sustainability performance.

## APPROVAL

This Sustainability Policy was approved by Amplifon S.p.A.'s Board of Directors on December 14<sup>th</sup>, 2018.



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