



## **SOCIAL REPORT**



**Year 2021**



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## 1. VISION AND STRATEGIES

It was in 1998 that La Quinta Stagione S.p.A. opened its doors for the first time. Taken over from an old-established Vicenza jewellery company that had kept up all the Made in Italy tradition over the years, La Quinta Stagione S.p.A. is a veritable experimental boutique where the cult and manufacture of Italian jewels blend with technology and innovation.

La Quinta Stagione S.p.A. has always invested not only in production but also in ethics – respect for society and the environment.

All the diamonds used in La Quinta Stagione S.p.A. jewels are natural, originate from non-conflict-affected zones and respect the WDC's SOW guarantee scheme.

The commitment also extends to raw gold, guaranteeing that the production chain does not include gold that is suspected of financing the violation of human rights.

In 2015, La Quinta Stagione became a member of the RJC, the Responsible Jewellery Council, and obtained the Code of Practice (COP) certification. The RJC is an organisation founded in 2005 with the objective of creating a responsible production chain at international level to promote the high quality jewellery industry. It fosters responsible ethical, social, environmental and human rights procedures in the production chains of diamonds, gold and platinum.

18 May 2022

*Carlo Coin*

*Chairman*



## 2. PROFILE OF THE ORGANISATION

### 2.1 IDENTITY

<i>Company name</i>	<b>La Quinta Stagione S.p.A.</b>
<i>Legal and operational headquarters</i>	Via Dei Molini 129, Vicenza, Italy
<i>Telephone</i>	+39 0444 252999
<i>Website</i>	<a href="http://www.laquietastagione.it">www.laquietastagione.it</a>
<i>Email</i>	info@laquietastagione.it
<i>Tax Code and VAT Number</i>	IT01896620240

### 2.2 OWNERSHIP STRUCTURE

Information/ Memorandum of Association

Register of Companies details

VAT No. IT01896620240

Tax Code 01896620240

Chamber of Commerce/Economic  
and Administrative Index No. 192674

Share capital € 520,000.00

System of administration and control

Memorandum of Association of 12 February 1987

Forms of administration

DIRECTORS

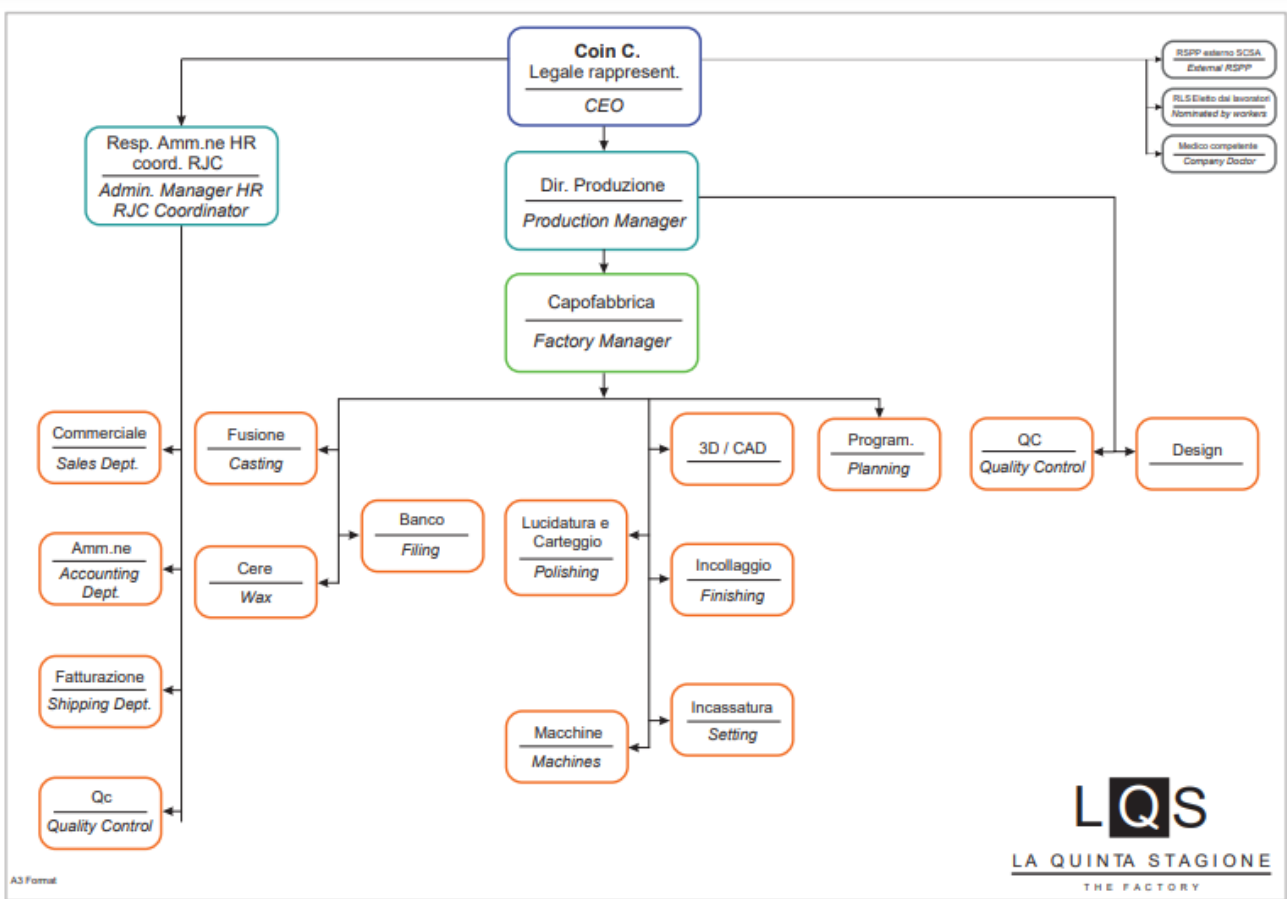
Carlo Coin (Chairman BoD), Pierantonio Bedoni, Paola Regina Ann Coin

Board of Auditors

Number of standing auditors: 3

Number of substitute auditors: 2

Organisation chart





### 3. STRUCTURE OF THE REPORT

The Social Report answers the need to communicate the company's social performance transparently, clearly and in full. The document, therefore, is a useful tool whereby all its stakeholders can learn more about the process that the company has undertaken, directed at attaining ever more ambitious social, ethical and environmental goals. It is published annually; this report contains the data for the year 2021.

Its objectives are:

- to demonstrate the commitment LQS has entered into with respect to its partners;
- to raise the parties' awareness in terms of Social Responsibility and assist in heightening their knowledge of it;
- to highlight continuous improvement by means of the trends of the chosen indicators;
- to report on diligence practices in accordance with OECD and RJC guidelines.




## 4. GOVERNANCE, COMMITMENTS AND STAKEHOLDERS

### 4.1 ADOPTION OF CODES OF CONDUCT, PRINCIPLES AND CHARTER OF VALUES

LA QUINTA STAGIONE S.p.A. has been a member of RJC, the Responsible Jewellery Council, since 2015. It has adopted the standard Code of Practices (COP) and guarantees that it promotes responsible ethical human rights, social and environmental practices *in the entire gold, silver, diamond and precious stone production chain.*

### 4.2 CERTIFICATIONS

La Quinta Stagione S.p.A. is certified by RJC under:

-  Code of Practices (COP) certificate No. 00001540

### 4.3 RJC POLICY

In going about its activity, La Quinta Stagione S.p.A. respects the laws, rules and regulations in force and makes use of specialised companies to ensure that it receives prompt and regular information.

We undertake to comply with RJC principles and procedural rules and make them known proactively to all our stakeholders (employees, collaborators, suppliers and customers). We believe that our stakeholders have a fundamentally important role in enhancing our company's overall competitiveness; this is why we have put a risk analysis procedure in place to appraise the level of our entire production chain's compliance with human rights, workers' rights, the protection of the environment and safety at work.

La Quinta Stagione S.p.A. does not procure precious metals or diamonds from areas of conflict or high-risk areas; suppliers of precious metals issue a declaration of conformity to London Good Delivery with an LBMA certificate and suppliers of diamonds produce a declaration of compliance with World Diamond Council (WDC) guidelines. We also ask our suppliers and outside collaborators to respect the principles and requirements of the RJC Policy, which is displayed at our operational headquarters at Via dei Molini 129, Vicenza, and is also published on our website, [www.laquintastagione.it](http://www.laquintastagione.it).



We do not tolerate any type of bribery of public officials or of any other person in any form or manner in any jurisdiction, even where this kind of activity is admissible in practice, either borne with or not followed up judicially.

We undertake to carry out Know Your Customer and Supplier procedures and forbid the payment of kickbacks or the acceptance of any item of goods.

We will not tolerate the recycling of dirty money and/or the financing of terrorism.

We undertake to make known the characteristics of the products we sell in full and in detail; furthermore, in addition to the supplier's warranty we have put an internal control protocol in place regarding the authenticity of the diamonds we have bought.

We undertake to take appropriate measures to ensure that the products we send reach the customer intact and secure.

We undertake to observe the principles of the confidentiality and protection of private data.

We undertake to ensure that measures are taken for the security of products in our headquarters and during shipment in order to prevent theft, damage or substitutions.

We undertake to take care of the safety and well-being of employees, visitors and other business partners.

We believe in and undertake to respect the fundamental human rights and dignity of every single individual in accordance with the United Nations Universal Declaration of Human Rights.

We do not tolerate recourse to child labour.

We undertake not to have recourse to any forced labour and not to limit the freedom of movement of employees and other subordinate workers.

We guarantee high standards of health and safety in our headquarters and during our activities; we are assisted in this by the Health and Safety at Work Officer and the Workers' Health and Safety Representative.

We undertake not to discriminate by race, ethnicity, caste, country of origin, religion, disability, gender, sexual orientation, the belonging to a trade union, pregnancy, political beliefs, married status, physical





appearance, age or any other restriction not allowable in the work place, so that all persons that are fit for work are granted equal opportunities without discrimination on the basis of factors that are not related to their ability to perform the duties involved in any given position.

We undertake not to carry out any act of physical or psychological harassment or of intimidation in any form.

La Quinta Stagione S.p.A. has laid down a procedure for the management of disciplinary proceedings for behaviour that does not meet COP requirements and to protect persons that report such behaviour from any form of retaliation.

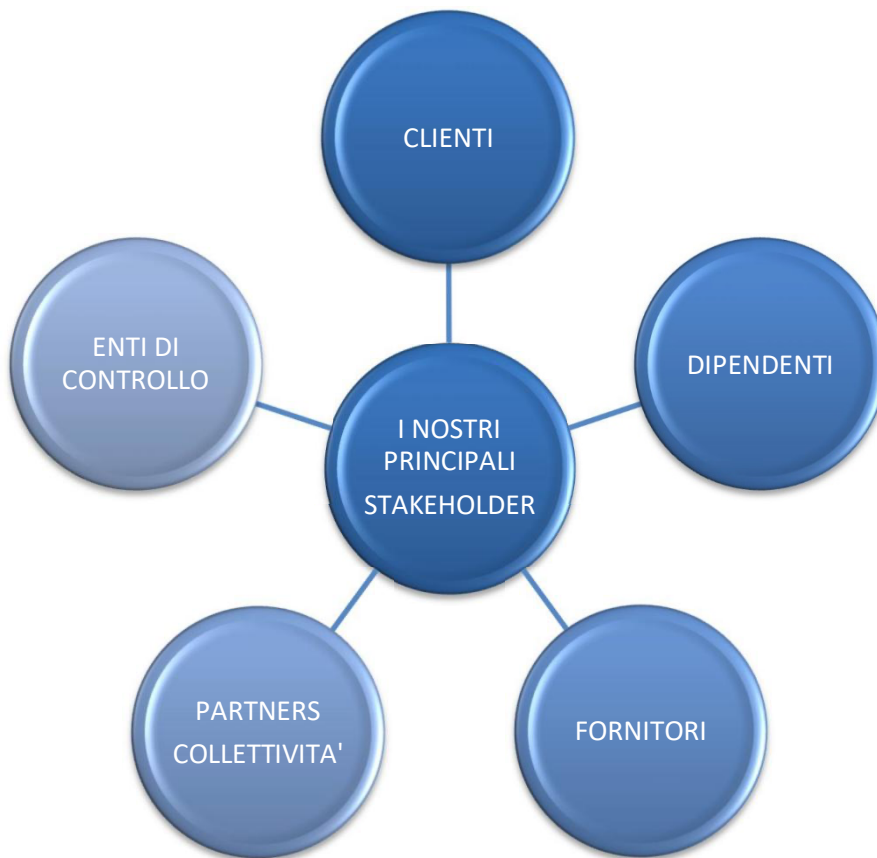
We undertake to observe current laws in the matter of working hours and pay.

We undertake to protect the environment around us:

- removing, but should this not be possible, reducing the use of toxic substances in production operations;
- reducing the negative impact of our activities on the environment to a minimum;
- disposing of waste responsibly;
- cutting down the consumption of paper, water and energy.

*\*The management discusses and considers possible revisions of the Policy annually in order to keep it up to date with our corporate mission and vision.*

## 5. LIST OF STAKEHOLDERS



Stakeholders' expectations regarding the company can be summarised as follows:

- that it preserves its credibility and reputation to ensure growth in the market;
- that it respects ethical and safety at work principles;
- that it does not incur sanctions which may put at risk business continuity, profitability and job security;
- that it maintains a solid earnings and financial performance;
- that it carries out its work with a low stress level in a positive working climate through a good relationship among colleagues and with the management;
- that the management enhances teamwork by showing that it is aware of employees' aspirations;
- that it follows up and manages internal and external whistleblowing reports;
- that it creates synergies with the outside world to pursue the improvement of the company's



organisation and that of customers, suppliers and partners.

## PRACTICES FOR DIALOGUE WITH AND LISTENING TO STAKEHOLDERS

La Quinta Stagione S.p.A. , aware of the importance of listening to stakeholders, has embarked on a process of practices of dialogue that can be summarised as follows:

- rendering an annual account and publishing it on the company website;
- consulting outside auditors during inspections of the accounts;
- gathering suggestions from workers by means of a specific procedure, examining the solutions proposed and put into practice together with their representatives;
- periodically monitoring suppliers by updating their records.

### Internal context

Parties involved	Critical success factors
Owners and shareholders	Operating results, reputation
Manager (process owner)	Knowledge
Employees and collaborators	Labour rights, workplace safety and job security

### External context

Parties involved	Critical success factors
Customers	Reputation, service, quality
Suppliers	Reputation, continuity of supply, passive flows
Insurance	Low risk and event ratio
Financial partners	Return on investment, profitabili



Regulatory bodies

Respect of the law

Communities

Job opportunities, respect of the environment, social participation

### Communities

ROBERTO COIN SPA, the owner of La Quinta Stagione S.p.A., provided the wedding rings of the nurses engaged in the battle against Covid in Italy, France and Spain who married during 2020

Support of the Run 4 Hope Italian non-profit organisation in 2020.

Donation to the Itaca Project in 2021

Donation to the Bocelli Foundation in 2021

Support of the AVAPO voluntary oncological patients assistance association's charity auction in Venice in 2020 and 2021

Support of Global Compact on Education in 2020.

### Context of the organisation and risk

La Quinta Stagione S.p.A. does not make purchases in conflict-assisted areas or areas at high risk as defined in OECD guidelines. The due diligence conducted on customers and suppliers did not bring any risk situation to light during the period from 2015 to 2021. Risk levels, for example, are assessed with regard to juridical nature; conduct at the time the transaction is carried out or an ongoing relationship or professional service is instituted; the geographic area of the customer or contracting party's residence or office; and the frequency and volume of the transactions and the duration of the ongoing relationship or professional service.

### **MONITORING SUPPLIERS**

Suppliers in the precious stone chain are monitored on a continuous basis and the monitoring process is supervised.

The management has laid down the criteria for monitoring and the methods of analysing risk on the basis of factors that may have an impact on ethical sustainability (health and safety, human rights) and on factors related to corruption and the origin of metals and stones.



The procedures for suppliers of services, materials and equipment and for customers differ; the approval procedure may be simplified for COP-certified suppliers and customers according to how well they are known and the duration of the relationship.

Critical issues are evaluated by means of a process of risk assessment of the supply chain that, according to the type of fabrication, the size of the company, its sector and its area of work, establishes whether there could be a high social risk. These assessments are monitored annually and the result was again positive in 2021. Suppliers sign a commitment to abide by RJC requirements.

The following are the data concerning the suppliers that have been assessed under the scheme since 2015:

Suppliers assessed	RJC Policy	% Result
64	64	100%

Suppliers assessed	Number of self-certified declarations	% Result
64	47	73%

**Money laundering monitoring (KYC-KYS)**

Data regarding new suppliers and customers collected in 2021:

Customers assessed	Number of KYC forms	% Result
2	2	100%

Suppliers assessed	Number of KYS forms	% Result
16	16	100%



## 6. SOCIAL PERFORMANCE INDICATORS

### 6.1 FINANCIAL RESOURCES

The accounts are kept by the accounting expert, who provides the head of administration periodically with financial statements composed of the income statement, balance sheet, cash flow statement, notes to the financial statements and annexes to these accounting documents.

These periodical reports are made known to the shareholders for internal information purposes, for their tax aspects and for requests for funding. The publication of these reports is not required.

## 7. MANAGEMENT OF HUMAN RESOURCES

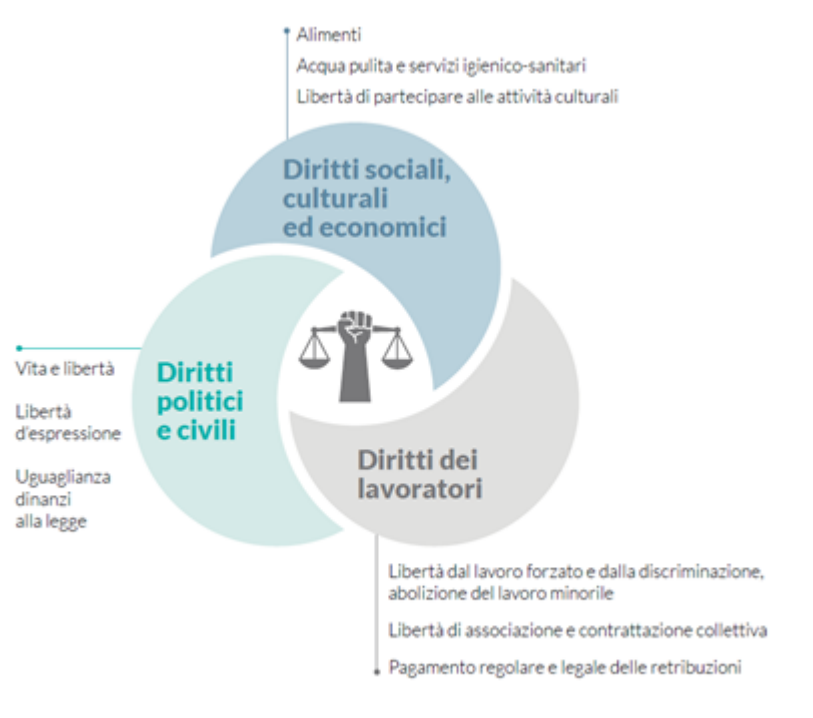
The relationship we have created over the years with the persons that work with us every day has allowed a bond of trust to be built up that is renewed day after day and that strengthens as our company grows. We are convinced and, even more, we believe, that the primary goal of our relationship with our people is to foster their growth and their professional path.

We adopt an approach that is always focused on teamwork, work based on sharing and communicating.

We pay the utmost attention and dedicate our time to the selection of the persons that enter our work TEAM.

Human rights are those rights to which we are entitled simply because we are human beings. They are universally recognised conditions and enable every individual to preserve their dignity.

Which are the human rights:



While there is only one member of staff that is a member of a trade union, UIL in this case, La Quinta Stagione S.p.A. respects workers' right to join one if they so desire and keeps the door open for dialogue with labour institutions when necessary.

## 7.1 APPROACH



Our recruitment policy is based on selecting human resources according to the competencies required by the role without any discrimination of any kind and information is managed in compliance with the regulations for the protection of personal data.

The national collective labour agreement for the jewellery industry is the point of reference for the category and is applied totally in accordance with Italian rules. Labour rights and the right of free expression are safeguarded and recognised by the management. In addition to Italian and international rules, we also recognise declarations regarding human rights and international agreements.

### Safeguards

Family rights, pregnancies verifying health conditions at work, periodic medical check-ups, the assessment of the risk associated with specific activities in order to assure the right to a healthy and safe workplace and the level of stress involved in the work are all protected under the national labour agreement. Training sessions and safety equipment are provided to lessen the risk of incidents at work and forestall situations of physical ill-being.





Working hours comply with the national agreement: the working week is 40 hours; overtime, which is not often required, is treated according to the agreement.

Career development and pay consider the competencies acquired internally or externally without any discrimination.

Child labour, which is defined as work by individuals under 18 years of age, comprises all those forms of work that may deprive minors of their infancy and childhood, their potential and dignity; it is harmful for their social, physical and mental growth. It is work that is mentally, physically and morally hazardous or damaging for minors and interferes with their education:

- taking away their opportunity to go to school; or
- obliging them to leave school before the normal time; or
- compelling them to try to combine attending school with heavy work for excessively long hours.

Under the La Quinta Stagione S.p.A. policy, apprenticeship contracts are not used in order to give young workers lower pay than adults for the same amount and type of work but as an opportunity to enter the company in accordance with the rules governing job training apprenticeships in Italian Consolidated Legislative Decree 167 of 2011, amended by Decree Law 34 of 2014 and converted into law by Law 78 of 2014; the collective agreement for the sector applies to matters not referred to in this legislation.

Video surveillance is utilised as a prevention and suppression measure in the protection of the company's assets against attempts at robbery or theft and/or damage; and to ensure safety at work.

Access on the part of external personnel is recorded on entering and leaving and they are given information regarding security in the factory.

The collective labour agreement for the sector, available for consultation in the administrative office, provides all the necessary information. On engagement, recruits are informed of the components of their pay packet and are told of the main contents of their work contract.



### [Utilisation of the company's property and protection of its image](#)

All employees have the duty of working with diligence to safeguard items of the company's property by behaving responsibly in compliance with the rules governing security and respect of the environment laid down in law. Articles of property provided by the company may only be used in the context of the activity performed at La Quinta Stagione S.p.A. unless explicit authorisation for use outside the company area is granted.

Within the limits of possibility and in any case never jeopardising their personal safety, employees must act in such a way as to reduce the risk of theft, damage or other threats to the articles and resources allocated to them, informing the competent offices in the event of any anomalous situations.

Employees are forbidden from publishing material or information on social networks, blogs and on websites in general that could harm the image of the company or its integrity and/or from undermining its market competitiveness.

### [Utilisation of mobile telephones for personal purposes](#)

The use of mobile phones for personal purposes during work is prohibited except in case of particular and urgent need and after a prior request for permission. It is also prohibited to use any electronic device for personal purposes during work.

### [Welfare](#)

Our aim is to recognise the potential value of our human capital in the company, in the family and in society. We strongly believe that our people's well-being is a great opportunity for us, for our company but, above all, for the improvement of our workers' quality of life; we believe that in the years to come welfare must become an integral part of our commitment for our company.



## 7.2 STAFF STRUCTURE

We always prefer permanent contracts in managing the persons who work for us, in order to create a relationship of loyalty with them all. This has allowed us to invest in their professional growth and maintain a serene environment in which all workers have equal opportunities and rights.

We apply and always refer to current industrial rules and adopt the national collective labour agreement for industrial jewellers and silversmiths.

### Employees' age, seniority, origin, type of contract and gender

Composition by age – our human resources' age is concentrated in the over-30 band

Age bands (years)	18 - 20	21 - 25	26 - 30	Over	Total
Number	3	4	3	51	61

Seniority in the company (years)	0 - 2	3 - 4	5 - 6	Over	Total
Number	27	0	8	26	61

### Area of origin

Area of origin	Numero dipendenti
City of Vicenza	29
Province of Vicenza	27
Other Veneto Region provinces	5
Other Italian regions	0
Abroad	0



### Composition of human resources by type of contract

Number of employees engaged	Permanent contracts	Fixed term contracts	Agency workers
61	40 66%	8 13%	13 21%

Role	Women	Men
executives	0	0
white-collar	13	12
blue-collar	25	11

### Training

Our company applies itself to transferring competencies to our workers in order to enhance their skills by means of internal technical training sessions every year. Obligatory training in safety at work is also always given at the same time. Internal training in the transfer of corporate competencies is also provided in order to assist in changes of personnel in key roles.

### 7.3 DISCIPLINARY PROCEEDINGS AND WHISTLEBLOWING

The national collective labour agreement for industrial jewellers and silversmiths lays down the procedures for managing disciplinary proceedings.

No whistleblowing reports or complaints from internal personnel or external parties were recorded from 2015 to 2021.

### 7.4 WORKING HOURS

La Quinta Stagione S.p.A. sets working hours that fully comply with the rules in the 2017 collective labour agreement for the industrial jewellery sector and the applicable laws in the matter.

### Working hours

Factory Monday to Friday from 08.00 to 12.00 and from 12.30 to 16.30; Saturday from 07.00 to 11.00

Offices Monday to Friday from 08.30 to 12.30 and from 13.00 to 17.00.




## 7.5 PAY

La Quinta Stagione S.p.A. pays its employees in conformity to the collective labour agreement for the industrial jewellery sector and (for former Roberto Coin S.p.A. employees) the collective labour agreement for the commercial sector. The aim as regards this matter is to unify both categories of employees under the industrial jewellery labour agreement.

## 7.6 2022-2023 OBJECTIVES

*Our organisation intends to pursue the following objective during the following two years:*

Building  enlargement and refurbishment of the building doubling its present area.

## 8. HEALTH AND SAFETY

The governance structure for the management of health and safety in the company is composed as follows.

(Employer)
Health and Safety Officer (external advisor)
Workers' Health and Safety Representative (workers' representative)
Company Doctor
Supervisor
First Aid Squad
Firefighting Squad

Personnel are given training as laid down in Legislative Decree 81 of 2008 as subsequently amended and added to, the 2012 State and Regions Agreement and, specifically, in accordance with the provisions of Article 36 and 37 of the above Legislative Decree, on information to workers and on the training of workers and their representatives respectively.



The health and safety management system has taken the aspects contained in the following documents into account:

- Risk Assessment Statement (DVR)
- Chemical Risk Assessment
- Explosive Atmospheres Risk Assessment
- Electromagnetic Field Risk Assessment
- Fire Risk Assessment
- Emergency Plan
- Manual Load Handling Risk Assessment
- Noise Risk Assessment
- Vibration Risk Assessment
- Work-Related Stress Risk Assessment

The company's prevention system consists of technical process instructions and technical safety instructions

concerning the main activities as the need emerges from the Risk Assessment Statement, which is drawn up in conformity to European guidelines.

No hazardous situations have been detected and there were no incidents from 2015 to 2021.

“Zero accidents”

By maintaining the safety culture, the company endeavours to pursue the “zero accidents” target every year. The aspects set out above are presented to the management for review annually together with the health and safety training schedule.

The handling of accidents is monitored by means of dedicated forms and investigations

The purpose is to establish causes, consequences and improvement actions. The company makes use of studies of events that have occurred in order to enhance the efficacy of this system, such as accidents and incidents and near miss accidents or incidents.

The importance of internal Workers' Health and Safety Representatives

Employees may report nonconformities or make suggestions to the persons filling these indispensable roles; procedures are laid down for requesting health and safety documents.

The emergency plan in the company



The primary purpose of the plan is to set down a guidance emergency response procedure that defines the roles, responsibilities and duties of each function in order to deal with the event in question in an organised manner. An evacuation drill is carried out once a year.

## 9. MANUFACTURING PROCESSES AND ENVIRONMENTAL PERFORMANCE

La Quinta Stagione S.p.A. works precious stones carrying out fusion and microcasting operations.

Our ongoing commitment is to preserve the environment around us; specifically:

- we respect the regulations governing emissions into the atmosphere in accordance with permit 502 of 20 September 2012 with an inspection every three years;
- we discharge waste water in the public drains in accordance in conformity to single environmental permit 291 of 2015 with an inspection every four years. The company has undertaken, in any case, to conduct tests of the water that undergoes a purification treatment before flowing into the drains;
- we observe waste legislation; all waste is characterised and disposed of as required by law. The waste material produced by the factory is sent to the metal bank for the recycling of precious metals;
- we cut natural resources consumption by monitoring it constantly and paying close attention to raising personnel awareness. The 2023 objective will be to install a PV plant.



Consumption of electricity in KWh

2015	2016	2017	2018	2019	2020	2021
311,406.00	309,145.00	294,245.00	330,586.00	315,441.00	252,497.00	341,522.00

Consumption of gas in cu. m

2015	2016	2017	2018	2019	2020	2021
cu. m	cu. m	cu. m	cu. m	cu. m	cu. m	cu. m
6,665.00	5,550.00	4,536.00	4,916.00	4,664.00	4,224.00	4,836.00

Consumption of water in cu. m

2015	2016	2017	2018	2019	2020	2021
1083	1175	1633	1993	1990	3052	2950

No environmental notices were reported in the period from 2015 to 2021.

## 10. PRODUCT INFORMATION

The fineness of the gold and of the silver is precisely stated in our invoices.

The material sold is punched in accordance with Legislative Decree 251 of 22 May 1999 on regulations regarding the fineness and identification marks of precious metals in the implementation of Article 42 of Law 128 of 24 April 1998. The stamp is 207Vi.

La Quinta Stagione S.p.A. uses an accredited outside laboratory to verify the fineness of the gold.

The weight in carats, colour, clarity and cut of diamonds and gems is stated in the invoice, as is also the quality of coloured precious stones observing the rules in the CIBJO Gemstone Book.





11. RJC CODE OF PRACTICES



RESPONSIBLE  
JEWELLERY  
COUNCIL

— CERTIFIED MEMBER —

0000 1540



## 12. BIBLIOGRAPHY

- *RJC Code of Practices\_2019*
- *RJC Standards\_Guidance\_2019*
- *OECD Guidelines (Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas)*
- *DODD ACT 2012 - Section 1502, CONFLICT MINERALS*
- *My Company and Human Rights*, European Commission
- *SA8000:2014 Social Accountability International (SAI)*
- *ISO 26000 – Guidance on social responsibility*
- ILO Conventions – International Labour Organisation conventions and recommendations in the matter of the protection of workers' rights, work in dignified conditions and in conditions of freedom, equality, safety and human dignity: <http://www.ilo.org/rome/ilo-italia/convenzioni-ratificate/lang-it/index.htm>
- Constitution of the Italian Republic (1947)
- UNIVERSAL DECLARATION OF HUMAN RIGHTS (UNO 1948)
- *STATUTO DEI LAVORATORI (Workers' Statute) (Italian Law 300, as subsequently amended and added to, of 20 May 1970) containing rules for the protection of workers' freedom and dignity, the right to belong to a trade union and to conduct union activities in the workplace and for recruitment*
- NATIONAL COLLECTIVE LABOUR AGREEMENT - National Collective Labour Agreement for the Industrial Jewellery sector and the National Collective Labour Agreement for the Commercial sector
- Italian Law 977, as subsequently amended and added to, of 17 October 1967 on the protection of child and adolescent labour
- ITALIAN CONSOLIDATED LAW ON HEALTH AND SAFETY AT WORK (Legislative Decree 81, as subsequently amended and added to, of 8 April 2008, on the protection of health and safety in the workplace
- ITALIAN CONSOLIDATED LAW ON THE ENVIRONMENT (Legislative Decree 152, as subsequently amended and added to, of 3 April 2006
- *REACH (EC Regulation 1907 of 2006) - Concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals*
- Italian Legislative Decree 231 of 8 June 2001 on corporate liability for administrative offences on the part of legal persons, companies and associations, even those without a legal status, under Article 11 of Law 3000 of 29 September 2000