



**amplifon  
foundation**

THE SOUND  
OF INCLUSION.



# **SOCIAL REPORT 2023**

# CONTENTS

<b>Letter from the Chairperson</b>	<b>5</b>
<b>Letter from the Managing Director</b>	<b>6</b>
<b>Amplifon Foundation</b>	<b>12</b>
<b>Highlights of 2023</b>	<b>18</b>
<b>Materiality analysis</b>	<b>20</b>
<b>The operation of the Foundation</b>	<b>26</b>
Governance Structure	28
Financial management of the Foundation	35
Further contributors	36
Partnerships and cooperation	37
Human resources of the Foundation	38
<b>The role of the Foundation</b>	<b>40</b>
The reference context	42
Outreach and projects to promote inclusion	43
Participation and promotion of events	44
<b>Projects to promote social inclusion</b>	<b>50</b>
<b>Methodological Note</b>	<b>70</b>
<b>Report of the supervisory body</b>	<b>72</b>
<b>GRI Content Index</b>	<b>78</b>





**"Telling the story of the Amplifon Foundation means, first of all, telling of a dream built over time."**

## LETTER FROM THE CHAIRPERSON

**Telling the story of the Amplifon Foundation means, first of all, telling of a dream built over time.**

The Amplifon Foundation was established as part of the Amplifon group, a global leader in hearing care services and solutions. The group was originally founded in Milan in 1950 by my father, **Charles Algernon Holland**. For many years, my family and I dreamed of creating a foundation that would work in the area of social inclusion, and this dream became a reality in 2020, coinciding with the company's 70<sup>th</sup> anniversary.

After taking some initial emergency actions in response to the 2020 pandemic, over time we have focused our efforts on the elderly, starting with those who are no longer self-sufficient and living in nursing homes (RSA), through our **"Ciao!" project**.

**The project, which now involves more than 20,000 people in over 200 facilities, expanded beyond national borders in 2023, reaching Portugal, and will continue to grow on a national and international scale.** "Ciao!" has allowed us to understand the world, the needs, the fantastic energy and vitality of seniors. Based on this, we are working on developing projects that I am sure will be highly innovative and have a strong social impact.

In addition to the elderly, we also support our community of **volunteers, mostly from the Amplifon group**. They are a strategic asset of the Foundation, in terms of the intelligence, energy, and humanity they bring, and will be fully involved in our projects.

We started only a few years ago but we believe we have developed our own personal style and distinctive character, which are reflected in our social report. First of all, we are an operating foundation, meaning that we do not disburse funds but build and implement projects internally. We focus on a few initiatives that we scale up progressively, but quickly. For us, kindness forms the basis of social relationships and we believe in the value of people, primarily those working at the Foundation, who are part of a strong, cohesive, and passionate team.

We are still a small company, but we believe that *"a great flame follows a tiny spark"*. Therefore, our ambition is to continue to grow bigger and do great things. You can support us too, with your encouragement, advice, and contributions: together, our journey will be extraordinary.

See you soon,

**Susan Carol Holland,  
Chairperson**



# LETTER FROM THE MANAGING DIRECTOR

Dear Friends,

**The social report is an important opportunity to pause and reflect and take stock of all the energy, intuitions, and choices made throughout the year.**

We are now celebrating the fourth anniversary of the Foundation.

**Amplifon Foundation was founded in 2020 and these past 4 years have been significant.**

We started during the pandemic, with the **"Ciao!" project**. The aim was to connect the facilities and reopen them digitally to the outside world during the years that this was prohibited. From simple connectivity to entertainment, there are now around twenty thousand elderly people who, thanks to the video connection systems we donate, enjoy a daily programme of activities ranging from concerts to yoga classes, from digital travel to art therapy classes, from press reviews to fairy tales, stories, musicals, digital games and more.

Last year we achieved our target of reaching **200 facilities in Italy**. Also in 2023, in line with our mandate, we extended our activities across national borders to reach **Portugal**. We have identified the first beneficiary facilities in **France** and by the middle of 2024, we will bring on board six facilities in

Australia, to which we soon hope to add **New Zealand**.

Together with the **UNHCR**, in 2023 the **Foundation renewed its support for elderly Ukrainians and Moldovans** in the outskirts of Chisinau, the Moldovan capital, which has been most affected by the war migrations.

Based on this experience and the volunteering experiences gained in Milan in recent years, we are developing a new project on the topic of dignified housing for the **elderly in the suburbs**. We will start in Milan and gradually extend to two other foreign cities.

**We are a business foundation, and this means that, in addition to the direct beneficiaries, the Foundation must also consider another community: the people of Amplifon.**

Employees are a significant asset of the Foundation, with an extraordinary potential for energy, passion, intelligence and work. Through intelligent and sensitive mobilisation of this community, the Foundation not only **fulfils its mandate but also amplifies the potential impact of its actions**.

In 2023, we began to engage employees in a more organic and structured way, with more than 300 volunteering actions bringing vitality to our project initiatives.



**"We are a business foundation and this means that, in addition to the direct beneficiaries, the Foundation must also consider another community: the people of Amplifon."**







**“Kindness is possible for all of us, a choice that reflects our humanity that is repaid in kind. It is recognised as an inseparable part of a whole.”**

**“The Foundation has launched an important series of projects aimed at translating kindness into a conscious and long-term choice, possible for each of us.”**

Finally, in these significant and truly dramatic years, we have asked ourselves what can we do? The risk, in the face of momentous challenges such as those we are experiencing as a community, is to think that we can do nothing: “It’s not up to me”, “I can’t”, “not me”.

But then again, *what can we do in the face of complicated situations over which we have no control and which do not depend on us?* What can a foundation do in the face of conflicts, violence, and suffering that we are powerless to resolve?

It may not be much but perhaps there is an area in which we can do our part. For us, this is the area of *kindness*. We have noticed that *kindness has disappeared* from our daily lives; *we have excluded* it because it serves no purpose,

it is slow, fragile, mild, and submissive. Because we thought it was useless.

Kindness is instead a tool for *interpreting and experiencing reality in a more intense, **vibrant**, lively and human way. Life makes more sense if we look at it with kindness.*

For this reason, **in fulfilling our mandate of social inclusion in times of great complexity**, we have decided to supplement our more traditional initiatives with **a programme of reflection and work on kindness**.

Because kindness is **possible for all of us, a choice of humanity that is repaid in kind and is recognised as an inseparable part of a whole**.

The Foundation, in addition to including kindness as a core value of its



Code of Ethics, has launched an important series of projects **to translate kindness into a conscious and long-term choice, possible for each of us**.

\*\*\*\*\*

While writing this letter, I asked myself if I am satisfied with what we have done.

And I think the answer is yes. While not everything went perfectly, we achieved our goals and did everything to the best of our ability. We faced every moment with determination and tenacity, patiently resolving any knotty issues

almost always with a smile. And that is why my first thanks go to our Chairperson, Susan Holland, for her attentive vigilance and her confidence. Another big thank you goes to the colleagues of the Foundation (Daniele, Clarissa, Cecilia, and Giorgio) and to the volunteers with whom I share this amazing journey that I never take for granted.

**Maria Cristina Ferradini,**  
Managing Director



# AMPLIFON FOUNDATION



## Vision:

### To enable people to reach their full potential through social inclusion



The Foundation was founded in Milan in 2020 to coincide with the Group's 70th anniversary, with a global mandate to support the inclusion of people at risk of marginalisation and to promote the development of their interpersonal relationships.

**There is a special focus on the elderly and on encouraging them to take an active part in social, cultural and professional life.**

The Foundation's core mission is to address situations of vulnerability, in line with an operational strategy based on its social commitment to the community and Amplifon's stakeholders. The Foundation is committed to working in tandem with other Foundations affiliated with the Amplifon Group, such as the **Miracle-Ear Foundation** in the United States and the **Fundación GAES Solidaria** in Spain.



The decision to focus on the elderly stems mainly from a natural affinity with one of the Group's key target bases and from observations of the social landscape in our country and in many parts of the world.

In addition, working on inclusion by focusing on the elderly allows us to engage with all categories of people and all generations.

There is no single definition for social inclusion. However, for **the Amplifon Foundation, it means shaping society** and striving to **make room for diversity**, recognising the diversity within each of us. **An inclusive society is one in which there is space for everyone, space for the vulnerabilities, intelligence, and stories in each of us.**

The decision to work with and for the elderly was undoubtedly also influenced by the turbulent period during which the Foundation began operating, which was marked by the Covid 19 pandemic. The Foundation found itself acting immediately to meet the needs of those most at risk of infec-



tion, among whom the most vulnerable were the elderly.

This decision was then consolidated as the Foundation, in contact with the elderly, became deeply involved in their lives, their stories and their daily challenges. It was moved by their passion for life and desire for happiness, a contagious energy that was inspiring.

This marked the beginning of a series of projects designed to enhance the role and improve the lives of the elderly, promoting intergenerational awareness, active participation and social inclusion.

The Foundation has brought together resources, ideas, and skills from both the public and private sectors, and continues to evolve with input from all stakeholders. The expanding network of bodies, non-profits, specialised operators, organisers and volunteers

**"An inclusive society is one in which there is space for everyone, space for the vulnerabilities, intelligence, and stories in each of us."**

remains committed to finding innovative solutions for a more inclusive and participatory society.



# Activities under the Articles of Association

As defined by the Articles of Association, the Foundation is a non-profit Foundation and operates pursuant to Article 10 of Law 470/1997 in the following areas:

- **Social and health assistance**
- **Health care**
- **Charity**
- **Education**
- **Training.**

In particular, the Foundation is committed to:

1. Removing barriers that prevent older people and people in marginalised situations from accessing social, cultural, recreational and work opportunities (*"Enabling Participation"*)
2. Facilitating the entry of disadvantaged people into the world of work (*"Diversity and Employability"*);
3. Promoting an inclusive culture that fights against all forms of social stigma and facilitates the inclusion of marginalised people (*"Inclusive Communities"*);

The Foundation pursues its objectives through the implementation of its own programmes and activities, or otherwise through the award of grants to projects and initiatives (funding programmes) – including scholarships or prizes awarded to the disadvantaged persons mentioned above.

In pursuing the above objectives, the Foundation may establish joint initiatives with institutions as well as with public administrations and, in general, with any economic or social operator, public or private, national or international, in the most appropriate manner and in accordance with current laws and Legislative Decree 460/1997.

The Foundation may not carry out activities other than those described above unless directly related thereto and listed in Article 3 of the Articles of Association insofar as they are closely related to the objectives of the Foundation.

It must also be noted that following registration with the Italian Third Sector Register (RUNTS), Amplifon Foundation's new Articles of Association will come into effect and the company will therefore incorporate the initialism "ETS" (Third Sector Entity) into its name, pursuant to Article 12 of Legislative Decree 117/2017.

# HIGHLIGHTS OF 2023







# MATERIALITY ANALYSIS



The materiality analysis carried out in previous years has been updated in the reporting process for the Foundation's Social Report 2023. The analysis entailed a benchmark survey of the Social Reports of similar Foundations and the Guidelines for preparing the Social Reports of Third Sector Entities. The purpose of this survey was to identify, together with those responsible for drafting the Social Report, the issues potentially relevant to the Foundation.

**In 2023, the issues were also evaluated by some stakeholders with whom the Foundation collaborates, such as RSAs, local authorities, universities, UN agencies and NGOs, through an anonymous questionnaire. This evaluation process, which considered the specific characteristics of the Amplifon Foundation and the impacts of its activities, revealed the most relevant material issues.**

The updated analysis resulted in the merging of some issues and the revision of some statements compared to the previous year. Given the operational context of the Foundation, environmental impacts were not considered relevant: However, the expectations of external stakeholders, obtained through regular engagement and dialogue, were taken into account.

# Material issues

AREA	ISSUE	DESCRIPTION	IMPACT
GOVERN- ANCE	Governance and ethics of fundraising	Governance system that ensures transparency in resource management and information in Foundation documents, and promotes ethics in the fundraising system, preventing irregularities through the establishment of reporting mechanisms that monitor the work of the Foundation and its partners, with the aim of protecting beneficiaries and combatting corruption.	Positive impact on stakeholders through equitable distribution of economic value thanks to fundraising activities.  Lack of transparency in the management of fundraising activities could have a negative impact on the activities and beneficiaries of the Foundation and potentially be in breach of the applicable internal and external standards, regulations and laws, with social, environmental and economic consequences on society.
	Partnerships and interaction with stake-holders	Channels of ongoing interaction with all stakeholders with a view to improving performance and listening to different needs. Cooperation with other agencies, partners and external stakeholders with a view to promoting the Foundation's mission and strengthening its impact.	Positive impact on the beneficiaries of projects promoted by the Foundation due to continuous interaction with and listening to the stakeholders involved and cooperation with partners and external entities.
SOCIAL	Outreach and projects to promote inclusion	Dissemination of information and principles to raise public awareness of social issues and active participation in social, educational and cultural initiatives with a special focus on inclusion and support for the most vulnerable groups, including the elderly, through the allocation of resources for projects in line with the Foundation's mission.	Increased awareness of social issues in local communities thanks to the Foundation's outreach activities and initiatives, and the development of an inclusive culture that promotes diversity, fairness and the inclusion of people in socially isolated situations, thus facilitating the participation of everyone in professional and social life.
	Responsible management of human resources	Management of human resources through the establishment of development and training programmes aimed at improving skills, the promotion of safety in the workplace, and addressing how to engage and remunerate people who work with the Foundation.	Positive impact on Foundation employees due to the promotion of skills, engagement and remuneration activities.



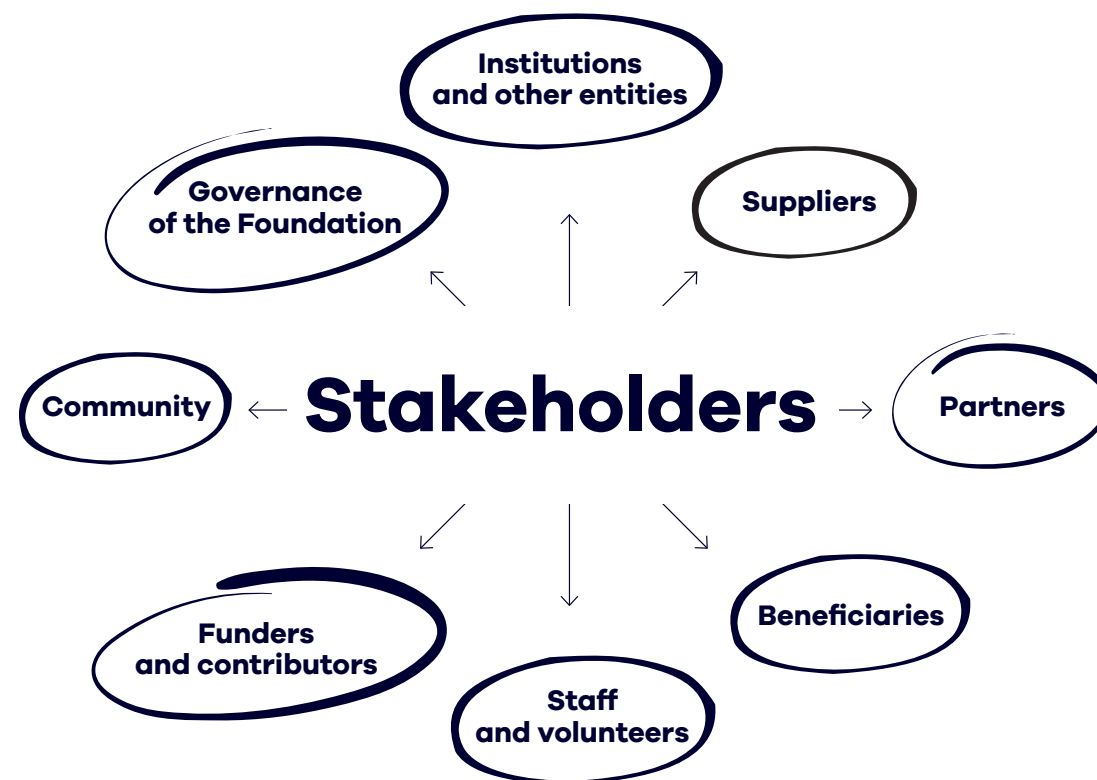
# Stakeholder Engagement

Amplifon Foundation operates in a dynamic international context, where stakeholder engagement is fundamental in pursuing the goal of generating shared economic and social value, based on honesty, transparency and open dialogue.

**All stakeholders with whom the Foundation collaborates are vitally important.**

They each bring a unique and valuable contribution and work in synergy with the Foundation to achieve the established goals. For this reason, the Foundation undertakes multiple stakeholder engagement activities, differentiated by category, thereby making it possible to build strong and lasting relationships with all stakeholders.

STAKEHOLDER CATEGORY	IMPACT
GOVERNANCE OF THE FOUNDATION	Internal communications mainly via e-mail, board meetings, ad hoc meetings
INSTITUTIONS AND OTHER ENTITIES	Networking, meetings, calls
SUPPLIERS	Periodic meetings, social media, newsletters
PARTNERS	Newsletters, groups, monitoring visits, surveys, questionnaires, impact measurement
STAFF AND VOLUNTEERS	Communications via internal Amplifon communication, newsletter, CTAs
FUNDERS AND CONTRIBUTORS	Reports, periodic meetings, social media, newsletters
COMMUNITY	Website, newsletter, social media



**All stakeholders with whom the Foundation collaborates are vitally important.**

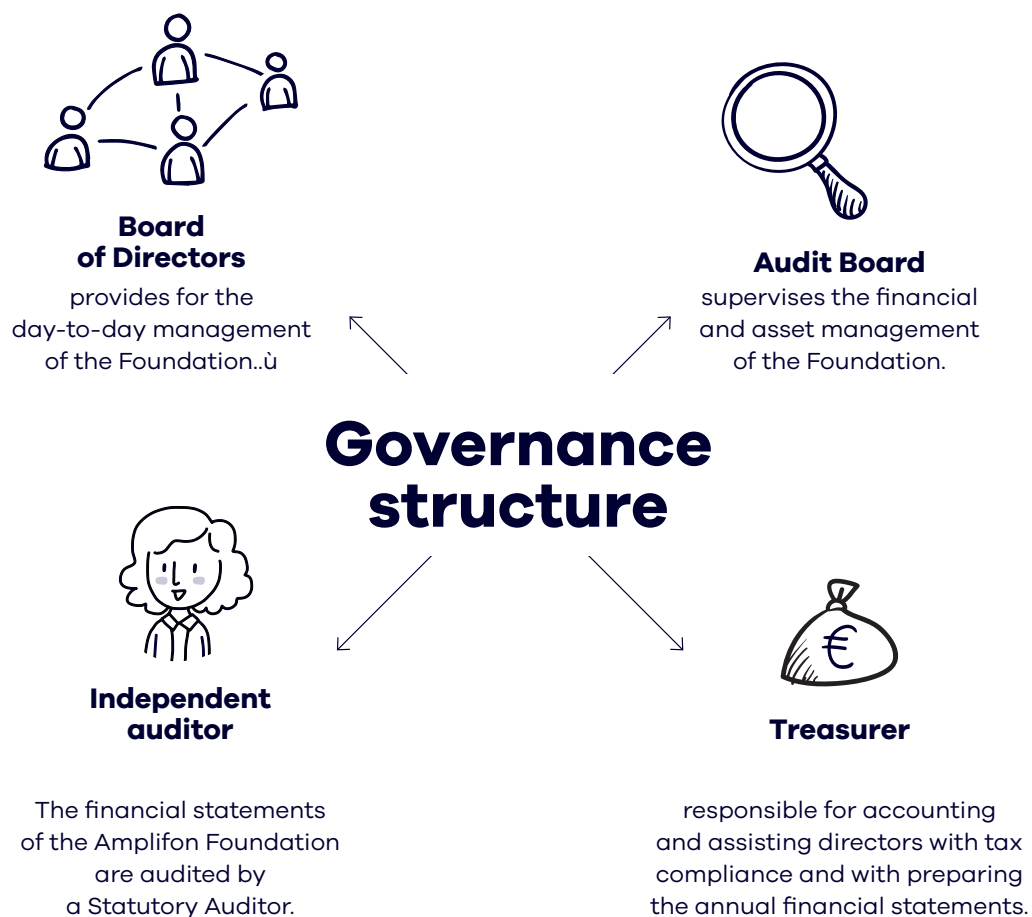




# THE OPERATION OF THE FOUNDATION



# Governance structure



In order to pursue its goals, the Foundation has put in place a Governance system that enables it to work coherently and with complete transparency. Amplifon Foundation's governance structure includes a Board of Directors within which a Managing Director, an Audit Board, a Supervisory Body, an Independent Auditor and a Treasurer are appointed.

The **Board of Directors** resolves on matters essential to the achievement of the Foundation's objectives, approves the programmes and goals of the Foundation proposed by the Chairperson or the **Managing Director**, and reviews the overall management results.

While decision-making is in the hands of the Board of Directors and its delegates, an external consultant **Treasurer**, Andrea Tomaso Corda, has been appointed to take care of the Foundation's banking and cash management, with a view to ensuring greater control and transparency. He will make payments after verifying that the amounts correspond to the budget and BoD resolutions. He also handles bookkeeping and assists directors with tax compliance and in preparing the annual financial statements.

The **Audit Board** supervises the financial and asset management of the Foundation, ascertains compliance with the provisions of the law and the Articles of Association, and examines the proposed budget and annual balance sheet, as well as the social balance sheet, drawing up the relative reports.

Currently, it comprises a single member, Dr. Nicola Cavalluzzo, Certified Public Accountant and partner in the firm Cavalluzzo - Rizzi - Caldart - Professionisti Associati. The Audit Board remains in office until the approval of the annual financial statements for the third fiscal year following its appointment and may be reappointed.

The **Supervisory Body** (SB) is responsible for monitoring the operation, compliance and updating of the Organisation, Management and Control Model for the purposes of Legislative Decree 231/2001, and for promoting and monitoring awareness of the Model and the related training.

The financial statements of the Amplifon Foundation are audited by a **Statutory Auditor**, Dr. Teresa Drago, appointed by the Chairperson of the Milan Association of Chartered Accountants and Auditors, at the proposal of the Audit Board.



# Composition, roles and remuneration of the Amplifon Foundation Board of Directors



**Susan Carol Holland**  
Chairperson



**Maria Cristina Ferradini**  
Managing Director



**Luigi Colombo**



**Martino Cortese**



**Francesca Morichini**



**Andrea Silvestri**



**Salvatore Ricco**

The **Chairperson of the Foundation** – who is also Chairperson of the Board of Directors (BoD) and is appointed for life – is **Susan Carol Holland**. She is the Foundation’s legal representative and establishes and maintains collaborative relationships with institutional, public and private entities.

The **Board of Directors**, according to the Articles of Association, comprises a minimum of three (3) and a maximum of eleven (11) members, based on the decision of the Founder when the Board was first appointed and, thereafter, based on the resolutions of the Board of Directors. Members of the Board of Directors serve until the approval of the financial statements for the third financial year

following their appointment and are eligible for reappointment.

The current Board of Directors was appointed when the Foundation was established on 29 January 2020 and served for three years until the approval of the financial statements as at 31 December 2022. Upon expiry, it was renewed by resolution of the Board of Directors on 26 April 2023 and was expanded from six to seven members, from among whom the **Managing Director**, who has an executive role, was chosen.

The Board of Directors establishes annually the general direction of the Foundation’s activities, approves the Financial Budget and the Annual Balance Sheet, and delegates specific tasks to one or more Directors. In addition, the Board administers the Foundation’s assets and decides on the acceptance of inheritances, bequests

or contributions. It meets about four times a year in order to determine the Foundation’s strategy, approve the budget and financial statements, and manage the ordinary, extraordinary, and strategic aspects of the Foundation. Meetings are usually attended by all directors, who were joined by **Salvatore Ricco** in 2023.

Information on the emoluments or fees paid for any reason to members of the managerial and supervisory bodies and the executives is shown in the following table, prepared in accordance with the instructions contained in the Decree of the Minister of Labour and Social Policies dated 05/03/2020, which shows the fees payable for the 2022 financial year to the following persons.

It should also be noted that the Managing Director receives no specific fee for the position but is remunerated as an employee with executive status.

ROLE	FEE
<b>CHAIRPERSON OF THE FOUNDATION</b>	No fees paid during the financial year
<b>BOARD OF DIRECTORS</b>	No fees paid during the financial year
<b>AUDIT BOARD</b>	EUR 5,000 plus statutory charges
<b>STATUTORY AUDITOR</b>	EUR 2,500 plus statutory charges

# Code of Ethics and Model 231



The principles and standards of conduct adhered to by the Foundation are set out in its Code of Ethics, which was formally adopted in 2022 and which also represents the Foundation's commitments to its stakeholders. It is binding on the Foundation as a legal entity and on each person working at the Foundation. The Code of Ethics was developed based on the provisions of the Model pursuant to Legislative Decree 231/01.

In 2022, in compliance with Legislative Decree 231/2001, issued on 8 June 2001, the Foundation adopted the Organisation, Management and Control Model ("Model 231"), the aim of which is to define behaviours liable to criminal and administrative sanctions and monitor the main risk factors related to the commission of crimes and offences. Divided into two distinct parts (General and Special), Model 231 aims to formalise the general protocols with a view to preventing the commission of crimes and provides information on specific protocols pertaining to the activities conducted by individual business departments.

It provides for specific disciplinary sanctions for those found to have acted against the Code and Model 231 if the reported fact is confirmed. There are also penalties for anyone acting in violation of the reporting procedure or for those who make unfounded reports if made with wilful intent or gross negligence.

During 2021, 2022 and 2023, no breaches of the Code of Ethics or the 231 provisions were detected within the Foundation.

A Supervisory Body was also appointed in 2022 to monitor the organisation's liability for crimes committed to benefit the organisation. This Body is therefore responsible for verifying the proper application of and compliance with Model 231, reporting any anomalies and proposing updates based on regulatory developments and its supervisory activity.

## Speak-up and Whistle-blowing Policy

The Foundation has adopted a "Speak-up and Whistleblowing Policy" for reporting any issues or wrongdoing, promoting a speak-up culture (freedom to question colleagues and/or superiors) and regulating whistleblowing (a tool for reporting crimes or wrongdoing).

This Policy aims to apply the Foundation's integrity principles through four specific steps:

### PLAN

The Foundation is committed to creating value while respecting the law and the rights of stakeholders. It adopts directives, procedures and instructions that ensure compliance with this commitment.

### DO

The Foundation acts in accordance with directives, procedures and instructions. It avoids a bureaucratic approach that undermines compliance with the Foundation Principles. Those who work at Amplifon Foundation believe in free discussion.

### CHECK

The Foundation carefully conducts accountability checks of the various reporting lines, supervision, and planned audits. Any violations are promptly and effectively investigated and handled in accordance with approved procedures and protocols.

### ACT

The Foundation actively reacts to violations, always seeking to improve how it operates: anything that does not create value or promote compliance with the Foundation's principles needs to be changed or eliminated.

The Policy sets out in detail the reasons and procedures for making a report, the actions carried out once a report is received, and the mechanisms for protecting the reporter and the reported person. It also provides for training on the subject. The Foundation has activated an email address that will be accessible by the Supervisory Body, which will be able to act on the reports made, if necessary.

In March 2023, Directive (EU) 2019/1937, which provides for uniform European legislation on whistleblowing, was transposed into Italian law. The EU directive was transposed into Italian law

with Legislative Decree 24/2023, which repealed the applicable national legislation on whistleblowing and replaced it with the European regulation.

For the Foundation, the new rules came into force on 17 December 2023. This necessitated updates to the Code of Ethics, Model 231, and the disciplinary system, which were approved by the Board of Directors on 30 November 2023. Provision was made for specific sanctions for acts of retaliation or breaches of the confidentiality of the reporting procedure, and a new internal channel along with protections for all involved parties was established. On this





occasion, the SB was also assigned the task of managing reports filed for whistleblowing purposes.

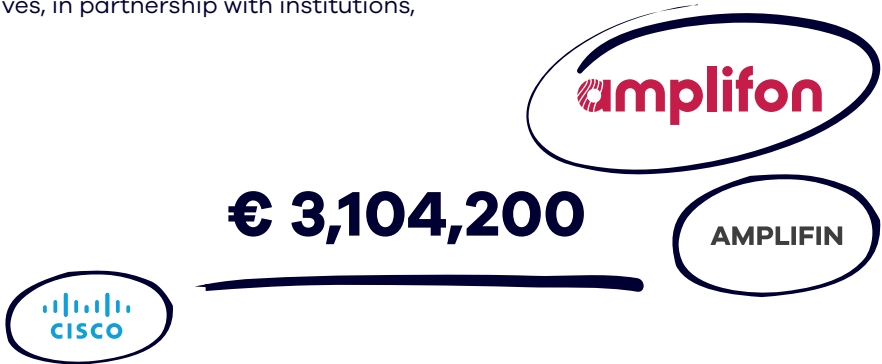
Finally, these updates also provided an opportunity to introduce into the Code of Ethics the **“principle of kindness”** that guides the Foundation in the pursuit of its ethical vision and mission, as described in more detail below.



# Financial management of the Foundation

The Foundation operates with the contributions it receives in cash or in goods and services to implement or support social, cultural and educational initiatives, in partnership with institutions,

public administrations, and public and private entities. Amplifon Foundation’s main supporters are the companies Amplifon and Amplifin.



DONATION BY CONTRIBUTOR	CURRENCY	2021	2022	2023
AMPLIFON	Euro	1,300,000	1,500,000	1,500,000
AMPLIFIN	Euro	500,000	500,000	500,000
FUNDRAISING AMPLIFON EMPLOYEES (I.E., “5 PER MILLE”, COLLECTION CAMPAIGNS)	Euro		35,384	7,200
OTHER DONORS (RSA, DLL, SAMSUNG, EATALY, EVENTS)	Euro	49,423	33,996	97,000
TOTAL	Euro	1,849,423	2,069,380	2,104,200
CISCO INDIRECT DONATION	Euro	972,577	1,008,970	1,000,000
TOTAL	Euro	2,822,000	3,078,350	3,104,200

## Further contributors

Thanks to **Cisco** and its partner network, technology and equipment for the **"Ciao!" project** has been provided at a reasonable price in the RSAs, representing a significant contribution in terms of sustainability and added value, estimated at around **1 million euros** per year.

In 2023, the Foundation continued to operate without receiving contributions, donations or grants from public bodies. Fundraising activities come under the "other donors" category. Moreover, support for the Foundation's activities was supplemented by the **"5 per mille"** campaign [*translator's note*: The 5 per thousand (0.5%) is a share of income tax that the State distributes on the indication of citizens-taxpayers in their tax return and allocated to non-profit organisations], primarily targeting **Amplifon employees**, and by the **organisations involved in the Ciao! Project**, which provided financial support in the first two years of the project.

In January 2023, a dinner was held to thank all stakeholders, an event that served as a platform for representation and communication. At the same time, a fundraiser was carried out to support Foundation projects.

Currently, the Foundation's funding methods and partnerships do not include calls for proposals. Funding interventions are designed and implemented in line with the Foundation's strategy, with partners selected based on their added value and willingness to participate in a collaborative project process.

De Lage Landen (or **"DLL"**) is one of Amplifon Foundation's main partners. The partnership has not only produced project results but also fostered numerous relationships and shared values, evident through the active involvement of DLL employees in Amplifon Foundation initiatives. This year, the DLL community took part in the Foundation's Christmas initiatives by participating and contributing to its projects through a cash donation.

Furthermore, this year saw the participation of **Samsung**, another important project partner, in the Christmas initiative **"Ciao! There's a gift for you"**, involving its employees and making a donation to the Foundation.



## Partnerships and cooperation

**Amplifon Foundation is supported every day by companies, associations and foundations that make it possible to implement its projects and achieve its goals. The Foundation is able to implement its initiatives thanks to their active cooperation and contribution, and the support of each partner plays a**

**crucial role. Indeed, in just three years of operation, the different forms of cooperation and partner support have made it possible to implement numerous projects and activities.**



Notable collaborations that have led to the development of significant projects for the Foundation include the **Sant'Egidio Community** and **Objective 3**. Please refer to the **Projects to promote inclusion** section for further information on the projects developed in collaboration with the Foundation's partners.

Since 2022 the Foundation has been a member of **Assifero**, an Italian Association of Foundations and Philanthropic Entities. This association is composed of private non-profit entities whose mission is to work for the common good and mobilise private financial, real estate, intellectual, relational and human capital resources. Currently, the Association has 130 members, including family, corporate, community and other philanthropic foundations.



# Human resources of the Foundation

In addition to financial contributions and cooperation with partners, Amplifon Foundation's projects are also supported by its direct employees. Currently, the Foundation has four full-time employees, each hired under a national collective bargaining agreement for the distribution and services sector.

In addition, the Foundation can count on the engagement of Amplifon group employees, who participate as volunteers in various projects. **Over 210 Amplifon employees got involved in 2023, participating in a total of more than 300 volunteer actions** (70% women, 30% men).

To help Amplifon's employees perform their volunteer work to the best of their ability, training initiatives to raise awareness have been organised, during which they learn about the principles and skills needed to help them relate to the elderly during the projects.

The Foundation organises **training courses for both volunteers and employees**. However, in 2023 no training courses were offered for employees, whereas volunteers received a total of approximately 108 hours of training.

**In 2022, on the other hand, a total of 22 hours of training (about 6 hours per person) were provided to employees**, focusing on topics such as prevention and safety, cybersecurity and RUNTS. In 2021, 48 hours of training had been provided to employees, approximately 16 hours per person.

Training and information for volunteers on the best way to interact with the elderly during the various projects is organised before they start their activities.

**"During 2023, there were more than 300 volunteer actions."**





# THE ROLE OF THE FOUNDATION





# The reference context



Access to social opportunities is often compromised for people in vulnerable situations, including the elderly.

To address these challenges, Amplifon Foundation, which was established with the aim of helping to **bridge social gaps** and **promote the value of inclusion**, is inspired by two of the **17 Sustainable Development Goals (SDGs)**.

These goals are universal in scope, applying to both developing and advanced countries, and recognise the existence of common challenges faced by all countries.

The 17 Sustainable Development Goals cover a wide range of interconnected areas that are critical to ensuring the well-being of humanity and the planet.

SDGS RELEVANT TO AMPLIFON FOUNDATION	REFERENCE CONTEX	ROLE OF AMPLIFON FOUNDATION
<b>REDUCTION OF INEQUALITIES</b> 	This goal, which must be achieved, aims to counteract the marginalisation of entire countries by getting people back into educational, cultural, and economic systems. This means enhancing productive skills, artistic and expressive abilities, and the will to educate and learn.	<b>Sustainable development</b>  The Foundation is committed to the achievement of this SDG through the implementation of projects and initiatives that specifically target the inclusion of the elderly population. With the help of volunteers and the use of technology, something that is less familiar to this generation, the Foundation aims to integrate the elderly through entertainment and socialisation activities.
<b>SUSTAINABLE CITIES AND COMMUNITIES</b> 	The goal is to ensure access to safe and affordable housing and in appropriate urban settings. Better housing solutions, in areas that can rely on the public transport and connectivity services that are essential to ensure opportunity and inclusion for those who live there. Attention to urban greenery as a space for physical and social activities and zero-kilometre agricultural production are corollaries to a new idea of the city.	<b>Inclusion, security, resilience</b>  The Foundation is committed to transforming spaces usually frequented by the elderly into more inclusive spaces where different generations can meet and join in leisure and social activities.

# Outreach and projects to promote inclusion

In this context, Amplifon Foundation is committed to the promotion of education and knowledge as well as inclusion and innovation because it believes they are effective tools for change and innovation. The Foundation's activities consist in developing social outreach and information projects and activities that promote active participation, overcome barriers between generations and break down barriers to participation in social and professional life. For the Foundation, inclusion can be divided into three dimensions:

- Enabling Participation (*Partecipazione attiva*):** remove barriers that prevent older people or disadvantaged people from accessing social, cultural, recreational and job opportunities;
- Diversity & Employability (*Diversità e lavoro*):** facilitate the entry of disadvantaged people into the world of work, an area that will be developed in the coming years. In its first four years of operation, the Foundation has focused mainly on the issues of "Enabling Participation".

**Inclusive Communities (*Comunità inclusiva*):** promote an inclusive culture to fight against all forms of social stigma and facilitate the inclusion of marginalised people;



## Awareness and outreach

For Amplifon Foundation, it is crucial to raise awareness on the role of the elderly in their communities as well as on broader value issues. In addition to specific projects, the Foundation promotes its core values on various platforms and social media, including:

**The Foundation's website**  
**YouTube Channel**  
**The company intranet**  
**LinkedIn**  
**Facebook**  
**Instagram.**

These channels are used to communicate updates and content regarding the actions of the Foundation to promote an inclusive culture.

## Participation and promotion of events

The Amplifon Foundation actively participates in events, conferences, and round tables to promote its main themes, contributing to the dissemination of knowledge and awareness on topics related to innovation, the elderly, and social inclusion. Additionally, the Foundation is committed to promoting events and initiatives that support an innovative vision of longevity.

A significant example is **"Fostering Dignity, Inclusion, Health and Empowerment of Older People"**, an event organised in collaboration with the

FitForLife Foundation. Founded in 2020 with the aim of promoting healthy ageing and independent mobility of older people in ageing societies worldwide, the FitForLife Foundation is dedicated to promoting an approach to health that values physical activity and autonomy regardless of age.

On 11 October 2023, the key stakeholders of the two Foundations met to discuss the issues of active ageing and longevity, thus demonstrating a solid commitment to promoting innovative solutions to improve the quality of life of older people.







# The manifesto of kindness



In fulfilling its mandate in these turbulent times, the Foundation has become increasingly aware of the importance of choosing **kindness** as a response to the needs it perceives. The Amplifon Foundation has decided to supplement its more traditional initiatives with **a programme of reflection on kindness, understood as a desired form of actions and relationships, and, ultimately, as an instrument of peace** that is necessary and possible for each of us.

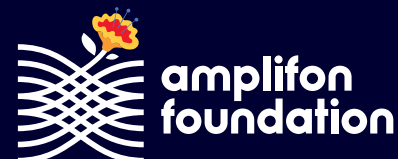
Kindness therefore forms the guiding principle of Amplifon Foundation's work, through various concrete actions, aimed at translating an intuition into a conscious and long-term choice.

On its fourth anniversary, celebrated in January 2024, Amplifon Foundation launched its **"Manifesto of Kindness"**, aimed at stimulating a collective reflection on kindness so that it becomes a possible and viable alternative every day.

The initiative is linked to a **podcast** entitled ***Sulla Gentilezza*** (On Kindness), developed together with **Chora Media** and **Mario Calabresi**. The podcast features the voices of leading figures in civil society: **Franco Arminio, Alessandro Barbero, Cristiana Capotondi, Paola Cortellesi, Vittorio Lingiardi, Stefano Mancuso, Luca Zingaretti** and others. Each of them was asked to consider what kindness means in their world. The podcast has long been among the most listened to in Italy and has been downloaded around **60,000** times. Listen to it here:



In 2023, Kindness was also included in the **Code of Ethics among the mandatory and founding values of the Amplifon Foundation**. The incorporation of kindness into the Code of Ethics aims to mark the Foundation's solid and public commitment to always act consistently in accordance with its values. Moreover, in this way, the choice of kindness becomes a commitment over time, which can grow and develop in increasingly varied and significant directions.



**To be kind takes courage.**

**Kindness may sometimes appear as a weakness, but it is instead a strength.**

**Kindness has always been a part of us.**

**It exists in children from their earliest gestures; it exists in nature and in animals, both tame and wild.**

**Kindness is profound, silent, free, conciliatory and brings hope.**

**Kindness listens and asks for nothing in return.**

**Kindness is to be cultivated, performed, and dispensed in the present.**

**Kindness is nurturing relationships, making them grow, ensuring they take firm root.**

**Kindness is learning from plants, which support each other by intertwining their branches to grow stronger.**

**Kindness is a mighty virtue that is to be practiced with patient perseverance.**

**Kindness is necessary and urgent.**

**Kindness lies deep in the heart and holds the secret of invincibility.**



# PROJECTS TO PROMOTE SOCIAL INCLUSION



Amplifon Foundation plays an active role within civil society and can thus help bring substantial improvements to the community through its cooperation with foundations, companies, bodies, associations and partners. The goal is to reach every individual by working in synergy with all parts of civil society to harmonise the “sound of inclusion”.

Regarding the three priority intervention areas encompassed within the Foundation’s scope of action, the current focus is mainly on Enabling Participation. However, the Foundation’s activities will gradually be extended also to the other two areas, thus bringing even more value to the communities involved.

The projects implemented during the year are outlined below, including those started in previous years that are still managed by the Foundation.

“Ciao!”

	INTERVENTION AREA	RELATED SDG
	ENABLING PARTICIPATION	REDUCTION OF INEQUALITIES

During 2023, the Amplifon Foundation focused its efforts on consolidating the **Ciao!** project, its flagship initiative in which, as at 31 December, **over 200 facilities for the elderly throughout Italy** were involved. The central goal of Ciao! is to improve the social well-being of RSA and nursing home guests through **entertainment** and the **use of technology**.

To this end, each beneficiary facility has been able to access a programme of specially developed content and a video conferencing system provided by **Cisco**.

In addition to the partnerships with **Cisco, DLL, Durante** and **Samsung**, the initiative was a success thanks to the contribution of numerous organisations, including **La Fil (Milan Philharmonic), Mondo Yoga, the Compagnia**

**Gino Franzi, Lucus, Artis ONLUS** and **Con le Mani**. Nursing home guests were offered a variety of activities, including **concerts, yoga classes, theatre performances, virtual trips, and art-therapy courses** tailored specifically to their needs.

The **“Ciao!”** project gave the elderly the opportunity to actively participate in new activities that fully engage them physically, mentally and emotionally, allowing them to immerse themselves in new **interactive experiences**. These activities include **art classes to stimulate creativity, listening to music to relax the mind, yoga to maintain physical awareness, and virtual travel** to counter cognitive ageing.

The Foundation’s activities were complemented by a series of autonomous content and initiatives proposed by the facilities themselves, such as activities with local schools, prayer times, newspaper readings, concerts and virtual meetings, as well as cognitive stimulation activities and board and memory games.

In addition, 2023 saw the international expansion of the **Ciao! Project** with the involvement of three healthcare residences in **Lisbon**, where Amplifon has been operating for 23 years under the Minisom brand.

Using the systems provided, weekly yoga, art therapy, and digital travel

sessions were set up in these facilities, which also implemented games, cognitive stimulation activities, community events, and other initiatives.

The **Ciao!** project is currently expanding into **France** with three facilities in Paris and into **Australia**, specifically in the Melbourne area, where a strategic partnership has been established with Monash University to adapt and develop the model also in that area.

During 2023, a second Project Impact Assessment was conducted using the same methods as in June and December of the previous year, in collaboration with **Cergas SDA Bocconi** in 2022. The results of the assessment confirmed the participation trends observed in the first phase of the survey.

The project continues to directly impact the residents of the facilities by providing high-quality content. It also strengthens trust with the guests’ families by expanding the programme to include activities that receive positive feedback from families.

Furthermore, the **Ciao! project** stimulates staff creativity and promotes the creation of collaborative networks between facilities or with external actors, encouraging the exchange of best practices and the implementation of new ideas and initiatives within the community.



# Corporate volunteering

In addition to the elderly, the Amplifon Foundation, as a business foundation, can count on another significant community: **Amplifon employees, who are involved in the Foundation's initiatives as volunteers.**

**Employees are a real treasure for the Foundation, representing an extraordinary potential of energy, passion, intelligence and commitment.** By interacting with this community intelligently and with sensitivity, the Foundation not only fulfils its mandate but also amplifies the potential social impact of its actions.

During 2023, employee engagement developed more organically than in the past, with **more than 300 volunteer actions.**

**"The Amplifon employees are a significant asset for the Foundation, representing an extraordinary potential resource of energy, passion, intelligence and commitment."**



# “Ciao! There’s a gift for you”

<div>10</div> <div>RIDURRE LE DISUGUAGLIANZE</div> <div></div>	INTERVENTION AREA	RELATED SDG
	ENABLING PARTICIPATION	REDUCTION OF INEQUALITIES

In 2023, the Foundation decided to continue its traditional Christmas project launched in December 2021: **“Ciao! There’s a gift for you”**. This initiative, involving around **120 Amplifon employees**, made it possible to grant over 300 wishes of elderly residents in 15 RSAs in 10 Italian cities participating in the **Ciao!** project.

Like the previous year, in addition to people from Amplifon, the initiative involved around **thirty employees** of two major project partners: **Samsung** and **DLL**. In December, small celebration and gift-giving events were organised in 5 RSAs in the Milan area. This was made possible by the involvement of 15 Amplifon and 5 DLL volunteers, who had the opportunity to meet “their” senior citizen in person, thus creating new bonds and friendships.







## “Let’s dream”



### INTERVENTION AREA

ENABLING PARTICIPATION

### RELATED SDG

REDUCTION OF INEQUALITIES

Let’s dream! This is a volunteer initiative that in 2023 alone involved **50 volunteers and 300 man-hours**. In **2023**, there were **9 events** held involving guests of the Italian RSAs and volunteers in dance shows, lunches cooked by famous chefs, trips, stadium matches and much more.

The project has received positive feedback from all participants.

**A very special edition was experienced by some guests of the Pelucca RSA in Sesto San Giovanni, who were able to cheer on their favourite team at the San Siro stadium. Here is the video:**



***“I’m speechless. Our elders have changed, they have been re-energised and for us it was wonderful: in you, I have found friends! Thanks again to all the guys, they were amazing. Excellent! Bravo!”***

Educator at the Pallavicino Foundation in Busseto (PR), who took part in “Let’s Dream” on 15 November 2023.







# “Ti Passo a Prendere” (I’ll pick you up) Corvette Edition

<div>10</div> <div>RIDURRE LE DISUGUAGLIANZE</div> <div></div>	INTERVENTION AREA	RELATED SDG
	ENABLING PARTICIPATION	REDUCTION OF INEQUALITIES

In the summer of 2023, Amplifon Foundation launched **“Ti Passo a Prendere – Corvette Edition”**, a project involving around **20 volunteers and 40 elderly residents** in the Corvetto District in Milan, carried out with Memorabilia

and the Sant’Egidio Community in Milan. Together with the elderly, **volunteers attend the various shows put on by some of the most famous Milanese theatres, from the Teatro Menotti to the Piccolo Teatro.**

# “WeCare - Volunteering Activity”

<div>10</div> <div>RIDURRE LE DISUGUAGLIANZE</div> <div></div>	INTERVENTION AREA	RELATED SDG
	ENABLING PARTICIPATION	REDUCTION OF INEQUALITIES

The synergy between Amplifon’s We Care programme and Foundation projects made it possible to organise a day of team building and volunteering activities held on 1 December 2023 at the **Airoidi and Muzzi Institute in Lecco**, in which **90 Amplifon employees** from the Corporate Marketing and REX teams took part.

During the event, Amplifon employees had the opportunity to take part in art therapy and singing activities with the facility’s guests and to reflect on their daily lives and the values that guide their personal and professional lives.

# “Vicini in città” (Close in the city)

<div>10</div> <div>RIDURRE LE DISUGUAGLIANZE</div> <div></div>	INTERVENTION AREA	RELATED SDG
	ENABLING PARTICIPATION	REDUCTION OF INEQUALITIES

In partnership with the **Sant’Egidio Community**, to which the Foundation donated around €25,000 in 2023, Amplifon Foundation took part in the **“Viva gli anziani”** (Long Live the Elderly) project. This initiative, first created in 2004, was also rolled out by the Sant’Egidio Community during the national health emergency between June 2020 and March 2021.

Project workers offered assistance to the elderly living in the Corvetto neighbourhood of Milan, paying particular attention to those who live alone and often experience extreme social marginalisation. This involved daily visits to monitor the health of the elderly, helping with daily tasks, and offering companionship.

Thanks to the financial support of Amplifon Foundation, the Sant’Egidio Community extended the scope of the project by involving several *Residenze Sanitarie Assistite* – RSA (nursing homes) across the country. During 2023, Amplifon Foundation continued to support the **“Vicini in città” programme of the Sant’Egidio Commu-**

**nity** to ensure support and assistance for the elderly in Italian cities.

**The goal of the programme is to combat loneliness and isolation by providing home companionship to the elderly.**

**Twenty Amplifon volunteers also participated in** this project in 2023, providing support and comfort to the elderly involved and monitoring their health and well-being. In addition, thanks to time spent in person with the elderly, where possible, bonds were formed and friendships were made with the possibility to exchange small gifts at Easter and Christmas.

In addition to monitoring and visits, the programme has been enhanced by providing access to some paramedical, socialisation and civic services and by strengthening our involvement. The senior hub in Corvetto has received a video conferencing device that it uses on a weekly basis for some of the **Ciao!** activities.

Visibility was also raised through contact with various public and private







entities in the area, especially with the Social Guardians service, priests of the local parishes and the associations of the Corvetto Network. Monitoring activities and the frequency with which they were carried out were tailored to meet individual needs. This approach made it possible to establish a relationship of trust with the elderly, who began to regularly express their requests for help and support.

**The presence of the operators in the area was a key factor in them becoming a point of reference for the elderly, offering not only practical assistance but also psychological and human support.**

Although the number of elderly people included in the monitoring project is lower than initially expected, the outcome has been positive, allowing us to respond more effectively to daily needs and to create a climate of closeness and support that the project aimed to achieve.

***“With “Viva gli anziani!” and support for the Community of Sant’Egidio, we want to promote an ongoing dialogue between the young and old. The dialogue between these two worlds, which have more in common than is often thought, is a fundamental source of enrichment in our society, and should always be protected, nurtured and supported”.***

**Maria Cristina Ferradini, Managing Director**

# “Obiettivo3” (Objective3)

	INTERVENTION AREA	RELATED SDG
	ENABLING PARTICIPATION	REDUCTION OF INEQUALITIES

Amplifon Foundation extended its support for **Objective 3** in 2023. The initiative, created by **Alex Zanardi** to help **disabled athletes** get involved in sports, has already recruited and supported **70 athletes** in its first years of operation.

Supported by the Amplifon Foundation, this initiative promotes the creation of a community bonded by sports friendship that also motivates people affected by traumatic events in their lives to begin again.

# APF Foundation Festival dell’umano

	INTERVENTION AREA	RELATED SDG
	ENABLING PARTICIPATION	REDUCTION OF INEQUALITIES

Amplifon Foundation supported the Festival dell’Umano, the annual event that brings people together to reflect on and discuss the role of people in society. It was attended by more than **250 people, including students, profes-**

**sionals, institutions and companies**, who reflected on **intergenerationality** and **active ageing**, rediscovering the potential of the individual regardless of age, in a continuous exchange of ideas.



# Accademia Teatro alla Scala

	INTERVENTION AREA	RELATED SDG
	ENABLING PARTICIPATION	REDUCTION OF INEQUALITIES

The project consists of **10 podcasts, each lasting 20 minutes**, aimed at reconstructing the **history of opera through unpublished and entertaining anecdotes**. It seeks to engage those who are not typically interested in opera and provide a tool for socialisation and cognitive training for an older audience. Guests of the RSAs participating in Amplifon Foundation's **Ciao! Project** have received the entire podcast collection.

This series offers a unique interpretation of the **history of opera**, not following a chronological discourse or focusing on individual authors, but instead on reintroducing opera into daily life, fashion, and society through selected listenings. It uncovers unexpected connections between opera and advertising, jazz, and popular music starting from the early 1900s. It explores the intense passions evoked by opera stars and the trend of naming children after well-known opera characters such as Othello, Norma or Aida.

The Academy's commitment to promoting arts and entertainment to vulnerable communities has been strengthened thanks to the support of Fondazione Comunità di Milano and Amplifon Foundation. The Silver Collection uses opera music as a "therapeutic" tool to stimulate the memories of older people while also being a valuable resource for a diverse audience, especially young people who appreciate and enthusiastically consume podcasts.

Link to listen to the series:



# Support for elderly Ukrainians refugees in Moldova, with the UNHCR

	INTERVENTION AREA	RELATED SDG
	ENABLING PARTICIPATION	REDUCTION OF INEQUALITIES

Since the start of the war in Ukraine in February 2022, Moldova has welcomed more than one million people fleeing Ukrainian territory. At the end of 2023, an estimated 130,000 Ukrainians remained in Moldova.

**The crisis in Ukraine is one of the largest humanitarian crises in the world affecting a significant number of older people, with 8.9 million individuals, or 24% of the population, over the age of 60. Amplifon Foundation and Amplifon responded swiftly by working with the UNHCR to provide support to refugees, with a focus on the most vulnerable groups.**

In particular, Amplifon's donation and Amplifon Foundation's fundraising efforts contributed to the UNHCR Project **"Support for Elderly and Disabled Refugees"**, rolled out in collaboration with the Italian Ministry of Labour and Social Protection.

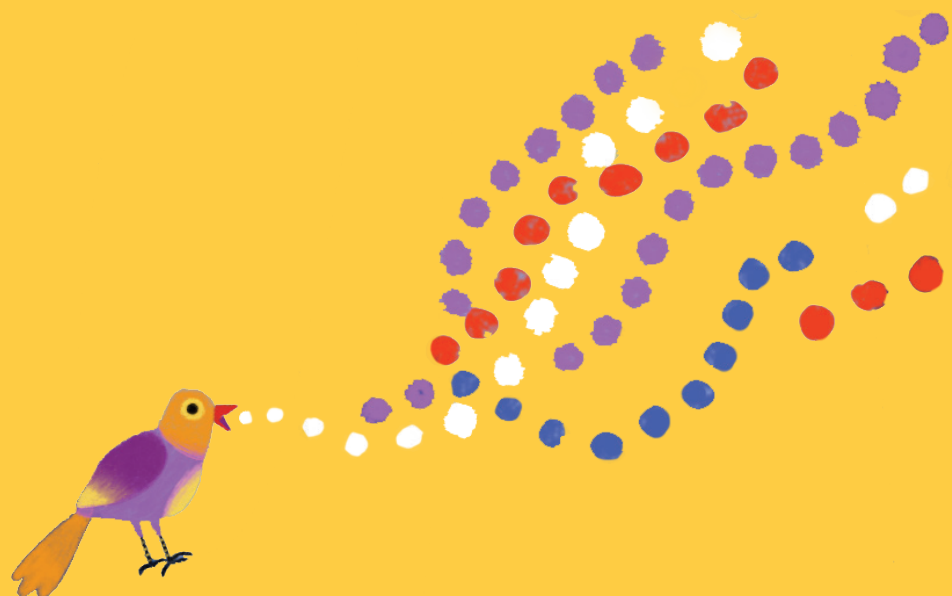
In this context, support was provided to renovate the Refugee Accommodation Centre – RAC in **Valea Rediului, which specialises in caring** for elderly and disabled people.

**Currently, the centre houses 177 people, including 35 refugees, of whom 20 with disabilities and 8 very elderly people who need medical rehabilitation services.** In addition to providing accommodation, the centre offers several types of assistance, including medical assistance and rehabilitation.

A key focus of the renovation, which started in 2023, was on accessibility for residents with reduced mobility, ensuring they can move safely and comfortably within the centre. The centre is manned by qualified personnel and has support facilities and equipment specifically for people with disabilities and the elderly.



# METHODOLOGICAL NOTE



The Social Report Report is a tool for examining the activities carried out and reporting on the social, environmental and economic responsibilities, conduct, and results of the organisation, looking at the activities carried out in order to provide structured and timely information to all stakeholders that cannot be obtained from the economic information contained in the annual financial statements alone.

**The main objectives of the social report are to:**

1. **Demonstrate that actions and conduct are consistent with the Foundation's identity and value system.**
2. **Establish a system of quantitative and qualitative indicators to help our decision-making processes in future projects.**
3. **Evaluate our performance in terms of efficiency and effectiveness.**
4. **Increase the commitment and involvement of stakeholders and external parties by improving communication and sharing our experiences.**

The Social Report 2023 was prepared in accordance with Article 14 of Legislative Decree 117/2017 and is consistent with that stipulated with regard to Social Reports by Legislative Decree 112/2017 and the "Guidelines for the Preparation of the Social Reports of

Third Sector Entities" adopted with the Decree issued on 4 July 2019 by the Ministry of Labour and Social Policy.

The Social Report 2023 was prepared by reporting on a selection of the **"GRI Sustainability Reporting Standards"** published by the Global Reporting Initiative (GRI) as shown in the **"GRI Content Index"** table.

The data reported refers to the activities conducted during the year, the results achieved, and the impacts produced in FY2023 (1 January to 31 December 2023). The scope of the report encompasses the entire entity. In order to allow comparability of data over time, where possible, a comparison was made with data for the years 2022 and 2021.

The material issues, on which the reporting is based, were defined based on a materiality analysis performed by the Amplifon Foundation, updated in 2023 and evaluated by certain external stakeholders, as discussed in more detail in the section "Materiality Analysis".

The Social Report is published on an annual basis. For any information regarding the Social Report, please contact the Foundation by sending an email to: **info@fondazioneamplifon.com**

This Social Report is also available on the Foundation's website: **www.amplifonfoundation.com/it.**



# REPORT OF THE SUPERVISORY BODY





**FONDAZIONE AMPLIFON ONLUS**

Milano – Via Ripamonti, 133

C.F. 97866150150

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**Relazione dell'organo di controllo al bilancio sociale  
chiuso al 31 dicembre 2023**

Al Consiglio della Fondazione AMPLIFON

\*\*\*

**Rendicontazione della attività di monitoraggio e dei suoi esiti**

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Ai sensi dall'art. 30, co. 7, del Codice del Terzo Settore, ho svolto nel corso dell'esercizio 2023 l'attività di monitoraggio dell'osservanza delle finalità civiche, solidaristiche e di utilità sociale da parte della Fondazione Amplifon, con particolare riguardo alle disposizioni di cui agli artt. 5, 6, 7 e 8 dello stesso Codice del Terzo Settore.

Tale monitoraggio, eseguito compatibilmente con il quadro normativo attuale, ha avuto ad oggetto, in particolare, quanto segue:

- la verifica dell'esercizio in via esclusiva o principale di una o più attività di interesse generale di cui all'art. 5, co. 1, per finalità civiche, solidaristiche e di utilità sociale, in conformità con le norme particolari che ne disciplinano l'esercizio, nonché, eventualmente, di attività diverse da quelle indicate nell'art. 5, co. 1, del Codice del Terzo Settore, purché nei limiti delle previsioni statutarie e in base a criteri di secondarietà e strumentalità stabiliti con D.M. 19.5.2021, n. 107;
- il rispetto, nelle attività di raccolta fondi effettuate nel corso del periodo



di riferimento, dei principi di verità, trasparenza e correttezza nei rapporti con i sostenitori e il pubblico, e delle linee guida emanate dal Ministero del lavoro e delle politiche sociali ai sensi dell'art. 7 del Codice del Terzo Settore;

- il perseguimento dell'assenza dello scopo di lucro, attraverso la destinazione del patrimonio, comprensivo di tutte le sue componenti (ricavi, rendite, proventi, entrate comunque denominate) per lo svolgimento dell'attività statutaria; l'osservanza del divieto di distribuzione anche indiretta di utili, avanzi di gestione, fondi e riserve a fondatori, associati, lavoratori e collaboratori, amministratori ed altri componenti degli organi sociali, tenendo conto degli indici di cui all'art. 8, co. 3, lett. da a) a e), del Codice del Terzo Settore.

**Attestazione di conformità del bilancio sociale alle Linee guida di cui al decreto 4 luglio 2019 del Ministero del Lavoro e delle Politiche Sociali**

Ai sensi dall'art. 30, co. 7, del Codice del Terzo Settore, ho svolto nel corso dell'esercizio 2023 l'attività di verifica della conformità del bilancio sociale, predisposto dalla Fondazione Amplifon, alle Linee guida per la redazione del bilancio sociale degli enti del Terzo settore, emanate dal Ministero del Lavoro e delle Politiche Sociali con D.M. 4.7.2019, secondo quanto previsto dall'art. 14 del Codice del Terzo Settore.

La Fondazione Amplifon ha dichiarato di predisporre il proprio bilancio sociale per l'esercizio 2023 in conformità alle suddette Linee guida.

Ferma restando le responsabilità dell'organo di amministrazione per la predisposizione del bilancio sociale secondo le modalità e le tempistiche

previste nelle norme che ne disciplinano la redazione, l'organo di controllo ha la responsabilità di attestare, come previsto dall'ordinamento, la conformità del bilancio sociale alle Linee guida del Ministero del Lavoro e delle Politiche Sociali.

All'organo di controllo compete inoltre di rilevare se il contenuto del bilancio sociale risulti manifestamente incoerente con i dati riportati nel bilancio d'esercizio e/o con le informazioni e i dati in suo possesso.

A tale fine, ho verificato che le informazioni contenute nel bilancio sociale rappresentino fedelmente l'attività svolta dall'ente e che siano coerenti con le richieste informative previste dalle Linee guida ministeriali di riferimento. Il mio comportamento è stato improntato a quanto previsto in materia dalle Norme di comportamento dell'organo di controllo degli enti del Terzo settore, pubblicate dal CNDCEC nel dicembre 2020. In questo senso, ho verificato anche i seguenti aspetti:

- conformità della struttura del bilancio sociale rispetto all'articolazione per sezioni di cui al paragrafo 6 delle Linee guida;
- presenza nel bilancio sociale delle informazioni di cui alle specifiche sottosezioni esplicitamente previste al paragrafo 6 delle Linee guida, salvo adeguata illustrazione delle ragioni che abbiano portato alla mancata esposizione di specifiche informazioni;
- rispetto dei principi di redazione del bilancio sociale di cui al paragrafo 5 delle Linee guida, tra i quali i principi di rilevanza e di completezza che possono comportare la necessità di integrare le informazioni richieste esplicitamente dalle linee guida.

Nel corso dello svolgimento del lavoro, non ho riscontrato elementi che

facciano ritenere che il bilancio sociale al 31 dicembre 2023 dell'ente non sia stato redatto, in tutti gli aspetti significativi, in conformità alle previsioni delle Linee guida di cui al più volte richiamato DM 4.7.2019.

Milano, 23 aprile 2024

L'Organo di Controllo  
  
 (Nicolino Cavalluzzo)





# GRI CONTENT INDEX

Declaration of use		The Foundation has reported the information mentioned in this GRI content index for the period 1 January 2023 to 31 December 2023 with reference to the GRI Standards.		
GRI Sustainability Reporting Standard		Disclosure	Pages	Notes
<b>GRI 2</b>				
<b>The organisation and its reporting process</b>				
2-1	Details of the organisation	Amplifon Foundation	12	
2-2	Entities included in the organisation's sustainability report	Methodological Note	70	
2-3	Reporting period, frequency and point of contact	Methodological Note	70	
2-7	Employees	Human resources of the Foundation	38	
2-9	Governance structure and composition	Governance structure	28	
2-10	Appointment and selection of the highest governing body	Governance structure	28	
2-11	Chairperson of the highest governing body	Governance structure	28	
2-16	Communication of critical issues	Speak-up and Whistleblowing Policy	32	
2-25	Processes to remedy negative impacts	Speak-up and Whistleblowing Policy	32	
2-27	Compliance with laws and regulations		No sanctions have been applied in the past two years	
2-29	Approach to stakeholder engagement	Ongoing interaction with stakeholders	37	
2-30	Collective bargaining agreement	Human resources of the Foundation	38	

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GRI Sustainability Reporting Standard		Disclosure	Pages	Notes
<b>GRI 3</b>				
3-1	Process for defining material issues	Materiality analysis	20	
3-2	List of material issues	Materiality analysis	20	
<b>Governance and ethics of fundraising</b>				
<b>GRI 3</b>				
3-3	Management of material issues	Materiality analysis	20	
<b>NGO sector</b>				
NGO 8	Funding sources by category and the top five donors along with the monetary value of their contribution	Financial management of the Foundation	35	
<b>GRI SPECIFIC TOPICS</b>				
<b>GRI 205: Anticorruption</b>				
205-3	Established incidents of corruption and actions taken	No incidents of corruption have surfaced in the past two years		
<b>Ongoing interaction and partnership with stakeholders</b>				
<b>GRI 3</b>				
3-3	Management of material issues	Materiality analysis	20	
<b>Outreach and projects to promote inclusion</b>				
<b>GRI 3</b>				
3-3	Management of material issues	Materiality analysis	20	
<b>Responsible management of human resources</b>				
<b>GRI 3</b>				
3-3	Management of material issues	Materiality analysis	20	
<b>GRI SPECIFIC TOPICS</b>				
<b>GRI 404: Training and education</b>				
404-1	Average hours of annual training per employee	Human resources of the Foundation	38	



Our heartfelt thanks go to Jordan Canti Cozzi for the photos and moving portraits of this report, to Valeria Petrone for the splendid illustrations, to all the staff of our RSAs, the volunteers, and the seniors who have let us use their images to tell the story of the Amplifon Foundation.



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