



ENVIRONMENTAL SOCIAL GOVERNANCE

# Sustainability Report

2023



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# Letter to Stakeholders

by Maximo Ibarra

## GRI 2-22

In 2023, the continuation of a complex macroeconomic situation and rising geopolitical instability inevitably had strong repercussions on businesses, which were required to deal with higher inflation, growing interest rates and persistent critical issues in supply chains.

In this context, in and of itself highly complex and uncertain, two topics took center stage in the political agendas of the entire European Union and the industrial strategies of players across every economic sector. The first is linked to the increasing incidence of extreme weather events, which is driving us to ask questions about our real ability to meet the targets set by the 2030 Agenda just under six years from its deadline and which tools we own to defend our planet and optimize the use of natural resources. The second concerns an increasingly compelling debate on the revolutionary capacity of Artificial Intelligence, its potential and its risks: discussions that are generating significant synergies between the world of institutions and that of businesses, and which have resulted in the launch of the AI Act, which for the first time establishes rules and limits on the use of technology destined to revolutionize our lives and that, for this very reason, must remain democratic and inclusive.

The AI Act marks a historical milestone, which in the coming months will however need to be accompanied by a reflection on the investments

required to make Europe not only an arbitrator, but also a veritable key player in the ongoing technological evolution. This was also one of the focuses of the B7 led by Emma Marcegaglia, an engagement group which brought together important Italian companies, including us from Engineering, to draw up a series of proposals, also in the technological realm, to be presented at the G7 summit just held in Puglia. Amongst these, the increasingly compelling need emerged to focus on research and boosting skills, to ensure that Europe can become competitive with respect to the United States and China and also inclusive with respect to the citizens to be involved in the benefits generated by digital development.

The two topics of environmental sustainability and Artificial Intelligence, only apparently disconnected, also pose another fundamental question: what can new technologies do to support our sustainability strategies? How can they help us to create social and economic ecosystems capable of generating benefits for all?

In the face of such challenging questions, Engineering is moving forward with an in-depth transformation process, with the hope and objective of increasingly becoming a change agent for itself and for its partners, with the conviction that such significant challenges can be overcome only with a shared strategy.

Last April, we approved the Strategic Sustainability Plan for the years 2024-2026, which for the first time defines measurable goals and targets for all 21 countries in which the Engineering Group operates with more than 80 offices. This step, which has been fundamental for us, bears witness to our increasing desire to strengthen the centrality of ESG policies in company strategies, making technology not only a driver of efficiency, but also an accelerator of environmental and social sustainability: Artificial Intelligence, Virtual Reality, Digital Twins and the Cloud therefore become our change agents, making it possible to create digital solutions capable of responding to current and future global challenges.

The Plan places significant importance on the targets we have set ourselves at environmental level, which in the coming years will see us



committed to reducing scope 1 and 2 greenhouse gas emissions by more than 40%; making efforts to ensure that our offices and data centers in Italy use 100% electricity from renewable sources; making the Group's supply chain greener and helping our suppliers to set CO2 emission reduction targets aligned with the most recent climate science.

We have also set considerable goals in the social and governance sphere, for example by approving a strategy aimed at eliminating the gender pay gap in Italy, which is currently 1.8%, by 2026. With respect to Diversity & Inclusion, the goal is also to increase the presence of women in leadership roles in Italy to 22%, compared to 17% in 2022.

All of the phases and projects of our concrete commitment to ESG matters are described in this new edition of the Sustainability Report, for the third time certified by an external body and designed to discuss how every day Engineering pursues its goal of becoming the most important digital company in Italy and the most significant Italian company in its sector at global level, capable of supporting its partners in increasingly integrating sustainability principles into business activities. This is a challenge that we face by deploying more than 30 proprietary products and our partnerships with the main international tech players and by accelerating our offer of digital solutions that can enable the achievement of ESG targets and which include the adoption of green coding criteria for the development of software with a lower environmental impact.

Obviously, at Engineering we know that all of these challenges can be met only by investing in people, focusing on their training and boosting their skills, to ensure that each and every person can become part of this ongoing change. In 2023, our IT & Management Academy, a fundamental Group asset for nearly 25 years now, provided more than 260,000 training hours to its people. This enabled us to intensify the upskilling and reskilling of our professionals and the young talent entering the company, increasing and complementing their technological and managerial expertise.

A focus on training is part of the new People Strategy, which has seen us evolve from a company that used to manage people in a very traditional manner to an increasingly innovative and structured company: a change driven by a constant commitment to harmonizing, simplifying and digitalizing our HR programs. We worked comprehensively on a new organization, new recruiting methodologies and new training, development and retention plans, without ever overlooking the enhancement of the corporate culture which retains a significant human touch, favoring an inclusive work environment in which everyone feels heard and valued.

The Sustainability Report tells this entire story; About how our Group has made efforts every day to accelerate and support the country's digital and green transformation, to favor inclusive and sustainable economic and social growth. We do this with a view to elevating technology as a tool capable of bringing real benefits to all people: a mission that we strive and need to share with all of our stakeholders, in order to build increasingly solid partnerships and connections to achieve shared objectives. Only by working side by side will we be ready to meet the challenges of tomorrow. The next few years will be crucial, and it will be up to all of us to design, guide and achieve the change with which we can build a future in which technological innovation, the protection of the environment and social well-being can all coexist.

**Maximo Ibarra**  
CEO Engineering Group





**01**  
**The Group**





## Recognitions and awards



### “BEST EMPLOYER BRAND ON LINKEDIN” AND LINKEDIN “BEST TALENT ACQUISITION TEAM”

In March 2023, Engineering was recognized as one of the 3 finalist companies for the “Best Employer Brand on LinkedIn” and “Best Talent Acquisition Team” awards. The recognitions were assigned on the basis of the degree of engagement and interaction with our Company Page and the use of the tool by recruiters during 2022.



### HRC BEST HR TEAM AWARD 2023

Engineering’s IT & Management Academy was awarded first place in the Learning category at the annual Best HR Team 2023 ceremony, organised by HR Community in recognition of its ongoing commitment to creating innovative paths, fostering growth in business, performance and engagement of all Group personnel.



### BBS-BIBLIOTECA BILANCIO SOCIALE 2023 “IDENTITY AND VISION” SPECIAL AWARD

“The global vision of the company’s top management which results in the desire to be a responsible company and how it intends to be it” is the justification of the “Identity and Vision” special award of BBS - Biblioteca Bilancio Sociale which was assigned in 2023 to the Engineering Group for the 2022 Report. A recognition which confirms the importance that Engineering attributes to the integration of sustainability within its core business.



### SUSTAINABILITY LEADER 2023

Engineering was a Sustainability Leader once again in 2023. Il Sole 24 Ore, in collaboration with Statista, the leading independent market research institution, has created a ranking of Italian companies that stand out due to their commitment to their employees, the environment and society. The research took into consideration more than 1,500 sustainability reports of companies operating in Italy, selecting only the best 200, taking as a reference three sustainability macro-areas: environmental, social and corporate governance. This is an important recognition for our Group and a concrete step towards the construction of increasingly attentive and aware corporate social responsibility.



### DIVERSITY EQUITY & INCLUSION AWARD 2023

Engineering was one of the ten recipients of the Diversity Equity & Inclusion Award given to companies during the two Diversity Day events held at Bocconi University in Milan and LUISS in Rome. The award is intended to give a tangible sign of the commitment made by the most virtuous companies in promoting the inclusion of people with disabilities and belonging to the protected categories.



## Profile

GRI 2-1; 2-2; 2-6.

Engineering is the Digital Transformation Company, a leader in Italy and continuously expanding worldwide, with more than 14,000 employees and over 80 offices located across Europe, the United States, South America and Asia.

The Engineering Group, encompassing more than 70 companies in 21 countries, has for more than 40 years supported companies and organizations in continuously developing the way they work and operate, thanks to profound knowledge of business processes across all market segments, while exploiting the opportunities offered by advanced digital technologies and proprietary solutions.

With a strong and constant focus on innovation, through the Research & Innovation division which includes over 450 researchers and data scientists (and a global innovation network of universities, start-ups and research centers), the Engineering Group invests in international research and development projects, exploring revolutionary technologies and designing new business solutions. The Group invests and believes in human capital: through its internal "Enrico Della Valle" IT & Management Academy, it plans ongoing upskilling and reskilling courses for company employees and stakeholders.

The Engineering Group can boast a diverse offer portfolio based on proprietary solutions, best-of-breed market solutions and managed services, and continues to expand its experience through M&A transactions and partnerships with the main tech players. Our presence for more than 40 years across every market segment (Finance, Healthcare, Utilities, Manufacturing and many more) has given us deep knowledge of company needs and has enabled us to anticipate them, while constantly exploring the evolution of technologies, particularly in the Cloud, Cybersecurity, the Metaverse, AI & Advanced Analytics.

Engineering acts as a key player in the creation of digital ecosystems for connecting different markets, developing combinable solutions for continuous business transformation.

## Highlights

Employees

**14,412**

Revenues

**1.7 billion euro**

Turnover abroad

**17%**

Offices worldwide

**80+**

Countries in which the Group operates

**21**

Investments in research

**more than 30 million euro**

Active research projects

**140**

Development laboratories

**2**

Researchers and data scientists

**450+**

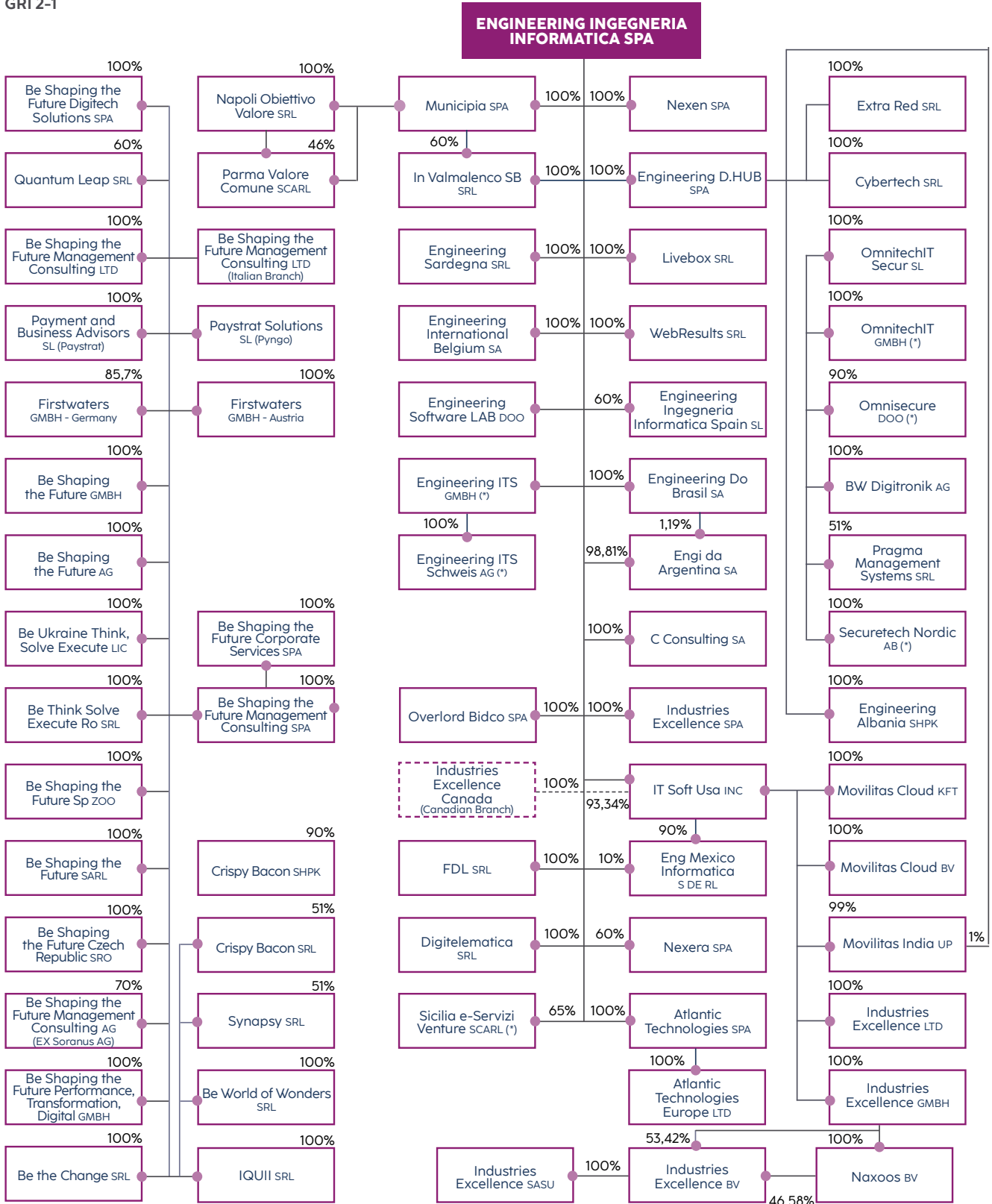
Servers managed

**22,000**



# Group companies (December 31<sup>st</sup>, 2023)

GRI 2-1

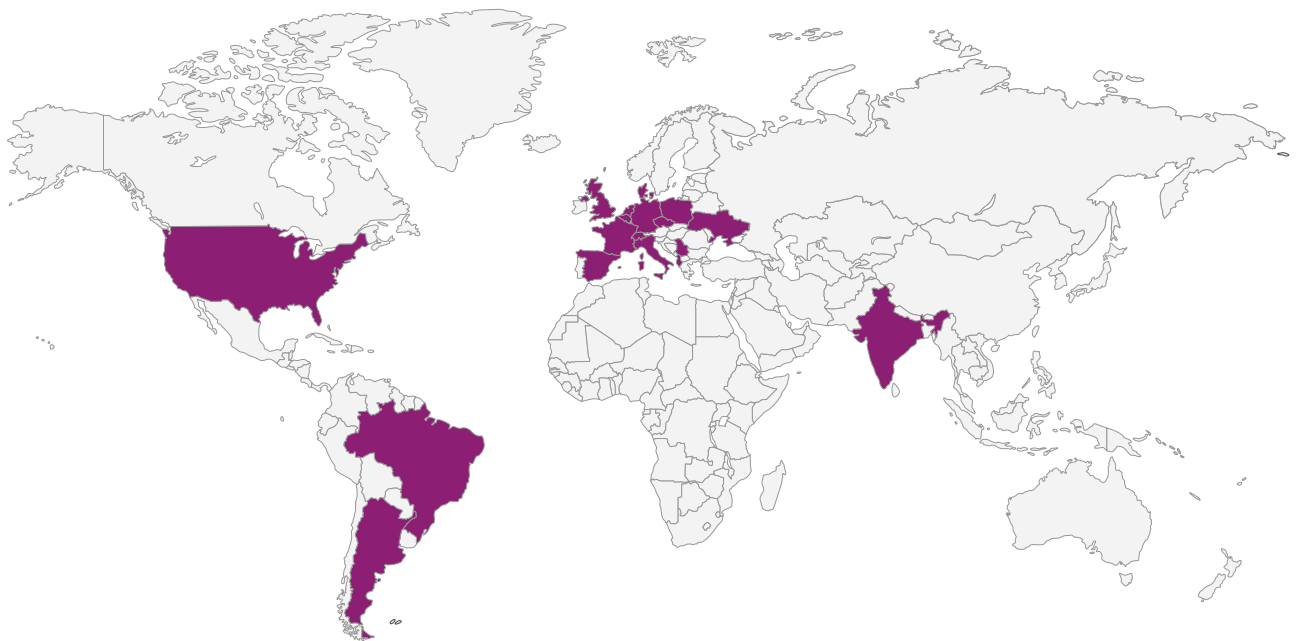


The Group

\* In liquidation.



With its head office in Rome, the parent company Engineering Ingegneria Informatica S.p.A. (“Engineering” or “the Company”) plays a fundamental role as the strategic and managerial command center for its subsidiaries all over the world. It not only supports the offer, but also promotes the Group’s image, underscoring its strong propensity towards innovation.



The Group

To manage its widespread global presence, the Group has developed an organizational structure that guarantees the efficient management of operating processes and corporate governance, strengthening scalability and the constant updating of technological skills.

The parent company’s organizational model includes the following classes of functions:

- Staff, which ensure the efficiency and uniformity of policies and procedures through governance processes and offer their services to the various Group entities;
- Market Business Units, which supervise the vertical markets (Financial Services, Public Administration & Healthcare and Enterprise - which includes the Energy & Utilities, Transportation, Telecommunication & Media and Industry & Services segments) and the development of proprietary products;
- Digital Technologies (Technical Center of Excellence), which are responsible for technological skills and their evolution and manage the correct and effective implementation of our technological solutions.

## Engineering value chain

### GRI 2-6; 2-28

Within its value chain, Engineering provides IT consulting services and acts as a digitalization enabler for companies and institutions.

By implementing innovative technologies and adopting strategic approaches, the Company guides its customers on their digital transformation journeys, optimizing business process and models to make them more efficient, scalable and sustainable. Furthermore, the Group generates value added by securely and reliably managing and storing customer data thanks to its data centers and designing tailor-made digital solutions that meet the specific needs of every market segment.

The Group’s purchases range from operating assets such as hardware and software, used internally or intended for resale, to outsourced services meant to satisfy customer requirements.



The fleet of company vehicles, along with telecommunication services, travel, training and real estate management and maintenance, as well as professional IT services and other advisory services, complete the framework of the main purchases that support Engineering's activities.

In its day-to-day operations, Engineering is positioned as a creator of digital ecosystems aimed at interconnecting diverse markets, favoring business transformation through advanced and flexible technological solutions. Data centers, the heart of our infrastructure, not only support the Group's Italian activities, but also guarantee the quality of customer services. The design and marketing of IT consulting services and software and digital product development, falling within our main areas of expertise, alongside our commitment to Research and Development, performed in our centers of competence, are essential for continuous innovation and for the development of new solutions.

Engineering's market consists primarily of medium and large sized customers, both private (banks, insurance companies, Energy & Utilities, industry, services and telecommunications) and public (healthcare, local and central public administration and defense). Engineering guarantees its customers the technological best fit, to always offer the most suitable technology to various organizations and different businesses. The digitalization of the core processes of primary markets is carried out via proprietary platforms, some of which are veritable market benchmarks. These solutions are the Group's main assets: they make it possible to constantly evolve, alongside our customers, to offer innovative solutions aligned with changing business needs.

In the downstream phase, Engineering delivers its services and products to end customers, guaranteeing the highest security, reliability and efficiency standards even in the after-sales phase, made possible by a system of services and a technological infrastructure, whose point of strength is found in its data centers located in Pont Saint-Martin (AO), Turin and Vicenza.



**Services: innovation that generates value**

In the course of 2023, the Group confirmed its commitment to Research & Innovation activities, in terms of its participation in the main national and European initiatives and associations, as well as its operational commitment: with more than 140 active research projects and over 30 million euro invested during the year, R&I is one of the most dynamic areas of European research and is part of a complex ecosystem of international stakeholders in the scientific, academic and industrial realm.

Research is committed to maximizing commercial impacts across all company markets, and works on cutting-edge solutions and prototypes for domains such as Digital Industry, E-Health, Digital Defense & Homeland Security, Smart Energy & Utilities, Smart Government, Augmented City, Smart Agriculture, Smart Transportation, Digital Media & Communication.

Through an interdisciplinary approach and a constant focus on emerging technologies, the two research laboratories, Data & Analytics and Digital Experience, work across a range of technological areas, focusing especially on AI & Advanced Analytics, AR/MR,VR (XR), Blockchain, Cloud, Cybersecurity, Digital Twin, Internet of Things, and Metaverse.

The team of over 450 researchers works in a coordinated manner at a number of offices located throughout Italy, promoting the spread and exchange of ideas, a key element in our approach to research.

The Group



## Partnerships for innovation: protagonists of the Global Innovation Network

For Engineering, retaining leadership in its sector means moving forward with a number of collaborations with international scientific institutions and top-notch industrial players, as well as coordinating a high number of projects. Through our efforts, the company's position has turned out to be strategic in the international research community, as a partner capable of combining industrial, scientific and academic excellence from all over Europe.

### BIG DATA VALUE ASSOCIATION (BDVA)

BDVA is a non-profit research and innovation organization that currently has over 240 members from throughout Europe, including large, small and medium-sized companies, research centers and users. The mission of BDVA is to develop an innovation ecosystem that best exploits the potential of the data produced by artificial intelligence to achieve a real digital transformation in Europe, promoting research, development and a positive perception of Big Data.

Engineering is a Full Member and a member of the Board of Directors. It also coordinates the Smart Manufacturing Industry group, the Smart Cities group and the Security group.

### ECISO

ECISO is a European non-profit organization that brings together the public administration, universities, research centers and businesses and contributes to the development of the IT security community with a view to building a European cybersecurity ecosystem.

Engineering is a member of the organization and is part of the Partnership Board. It is also co-chair of the WG6.1 Working Group on ecosystems, co-chair of WG2.2 on investments and innovative business models, chair of WG3.7 on smart cities and member of WG5 on education.

### THE EUROPEAN ORGANISATION FOR SECURITY (EOS)

EOS unites players in the security industry and in security research. Working in 15 different countries, the members of the organization provide security research, solutions and services in a number of sectors, including border, cyber, transport and crisis management. The goal of EOS is to provide a collaborative work platform and incentivize the in-depth exchange of ideas and best practices between EU institutions and the European security industry, centers of research, local clusters and associations, for the development of a harmonized European security market aligned with political, social and economic needs.

Engineering is a member of the Board of Directors and coordinates the working group on cybersecurity.

### FIWARE

FIWARE is a non-profit foundation that guides the definition and open source implementation of open standards that allow for the development of smart, portable and interoperable solutions in a faster, simpler and more convenient manner, avoiding supplier-related constraints. The FIWARE Community is an open and independent community that aims to build an open and sustainable ecosystem around public, royalty-free and implementation-oriented platform software standards, which will facilitate the development of new smart applications in multiple sectors.

Engineering is a founder and Platinum Member.

### INTERNATIONAL DATA SPACE ASSOCIATION (IDSA)

IDSA brings together more than 140 companies from over 28 countries, with the aim of developing a global standard for international data spaces (IDS) as well as promoting technologies and the correlated business models that will guide the data economy of the future. IDS allows new smart services and innovative company processes to function in all companies and sectors, guaranteeing that control over data use remains in the hands of those supplying the data (data sovereignty).

Engineering is a member of the Association and one of its employees, the Data Platforms and Ecosystems R&I Unit Head, has been appointed as IDSA Ambassador.

### WATER EUROPE

Water Europe works to promote water security, sustainability and resilience in Europe and beyond, providing a platform for sharing knowledge, dialog and collaboration for the entire water value chain. This attention extends to the response to global social challenges and the promotion of the development of innovative solutions in the global water market, guaranteeing the fundamental human right to water in terms of availability, accessibility, convenience, acceptability and quality.

Engineering is a member and co-leader of the "Digital Water Systems & Interoperability" working group.





## Ownership structure and governance

**GRI 2-9; 2-10; 2-11; 2-12: 2-13; 2-15; 2-17; 2-18; 2-19; 2-20; 2-23; 2-24; GRI 405-1**

The share capital of Engineering Ingegneria Informatica S.p.A. is 100% held by the sole shareholder Centurion Newco S.p.A. As of December 31, 2023, the Group structure reflects the policy of acquisitions and subsequent integration processes that have given rise to a group of more than seventy companies alongside the Parent Company, of which eight are in liquidation. Engineering Ingegneria Informatica S.p.A. exercises managerial and business influence on its direct subsidiaries.

The Company adopts a traditional-type management system which makes it possible to clearly distinguish between roles and responsibilities to ensure integrity and fairness in decision-making processes. In particular, the Shareholders' Meeting is responsible for making the most significant decisions in the life of the Company, including the appointment of the corporate bodies and the approval of the financial statements. Company management is instead entrusted to the Board of Directors, which carries out the transactions required to achieve the corporate purpose.

Lastly, control functions are attributed to the Board of Statutory Auditors, which is responsible for supervising, inter alia, observance of the law and the deed of incorporation and respect for the principles of proper administration, and the independent auditing firm, which is responsible for accounting controls.

During 2023, the Shareholders' Meeting appointed the new administrative body and the new control body of Engineering Ingegneria Informatica S.p.A., and the Board of Directors appointed the new Supervisory Body.

In June 2023, after the appointment of the new administrative body and in implementation of that project, two board committees were established with advisory and proposal functions with respect to the Board of Directors: the Control, Risks and Sustainability Committee (CRSC), the majority of which consisting of independent directors, including the Chairman, and the Committee of independent directors for related party transactions, consisting entirely of Independent Directors.

## BOARD OF DIRECTORS

As of December 31, 2023, the Board of Directors of Engineering Ingegneria Informatica S.p.A. had 13 members, including 10 men and 3 women. The chairman of that governance body is not a top executive of the Company, and 4 directors out of 13 were qualified as independent on the basis of the "Guidance of the Board of Directors of Engineering Ingegneria Informatica S.p.A. concerning the criteria of independence to hold the office of Director of the Company" adopted by the Company on a voluntary basis in June 2023, on the basis of the dedicated independence statements that they had issued. The fixed fees for the members of the Board of Directors are defined by the Shareholders' Meeting.

Particularly with reference to conflicts of interest, the company does not have an internal policy formally governing the management of these cases. Nonetheless, within the Board of Directors, any interests of directors in individual transactions are managed in compliance with regulations in force.

## The structure for monitoring legality

**GRI 2-26; 2-27; GRI 205-3**

Engineering places ethics and integrity at the heart of its business conduct, operating in full compliance with laws in force and according to principles for the protection of rights of all stakeholders.

Engineering has adopted a Code of Ethics, approved by the Board of Directors, which defines rights and fundamental duties and establishes the ethical and social values and responsibilities (internally as well as external to the company) to be referred to by employees, executives, directors, members of the Board of Statutory Auditors, members of the Supervisory Body, temporary or ongoing external collaborators, partners, suppliers and customers.

The employee hiring contract includes a specific article that highlights the importance of having viewed the Group Code of Ethics as well as the Policy for the Prevention of Corruption. Both documents are present on the institutional website as well as in the company intranet.

The Code of Ethics focuses in particular on respect for human rights and labor, equal opportunities and inclusion: the protection of employees and collaborators from all discriminatory conduct linked to ethnicity, national, regional or social origin, religion, disability, gender, sexual orientation,



The Group

family responsibilities, civil status, trade union membership, political opinions, age or any other condition which could give rise to discrimination. These principles explicitly refer to observance of the conventions of the International Labor Organization (ILO), the Universal Declaration of Human Rights and national legislation on labor and non-discrimination.

Engineering has implemented a mechanism for the reporting of irregularities, referred to as “whistleblowing”: anyone who becomes aware of acts that may constitute a breach of the Code of Ethics, laws or company policies, or can create potential risks for occupational health and safety or the environment, is required to report them to the organization through the established whistleblowing channels disclosed according to the methods established by law, also in anonymous form. In line with the goal of continuous improvement and in compliance with Group governance, in 2023 innovation was promoted in the process of receiving and managing reports, which was aligned with industry best practices and the new regulatory aspects introduced by Italian Legislative Decree no. 24/2023 in implementation of European Directive 2019/1937. Engineering has also established the Group Whistleblowing Committee, with the duty of examining all reports while ensuring the confidentiality of the information they contain and with a view to confirming or otherwise the facts reported. A Technical Secretariat was also established at the same time in order to boost coordination and facilitate the organization of activities.

The Committee received and managed 3 reports in 2023.<sup>1</sup>

The 231 Organization and Management Model is currently in force for the Parent Company, Engineering D.Hub and Municipia and Nexen. In March 2024, also on the basis of the results of the integrated 231<sup>2</sup> risk assessment project launched in September 2023, the Board of Directors approved the Parent Company’s new Model. Furthermore, the two Companies Be Consulting and Be Digital Solution, of the Be Shaping The Future Group, also adopted the Organization and Management Model.

An additional important tool for promoting ethical conduct is the Policy for the Prevention of Corruption, which applies to all Group companies and is a fundamental and substantial part of the Organization and Management Model (“231 Model”).

<sup>1</sup> During the 2021-2023 three-year period, there were no reports or cases of forced or child labor.

<sup>2</sup> The Integrated Risk Assessment was carried out for the parent company Engineering Ingegneria Informatica S.p.A., which represents 60% of the Group’s employees.



The Code of Ethics, the Policy for the Prevention of Corruption and the 231 Model are published on the company website, are visible to all and are disseminated and illustrated to new hires during training sessions.

To the same end, the Parent Company and the subsidiaries Municipia and D.HUB have received the certification of their Anti-Bribery Management System according to the ISO 37001 international standard. To spread the tools adopted for preventing and fighting against corruption, the company dedicates specific training sessions to its employees which address topics such as the Organization and Management Model adopted by Engineering in compliance with Italian Legislative Decree 231/2001 and in general the company's approach for the prevention of corruption.

At the end of 2023, 62% of employees participated in anti-bribery training sessions and 46% in sessions on Decree 231. These initiatives led to the recording of 0 cases of corruption in the 2021-2023 three-year period.

On May 31, 2023, the Group Security Department was established. This is a new department for ENG, whose main mission is to guarantee the security and protection of the organization. To this end, multiple functions have been formed within this department, including Fraud Management & Loss Prevention, which is responsible for preventing and

combating fraud, as fundamental components for protecting the company's value and the corporate reputation.

After it was established, this department prioritized the identification of potential fraud risks connected to internal processes in order to suggest the appropriate mitigation measures to be carried out, when necessary. To carry out this activity, recourse was made to the Fraud Risk Assessment process, taking into account leading practices in Fraud Risk Management (Audit Standard 99 and ACFE - Association of Certified Fraud Examiners).

Furthermore, aside from supporting the business lines in anti-fraud matters, the newly established function initiated investigations upon request, generating the relative reporting. In addition, Engineering defined specific procedures for managing relationships with customers, formalized in the "Customer Complaint Management Procedure". This procedure facilitates the proper management of complaints by customers, promoting an effective communication process from outside to inside the organization, and supports the implementation of a continuous improvement process within the company, focusing attention on any critical issues that emerge and guiding efforts to resolve them. Any corrective actions are then managed on the basis of a specific corrective and preventive action management procedure.

The Group





A photograph of a field of red poppies at sunset. The sun is low on the horizon, creating a warm, golden glow. In the foreground, several poppy plants are visible, including a large, vibrant red flower in full bloom and several unopened buds. The background is a soft, out-of-focus field of more poppies. Overlaid on the left side of the image is the number '02' in a large, semi-transparent white font. To the right of the '02' is the text 'Sustainability for Engineering' in a bold, white, sans-serif font.

**02**  
**Sustainability  
for Engineering**



The Group places sustainability at the heart of its business model, recognizing digitalization as a strong lever for positive and sustainable change in business models. Players like Engineering, which are committed to the digital transformation, indeed enable the processes of all organizations, also thanks to the advent and application of cutting-edge technologies.

In the Digital Sustainability realm, Engineering deploys its specialized skills in developing solutions for public and private customers that promote operational efficiency, respect for the environment and the quality of life of citizens, and which often represent the key for facing a range of important social and environmental challenges. The goal for the coming years is to define a strategy that makes it possible to orient and maximize the ESG contribution of business projects and enable the Group to take advantage of new market opportunities linked to global sustainability challenges across all sectors.

As regards sustainability in company management, Engineering has defined concrete targets that are reflected in a path that aims to place the company amongst sector leaders in significant areas such as the fight against climate change, the gender gap, leadership and diversity, green procurement, respect for ESG criteria in the supply chain and sustainability governance.

### The technology that enables sustainability

Engineering has always been aware of its impact in the world and every day makes the best technologies available to serve the growth needs of companies and business opportunities. This awareness is reflected in the Group's intention and commitment to elevate technology every day as a driver capable of generating concrete benefits for all. Specifically, the Company has identified four macro-areas, already subject to a number of services provided to customers, which represent global challenges for society:

- Healthcare
- Energy transition and efficiency, climate change
- Digital citizenship
- Responsible growth

Just a few examples are provided below of projects that give an idea of the central role that Engineering is playing for the Country's modernization and sustainability.







### Healthcare

#### National Telemedicine Platform

For more than 20 years, Engineering has been committed to redesigning the healthcare system through process digitalization and the use of innovative technologies, in order to improve patient care, professional work quality and the sector’s overall sustainability. The company has used this extensive expertise to face a new challenge as well: the creation and management of the National Telemedicine Platform. Along with Almaviva, Engineering was awarded the Agenas concession based on which, for the next 10 years, it will manage the platform that will be responsible for achieving increased integration between regional healthcare services, improving care quality and access for people throughout the country in keeping with the objectives set forth in Mission 6 of the NRRP regarding Digital Healthcare.

Indeed, thanks to cutting-edge technologies like Artificial Intelligence and the Cloud, today Telemedicine can be used not only for emergency situations, but as an effective and stable practice within the healthcare system, where remote prevention and local assistance balance out traditional hospital care. The home is thus transformed into a potential place for the treatment of chronic diseases, freeing up the hospital to handle cases of more acute illness and for more advanced specialized treatments.



### Energy transition and efficiency, climate change

#### Energy Communities

Energy Communities are certainly one of the most efficient tools currently supporting and speeding up the Green Transition, allowing for improved use of renewable energies, with significant impacts on the reduction of CO2 emissions. Renewable Energy Communities (REC) are communities consisting of citizens, companies, local public institutions or SMEs which come together in a specific geographical area to share the energy generated locally by one or more renewable energy facilities. The goal is widespread self-consumption, or sharing the energy produced in the community through the energy distribution grid.

In this context, new technologies become fundamental enablers to manage a complex ecosystem, which sees multiple players interacting within a continuously evolving scenario. To support RECs, Engineering has created Energy Community, a solution that supports the entire Energy Communities life cycle, from the initial formation and set-up phase to design, as well as the management of commercial and technical operations. A module of the Neta Open Suite combinable platform, Energy Community stands out due to its flexibility and the ease with which it can be integrated with customers’ pre-existing IT infrastructure, offering customized services through mobile and web apps. The platform also develops energy forecasts based on weather conditions, defines tariff trends, identifies the presence of stored energy and makes it possible to analyze production, consumption and storage.



## Digital citizenship

### ViviVeneto: a new home for Veneto region residents

ViviVeneto is the first Italian super-app for digital public services: residents, who access it using SPID (Public Digital Identity System), can make use of all public administration and local healthcare services.

Traditionally, a significant obstacle to real digital citizenship has been the fragmentation of digital public services, which are often broken down across a number of vertical portals and apps, each with specific access credentials.

In collaboration with the Veneto Region, Engineering has developed a project to overcome these limits, using Service Design techniques to understand the needs of very user type - workers, users of the national healthcare system, parents, tourists, etc. - and to make the digital service user experience increasingly simple and as user-friendly as possible. Listening to and interacting with residents, which began during the design phase, continues within the app through user conduct analysis services and a dialog area that is always open for receiving suggestions about service improvement and development.

The mobile app acts as a hub for all of the services offered to residents by the Region. The interoperability of data coming from "cloud ready" application services has been exploited, integrating them based on resident requirements and creating an initial version of the super-app, which offers a single point of access via SPID for more than 40 services relating to 4 different apps and 7 different regional portals.

Some of the main functions implemented include providing user guidance and informational support to immediately and directly provide information regarding all public administration, healthcare, tourism, payment and message services.

This work led to a mobile-centric user experience as concerns digital citizenship services, contributing towards personalizing the digital experience and guaranteeing speed and simplicity in responding to the needs of residents.

## Responsible growth

### The advantages of the Digital Twin for increasing production efficiency

Bringing together technological skill and its knowledge of business processes, Engineering is able to support companies and organizations in every sector to strengthen their productivity and profitability, refine data accuracy and optimize data collection.

In particular, Engineering has developed an advanced, dynamic simulation model that generates a Digital Twin of operations, integrating a real-time simulation with production processes. This tool has turned out to be fundamental to identify the optimal layout of structures and equipment and has thus become a key element in investment planning decisions.

Furthermore, Engineering has designed simulation models for automation and control systems, which act as a reference for the optimization of internal production processes. Company specialists have contributed significantly to the integration and connection of advanced digital solutions to improve production operations.

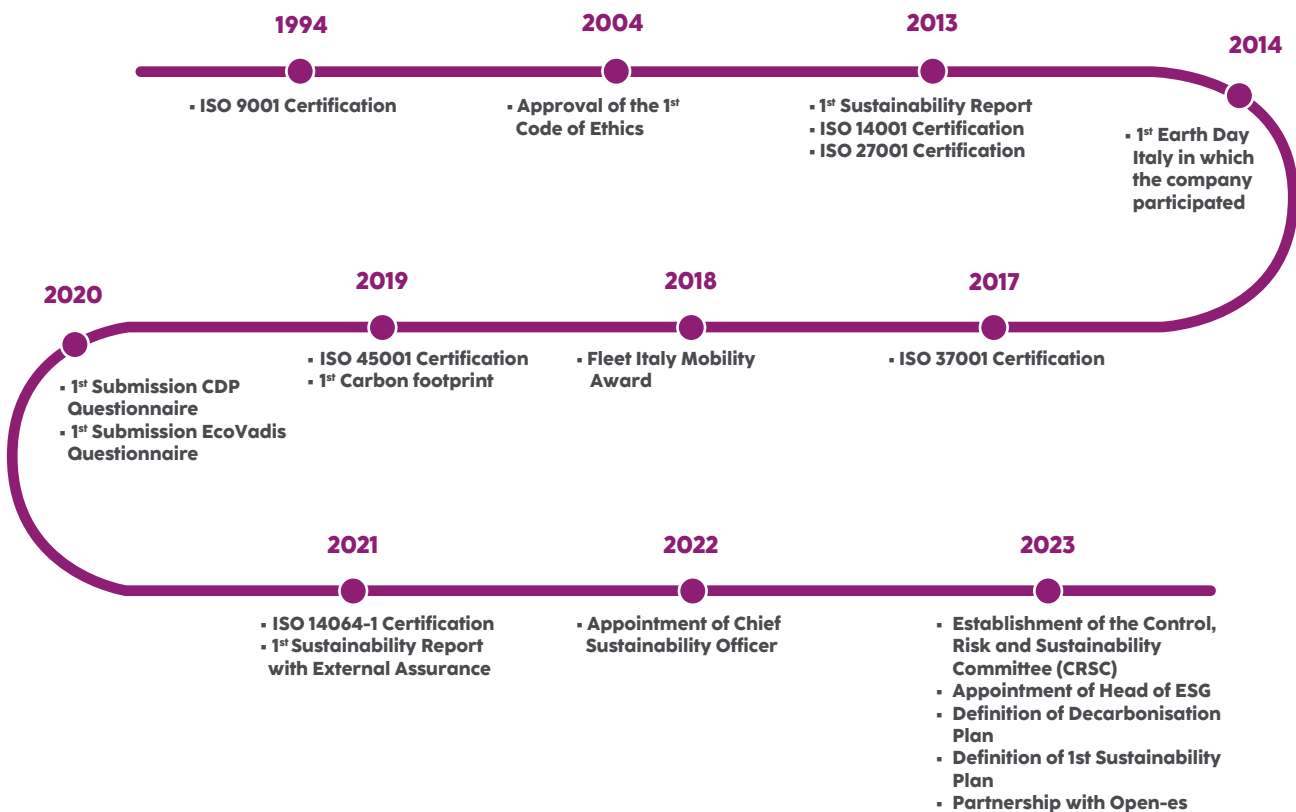
Engineering is currently committed to its constant efforts to perfect and expand the Digital Twins developed, with a view to adding new functions and refining models based on continuously evolving market needs and business trends.



Embarking upon a path towards sustainability requires vision, investments, corporate culture and dedicated structuring at organizational level.

Starting in the early 1990s, Engineering took its first steps, achieving significant goals: from obtaining internationally recognized certifications, to voluntary, ten-year sustainability reporting, until defining governance dedicated to overseeing significant ESG topics.

**Engineering's sustainability journey**



Sustainability for Engineering

Over time, the Group has obtained certifications in the main areas deemed relevant for its operations and business.



**TRANSVERSAL CERTIFICATIONS**

Certification	Scope	% employees covered
ISO 9001:2015	Quality management	60%
ISO 14001:2015	Environmental management	30%
ISO 14064-1:2018	Greenhouse gas emission management	63%
ISO 37001:2016	Anti-corruption	58%
ISO 45001:2018	Occupational health and safety	58%
UNI/PdR 125:2022	Gender equality	59%

**SPECIFIC CERTIFICATIONS FOR THE DATA CENTERS**

Certification	Scope	% data centers covered
ISO/IEC 20000-1:2018	IT service management	100%
ISO 22301:2019	Business continuity management	100%
ISO/IEC 27001:2022	Information security	100%

**Engineering's stakeholders**

**GRI 2-29**

The table below illustrates Engineering’s main stakeholder categories, along with the engagement methods and types of activities whereby the Group communicates and interacts with them. This approach takes into account the validity of the relationship, proximity, level of influence and the effects deriving from the Group’s activities.

Main categories of stakeholder	Engineering map	Methods of interaction, listening and engagement
<b>Employees</b>	More than 14,400 professionals distributed across offices in Italy, Albania, Argentina, Austria, Belgium, Brazil, France, Germany, Great Britain, India, Luxembourg, Mexico, Poland, the Czech Republic, Romania, Serbia, Spain, Switzerland, Ukraine, Hungary and the USA.	<ul style="list-style-type: none"> <li>Internal communication tools (Intranet, mailings, blogs)</li> <li>Internal and external events dedicated to employees</li> <li>MyVoice climate survey</li> </ul>
<b>Customers</b>	More than 2,000 national and international customers in the following sectors: <ul style="list-style-type: none"> <li>- Local and Central Public Administration (Municipalities, Regions, Ministries)</li> <li>- Healthcare (Hospitals, Local Health Units)</li> <li>- Finance (Large banking and insurance groups)</li> <li>- Telecommunications (all major Italian players)</li> <li>- Energy (Energy producers and distributors)</li> <li>- Industry</li> <li>- European and international institutions</li> </ul>	<ul style="list-style-type: none"> <li>Annual satisfaction surveys</li> <li>Continuous relations with our staff of consultants</li> <li>Events dedicated to customers</li> </ul> <p>In 2023, the Customer Satisfaction survey was administered again, to a total of 158 customers, with 91% of responses in the positive assessment area (in particular, 70% were satisfied or very satisfied)</p>



Main categories of stakeholders	Engineering Map	Methods of interaction, listening and engagement
<b>Suppliers</b>	Suppliers concentrated in the following sectors: - IT consulting - Hardware/software for internal use and to be supplied to customers - Company vehicle leases - Management and maintenance of Engineering’s real estate	<ul style="list-style-type: none"> <li>• Recurring relationships with the Purchasing Department and with the company functions of the activities provided</li> <li>• Dialog with the main supplier representation associations</li> <li>• PAGE supplier portal (Engineering Group Procurement Portal) page.eng.it</li> <li>• Partnership with Open-es</li> </ul>
<b>Trade and industrial associations</b>	National associations in the IT, software and ICT sector	<ul style="list-style-type: none"> <li>• Periodic meetings, preparation and sharing of best practices, participation in the work of technical and representation committees</li> <li>• Presence in the “Environment” and “Digital Technologies and Sustainability” Working Groups of the main industry associations</li> </ul>
<b>Financial institutions</b>	National and international banks and Credit institutions that finance the Group’s main investments	<ul style="list-style-type: none"> <li>• Meetings with the company’s top management</li> </ul>
<b>Non-profit world</b>	Associations for the promotion of the environment and cooperatives/non-profit organizations	<ul style="list-style-type: none"> <li>• Sponsorships, charitable contributions, projects in partnership, training and internships in the company</li> </ul>
<b>Trade unions</b>	Metalworking industry trade unions	<ul style="list-style-type: none"> <li>• In September 2023, the Engineering Group joined the Federmeccanica negotiation delegation for the renewal of the National Collective Labor Agreement (“CCNL”) in the Metalworking industry</li> <li>• Collective and regional bargaining</li> <li>• Meetings between workers’ and company representatives</li> <li>• Joint commissions</li> </ul>
<b>Media</b>	National newspapers, periodicals and radio and television broadcasters, trade magazines, local newspapers and radio and television broadcasters	<ul style="list-style-type: none"> <li>• Contacts during the launch of relevant projects, publication of company documents, interviews, events</li> </ul>
<b>Project partners</b>	Italian and European small and large companies (e.g., energy, healthcare sector)	<ul style="list-style-type: none"> <li>• Coordination as part of projects financed by European and national public entities</li> </ul>

## Initiatives in favor of the community

The company's support for the achievement of the 2030 Agenda goals is also expressed in its aid for social projects via charitable contributions and sponsorships.

The initiatives and projects in 2023 ranged across a number of areas of intervention (circular economy, promotion of health, fight against poverty, etc.), but are primarily concentrated on making the Group's distinctive skills, such as education and digital inclusion, available to society.

### **FROM BRAZIL, A SHOW FOR ECOLOGY AND INCLUSION**

From rough Brazilian neighborhoods to the Vatican, 24 young people from the favelas took part in the show "Lo spazio della vita nella terra" ("The space of life on earth"), with a view to sending an ecological and social message on a tour that reached Italy and France. At the end of the tour a documentary film entitled "Amazonia. The Space of Life on Earth" was created, featuring the most significant moments of this trip, including interviews with four of the young people involved in this project, of which the Engineering Group is one of the main supporters. On May 24, 2023, the show arrived at the Vatican, where the Brazilian dance group Laudato Si' Amazonia - O Espaço da Vida na Terra participated in the general audience of Pope Francesco and then performed in the Colonnade area of Saint Peter's Square.

### **BLOOD DONATION: EMA - ROMA**

In collaboration with Ema - Roma, we participated in blood collection drives, allowing our employees in Rome to provide concrete aid in response to one of the critical issues afflicting the national healthcare system. This initiative also gave our employees access to a vaccine specialist, capable of providing accurate scientific information and responding to any questions or concerns.

### **DIGITAL TRAINING AND INCLUSION: THE ACADEMY PROJECT FOR THE BOYS AND GIRLS OF SAN PATRIGNANO**

More than 150 hours of courses for the training of over 100 young people in the Community of San Patrignano. In this project, starting in September 2023, Engineering and the Community founded by Vincenzo Muccioli collaborated in IT and digital training.

The lessons, managed by the instructors of the "Enrico Della Valle" IT & Management Academy focused on the acquisition and improvement of digital skills, to support entry into the world of IT professions and to facilitate hiring. The program, organized into various modules and divided by level of IT skill, ranged from the use and functioning of PCs and smartphones to the use of the most widespread digital tools, from recognizing and managing web browsing risks to new sharing platforms that have become central in telecommuting.

### **CHRISTMAS DONATION FOR THE DIGITAL TRANSFORMATION AND THE ECOLOGICAL TRANSITION**

Once again this year, Engineering decided to donate the budget usually dedicated to Christmas gifts for customers to a charitable association. The donation was made through TechSoup, a social company that helps non-profit organizations to embark upon their own digital transformation journey. With them, the Company supported Fratello Sole, a social company committed to supporting third sector entities and religious organizations in the ecological transition.



## Material impacts and topics for Engineering

### GRI 3-1; 3-2; 3-3

The materiality analysis was updated for the 2022 Sustainability Report, in line with what is set forth in the new GRI Standards 2021, and remained unchanged for this reporting year. It aims to identify the material topics, or those topics that represent the most significant impacts that the organization has or could have on the economy, the environment and people, including impacts on human rights.

The list of priority material topics that are representative of the Group was identified as a result of a process structured into multiple phases created based on a study of the context in which Engineering operates, aimed at identifying the **positive and negative** impacts that **concern it** (actual) or which **could concern it** (potential) throughout its value chain.

The main phases are described below:

#### Phase 1 - Identification of negative and positive, actual and potential impacts of the Group on the economy, environment and the social sphere, considering its value chain

This analysis takes place by means of the following processes:

- analysis of the main sector trends, reporting standards and sustainability ratings at international level;
- benchmarking of competing and comparable entities through the main public sustainability and social responsibility documents;
- Media analysis, collecting articles that address sustainability topics in relation to the Group, published by accredited publications and identified by means of the main search engines.

Following the above-mentioned external scenario study activities, the Group management (top positions) was also involved through a questionnaire for the analysis and prioritization of topics deemed most impactful in relation to the Company’s business and those that are most important for Stakeholders. In particular, the questionnaire was submitted to the following company officers:

- Group Public Affairs and Corporate Communication Director
- Group Chief Procurement and Strategic Sourcing Officer
- Executive Vice President
- General Counsel
- Group Data Protection Officer
- Group Chief Information Security Officer
- Group Chief Audit Executive
- Chief Financial Officer (CFO)
- ESG Specialist
- Chief Human Resources Officer (CHRO)
- Group Industrial Relations, M&A, People Services, Payroll & Administration Director
- Group Real Estate, General Services, Safety & Environment Director





### PHASE 2 - ASSESSMENT OF THE SIGNIFICANCE OF THE IMPACTS IDENTIFIED IN "PHASE 1"

From the analyses performed, 13 significant and moderate impacts (material) were identified, in addition to 5 that are considered irrelevant for the Group, for a grand total of 18 impacts, broken down in turn between actual and potential, positive and negative, and belonging to the environmental, social and economic sphere, linked to the activities of Engineering and its value chain. This phase therefore involved an assessment of the significance of impacts, identified on the basis of their severity for actual impacts and the combination of their severity and probability of occurrence for potential impacts.<sup>3</sup>

The table below summarizes the 18 impacts identified for Engineering, broken down between significant, moderate and irrelevant; of which some potential and others actual. The 18 impacts also refer to the sphere in which they are categorized: environmental, social and governance.

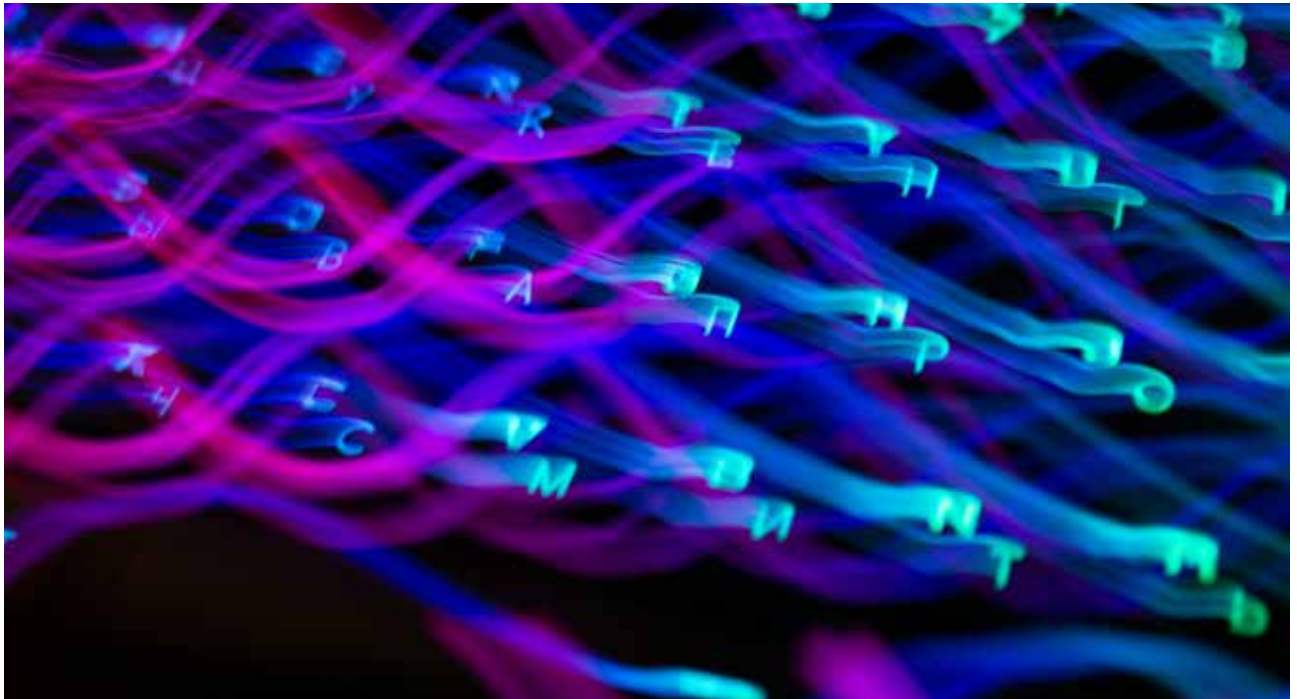
Some negative and potential impacts were classified as significant, due to the fact that they have the potential to entail regulatory non-compliance or a violation of human rights, which automatically increases their severity, making them subject to reporting, also considering the specific business of the Group and the laws to which it is subject.

### PHASE 3 - DEFINITION OF THE LIST OF MATERIAL TOPICS

The positive and negative impacts identified as significant have been combined based on their relevance and connected to the 10 material topics subject to reporting, set forth below:

- Contribution to the sustainable development of customers and the modernization of the socioeconomic system
- Business compliance, ethics and integrity
- Energy efficiency and climate change
- Waste management
- Contribution to employment
- Health, safety and well-being at work
- Human capital development and training
- Diversity and equal opportunity
- Customer data security and privacy and cybersecurity
- Initiatives in support of the community

These impacts and material topics were associated with the relative specific GRI Standards, to be reported on in the Sustainability Report in compliance with the methodology of the GRI Standards 2021.



<sup>3</sup> For negative impacts, the severity is determined by: 1) Scale of severity, or how severe the impact is; 2) Scope, how widespread the impact is; 3) Irremediable character, how difficult it is to mitigate or compensate for the resulting damage. For positive impacts, the severity is determined only by the first two criteria already cited for the negative ones, or: scale of severity and scope of application.



Impact	Type	Material topics	Corresponding GRI Topics	Scope	Involvement
+ <b>Creation of employment</b>	Actual	Contribution to employment	GRI 401-1	Employees	Cause
- <b>Work-related stress and health and safety</b>	Actual	Health, safety and well-being at work	GRI 403-1 GRI 403-2 GRI 403-3 GRI 403-4 GRI 403-5 GRI 403-6 GRI 403-7 GRI 403-8 GRI 403-9	Employees Suppliers Trade unions Trade and industrial associations	Cause Directly linked
+ <b>Increase in employee skills and development</b>	Actual	Human capital development and training	GRI 404-1 GRI 404-2	Employees Civil society Italian economy Universities Research locations	Cause
- <b>Discrimination</b>	Potential	Diversity, equity and inclusion	GRI 405-1 GRI 405-2 GRI 406-1	Employees	Cause Directly linked
- <b>Breach of cybersecurity and data privacy</b>	Actual	Customer data security and privacy and cybersecurity	GRI 418-1	Employees Customers Civil society Italian economy Commercial partners	Cause Directly linked
+ <b>Initiatives in support of the community</b>	Actual	Initiatives in support of the community	Non-GRI	Customers Civil society Italian economy Project partners	Cause Directly linked
- <b>Fraud and corruption</b>	Potential	Business compliance, ethics and integrity	GRI 205-3	Employees Suppliers Civil society Italian economy	Cause Directly linked
+ <b>Support for the digital transition and creation of economic value</b>	Actual	Contribution to the sustainable development of customers and the modernization of the socioeconomic system through digitalization services	Non-GRI <sup>4</sup>	Employees Universities Research locations	Cause

Sustainability for Engineering

<sup>4</sup>Please note that as of the 2023 Sustainability Report, the material topic “Contribution to the sustainable development of customers and the modernization of the socioeconomic system through digitalization services” is no longer correlated with the disclosure GRI 201-1 “Direct economic value generated and distributed” by virtue of a better assessment of the topic’s impact.



Impact	Type	Material topics	Corresponding GRI Topics	Scope	Involvement
<b>+ Education of the general public on digitalization</b>	Actual	Contribution to the sustainable development of customers and the modernization of the socioeconomic system through digitalization services	GRI 404-2	Employees Civil society Italian economy Universities Research locations	Cause
<b>+ Application of IT technologies for customer environmental sustainability</b>	Actual	Contribution to the sustainable development of customers and the modernization of the socioeconomic system through digitalization services	Non-GRI	Customers Civil society Italian economy Project partners	Cause
<b>+ Application of IT technologies to face customer social challenges</b>	Actual	Contribution to the sustainable development of customers and the modernization of the socioeconomic system through digitalization services	Non GRI	Customers Civil society Italian economy Project partners	Cause Directly linked
<b>- Climate change</b>	Actual	Energy efficiency and climate change	GRI 302-1 GRI 305-1 GRI 305-2 GRI 305-3	Civil society Italian economy	Cause Directly linked
<b>- Waste production</b>	Actual	Waste management	GRI 306-1 GRI 306-2 GRI 306-3	Civil society Italian economy	Cause



**CONTRIBUTION TO EMPLOYMENT:** the sector in which Engineering operates suffers from low availability of IT specialists in the market, which is why it is important to enact effective talent recruitment strategies in collaboration with universities. Furthermore, internal growth processes are designed to increase the loyalty of and retain the best talent necessary for the Digital Transformation.

**HEALTH, SAFETY AND WELL-BEING AT WORK:** work entails risks for employee and supplier health and safety. Within its sustainability strategy, Engineering is committed to improving processes and the managerial culture to guarantee occupational health and safety.

**HUMAN CAPITAL DEVELOPMENT AND TRAINING:** competition in cutting-edge sectors like those in which the Company operates every day means that people are Engineering’s main resource; the development and enhancement of human capital therefore constitutes one of the Group’s priorities.

**DIVERSITY, EQUITY AND INCLUSION:** providing a healthy work environment compliant with the principles of non-discrimination, equal opportunities and equal dignity, inclusion and work-life balance is fundamental for the Group, which promotes generational, cultural and gender diversity as a driver of innovation and competitiveness.

**CUSTOMER DATA SECURITY AND PRIVACY AND CYBERSECURITY:** for Engineering, data security and privacy are fundamental and therefore it manages a large quantity of information in its Data Centers. The Group also plans and provides cybersecurity services.

**INITIATIVES IN SUPPORT OF THE COMMUNITY:** Engineering offers its skills and experience for the country’s modernization.

**BUSINESS COMPLIANCE, ETHICS AND INTEGRITY:** Engineering takes all necessary measures to prevent and combat corruption, prohibiting any action that may promote or favor interests and advantages by third parties.

**CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT OF CUSTOMERS AND THE MODERNIZATION OF THE SOCIOECONOMIC SYSTEM THROUGH DIGITALIZATION SERVICES:**

- **Support for the digital transition and creation of economic value:** Engineering undertakes to create innovative solutions to assist organizations in their digital transition, consistent with the current and future scenario.
- **Education of the general public on digitalization:** Engineering is committed to promoting initiatives intended to increase an awareness of digitalization.
- **Application of IT technologies for customer environmental sustainability:** Engineering acts as a catalyst of the sustainable development of its customers by conceiving of innovative solutions that generate positive impacts to face current and future environmental challenges.
- **Application of IT technologies to face customer social challenges:** Engineering hopes to work as a catalyst of the sustainable development of its customers by creating innovative solutions that generate positive impacts to face current and future social challenges.

**ENERGY EFFICIENCY AND CLIMATE CHANGE:** several activities in the Engineering value chain are responsible for climate-changing gas emissions.

**WASTE MANAGEMENT:** Engineering’s business generates a non-significant quantity of waste, primarily consisting of electronic waste deriving from the management of the Group’s Data Centers.



## Sustainability strategy and goals

In 2023, Engineering defined its first short-term Sustainability Strategy, to complement an initial response driven approach to sustainability, which is useful to meet the improvement needs coming from the world of investors, customers and institutions. The Sustainability Plan is an integral part of the transformation process in which the Group is engaged and which has generated considerable innovations in the organizational model as well as in business strategies.

This approach is based on a holistic view in which all company functions play a role and are involved through dedicated meetings, the monitoring of Key Performance Indicators (KPIs) and a series of targeted activities.

Engineering's Sustainability Strategy is developed across **five fundamental pillars**: I) Corporate culture and Leadership, II) ESG Governance and Communication, III) Climate Change, IV) ESG Aspects in the Supply Chain, and V) Gender Diversity. Each pillar is supported by specific operational levers that orient the concrete implementation of company policies.

As regards the **Corporate Culture and Leadership**, Engineering is concentrated on increasing and improving training programs for the company population, obtaining new professional certifications in key areas such as the Cloud, Cybersecurity and Data & Analytics, and the development of an action plan to drive employee engagement.

In the field of **ESG Governance and Communication**, the company aims to increase the number of Board meetings during which ESG topics are discussed and increase both internal and external communication on these matters. Furthermore, it undertakes to develop specific projects to improve its score in the most accredited international sustainability ratings.

As far as **Climate Change** is concerned, through its decarbonization plan, Engineering is committed to decreasing its impact with initiatives linked to sustainable mobility and the use of electricity from renewable sources.

As regards **ESG Aspects in the Supply Chain**, the company intensifies its control over the supply chain and measures the environmental and social impacts of its upstream operations,



also focusing on purchasing goods and services with a lower environmental impact.

Lastly, in the **Gender Diversity** pillar, Engineering undertakes to reduce the gender pay gap and to increase the percentage of women in leadership positions.



Focus	Performance indicator	Scope	2022	2023	Target	Target year
<b>Environmental</b>						
<b>Sustainable mobility</b>	% electric company vehicles	Italy	2%	2%	100%	2024
	% electric or hybrid mixed-use vehicles (with emissions < 160 gCO <sub>2</sub> km) on the car list		30%	Unavailable <sup>5</sup>	75%	2024
	% electric or hybrid mixed-use vehicles (with emissions < 60 gCO <sub>2</sub> km) on the car list		30%	Unavailable	100%	2025
	tCO <sub>2</sub> e of Scope 3 emissions deriving from business trips, employee commuting and activities linked to fuels and energy		18,507 tCO <sub>2</sub> e	19,544 tCO <sub>2</sub>	-25% vs baseline 2022	2030
<b>Emission reduction</b>	% electricity from renewable sources / total electricity	Italy	89% (excl. Be Group)	78%	100%	2030
	tCO <sub>2</sub> e of Scope 1 and 2 emissions <sup>6</sup>	Group	10,412 tCO <sub>2</sub> e	8,016 tCO <sub>2</sub> e	-42% vs baseline 2022	2030
<b>Supply chain</b>	% of Top Suppliers <sup>7</sup> responding to the Open-es questionnaire	Italy	0%	40%	25%	2024
					50%	2026
	% of suppliers (on the basis of GHG emissions relating to goods and services purchased) with emission reduction objectives aligned with the SBTi framework	Italy	11.7%	12.4%	62%	2029

Sustainability for Engineering

<sup>5</sup> In 2023, a car list was not available for mixed-use vehicles for employees, as it was being updated, which was finalized in early 2024. Any requests for new vehicles for 2023 were managed using the vehicles already available in the company car fleet, or through short-term leases.

<sup>6</sup> The target boundary includes land-related emissions and removals from bioenergy feedstocks.

<sup>7</sup> Suppliers with expense >€250,000, which represent roughly 85% of total spending.



Focus	Performance indicator	Scope	2022	2023	Target	Target year
<b>Social</b>						
<b>Gender Pay Gap</b>	% pay gap (on base salary)	Italy	Figure calculated from 2023	-1.8% <sup>8</sup>	0% Close the gender pay gap	2026
		Group	Unavailable	Unavailable	Extension of KPI calculation at Group level	2024
<b>Female Leadership</b>	% of women in leadership roles (D and higher brackets)	Italy	17%	18%	19%	2024
					22%	2026
<b>Leadership Learning</b>	% coverage of the company population (D or higher brackets) for training activities regarding Leadership	Italy (excl. Be Group, Atlantic and Extra Red)	Figure calculated from 2023	2%	25%	2024
					50%	2025
		Group	Unavailable	0%	20%	2024
					50%	2025
<b>Professional development</b>	# new professional certifications obtained annually	Group	1,240	1,756	+5% vs baseline 2023	2024
					+15% vs baseline 2023	2025
	# new professional certifications obtained annually: Technologies and Strategic Vendors - Cloud, D&A, Platforms, Cybersecurity	Italy	Data collected from 2023	983	+5% vs baseline 2023	2024
					+20% vs baseline 2023	2025
<b>Employee engagement</b>	Engagement Score	Group	Figure not available: survey performed from 2023	7.0/10.0	Reduction of gap with sector benchmark	2024
					Alignment with sector benchmark	2025
					Surpassing of sector benchmark	2026

<sup>8</sup> The value is calculated with the linear regression model and represents the gap between the estimated salary of men and woman with other factors remaining the same such as contractual level, grade and level of education, with gender being the only difference. This result means that, with all other conditions being equal, men have a salary that is 1.8% higher than that of women.



Focus	Performance indicator	Scope	2022	2023	Target	Target year
<b>Governance</b>						
<b>Diverse Board</b>	% of less represented gender on the Parent Company's Board	Parent Company	0%	23%	40%	2026
<b>Board Independence</b>	% independent members on the Parent Company's Board	Parent Company	0%	31%	33%	2026
<b>Committees</b>	# Board-level committees	Parent Company	0	2	4 <sup>9</sup>	2026
<b>ESG awareness of the Board of Directors</b>	% Board of Directors meetings per year with discussion of ESG matters	Parent Company	0%	5%	20%	2024-2026
<b>Internal ESG communications</b>	Internal ESG communication channels	Group	-	-	Creation of an ESG section in the intranet	2024
<b>External ESG communications</b>	External ESG communication initiatives	Group	CSR page on website, some posts on LinkedIn	-	Structuring and implementation of an annual sustainability communication plan, also through digital communication models	2024

Sustainability for Engineering

<sup>9</sup> The 4 Committees will be: 1) Appointments and Remuneration Committee, 2) Sustainability Committee, 3) Control and Risk Committee, 4) Committee of independent directors for related party transactions.





## The decarbonization plan

In the Group's strategic ESG plan, one of the key objectives is the commitment to reducing its impact on climate change. In the course of 2023, a project was launched to formalize the Commitment to the Science-Based Targets initiative (SBTi) for the reduction of the Group's greenhouse gas emissions by 2030, with a goal in line with the objectives of the Paris Agreement.

To define the Group's Carbon Footprint reduction targets, Engineering has identified 2022 as the base year and recalculated the baseline in accordance with SBTi requirements, or in line with the criteria of the GHG Protocol for the estimation of Scope 1, Scope 2 and Scope 3 emissions. Specifically, the main improvements made in the quantification of the carbon footprint presented in the previous Sustainability Report regarded the extension of boundaries to cover the Group's 2022 consolidated scope and the quantification of all applicable Scope 3 categories. The targets presented to the SBTi in February 2024, the validation process of which will take place in the course of 2024, are set forth below:

- Reduction of absolute Scope 1 & 2 emissions (market-based) of 42% by 2030 compared to 2022<sup>10</sup>;
- Reduction of absolute Scope 3 emissions associated with business travel, employee commuting and activities linked to fuels and energy of 25% by 2030 compared to 2022;
- Coverage of 62% of Scope 3 emissions associated with the purchase of goods and services with suppliers that have defined reduction targets for their emissions in alignment with the SBTi goal by 2029.

The achievement of targets for 2030 is supported at Group level by a decarbonization roadmap aimed at defining concrete actions for reducing emissions for material emission sources. This roadmap includes the three-year mobility plan (2024-2026), which defines several targets aiming to influence direct Scope 1 emissions linked to the vehicle fleet and indirect Scope 3 emissions linked to commuting and business trips, including the conversion of all pool-vehicles to 100% electric-powered by 2024, the introduction of economic incentives for employees to facilitate the use of public transportation for commuting and the conclusion of ad hoc agreements with third-party car sharing providers for business travel, especially in large cities.

Plans have also been made for the entry into operation of photovoltaic panels at the Rome office, assessments regarding entering into dedicated contracts for the procurement of renewable energy for the larger offices (Renewable Power Purchase Agreements) and the coverage of electricity consumption of the data centers and larger offices with certificates of guarantee of origin, as already carried out in previous years.

Lastly, a process has been initiated of engaging Engineering's main suppliers, selected based on their contribution in terms of upstream Scope 3 emissions, in order to share the Group's strategic sustainability objective for the supply chain. The collection of primary and performance data regarding supply chain sustainability is carried out and monitored using the Open-es platform.

<sup>10</sup> The scope of the target includes soil-related emissions and removals from bioenergy feedstocks.



## Sustainability Governance

### GRI 2-9; 2-13; 2-14; 2-16; 2-25

The integration of sustainability within company activities is closely linked to the leadership exercising influence, guidance and strong control over economic, social and environmental trends within the framework of business models that need to be integrated and modified to allow for a significant change and impact.

In this direction, the management of ESG topics sees the management playing a significant role, with direct involvement in activities such as the validation of strategy guidelines and the approval of the materiality analysis, and therefore the relevant topics on which Engineering is focused. In terms of Governance, in 2023 Engineering continued the project for the evolution of its Control and Risk Management System, to also include ESG risks and allow for interfacing with the Quality Management System, with the other management systems and the relative policies. This expansion reinforces the company's risk management, making the work of developing the Corporate Risk Profile even more structured.

Top management oversight over ESG topics will also increasingly grow thanks to the establishment of the Control, Risks and Sustainability Committee.

The CRSC has proposal and advisory functions with regard to the Board of Directors, with a view to providing support in assessments and decisions relating to the internal control and risk management system and sustainability topics. Amongst its other duties, the Committee analyzes the Sustainability Report drafted annually by the Engineering Group, provides opinions on sustainability goals on an annual and multi-year basis, and monitors national and international initiatives and best practices on sustainability, reporting to the Board of Directors on the results of its assessments.

To confirm the strong and increasing oversight of ESG topics, on January 1st, 2022 a Chief Sustainability Officer (Chief Group Public Affairs, Corporate Communication & Sustainability Officer) was also appointed who, in coordination with the Chief Executive Officer, handles the implementation of the Company's ESG policies and the management of sustainability impacts. Furthermore, the role of the Group Talent, Change and DEI (Diversity, Equity & Inclusion) Director was created in the Human Resources Department, who is assigned a team specifically dedicated to policies and programs in this area.

There are also specific pay policies linked to objectives and performance in place for the key roles in the Company. In particular, short-term (MBO) and long-term (LTI) incentives have been defined, which are planned to be linked to ESG topics as of the year 2025.

Communications on impacts from the Chief Sustainability Officer to the Board of Directors are not sent regularly, but are transmitted when deemed necessary or following CRSC meetings. The Board of Directors approves the Sustainability Report, before the issue of the independent auditors' report and publication on the company website.

In the course of 2023, no reports were received concerning significant problems relating to the impacts of operations on Group sustainability.





### Membership of the UN Global Compact

In 2021, Engineering joined the United Nations Global Compact, an initiative founded to encourage companies all over the world to adopt sustainable policies in compliance with corporate social responsibility and make public the results of the actions undertaken. Through a Letter of Commitment to the Global Compact sent to UN Secretary General António Guterres, the Group has formally adhered to the Ten Universal Principles relating to human rights, labor, the environment and the fight against corruption, to promote the values of sustainability in the long term, with company policies and practices, and social and civil initiatives.

Engineering is also a signatory of the “Companies for people and society” manifesto. This document, drafted by the UN Global Compact Network Italy, was created to provide a new impetus to a fair transition and contribute towards the creation of fairer, more inclusive and more prosperous societies through the engagement of top business leaders and, therefore, the organizations that they lead. The Manifesto aims to generate a new commitment on the part of the private sector with regard to the social aspect of sustainability, inviting it to define more ambitious objectives and adopt risk and impact assessment systems and procedures starting right from the planning phase.

### Sustainable procurement

#### SUPPLIER ESG QUALIFICATION AND MONITORING PROCEDURES

Engineering’s business involves providing IT consulting and customer data management and storage services at the Group’s data centers.

Group purchases include supplies of products and services (I) for internal use (e.g. IT consultancy, hardware/software leasing company cars, management and maintenance of real estate owned by Engineering, mobile and fixed telecommunications, company travel), (II) for outsourcing services (e.g. IT consulting) and (III) for resale (e.g. hardware/software and databases)

In order to guarantee high quality standards in the services offered to customers, for some time now the supplier qualification procedure has been formalized, defined by the company policy on purchases, which calls for a continuous assessment in order to ensure the effectiveness and reliability of the relationship over time.

When a new contractual relationship begins, every supplier proceeds with registration and the entry in a dedicated portal of the specific technical, economic and financial information established by law, also regarding corporate social responsibility topics, such as: valid Certificate of Social Security Compliance (“DURC”); Chamber of Commerce Certificate (optional); valid Tax Compliance Certificate (“DURF”); Financial Statements. Having reviewed this documentation, the manager of the supplier office may suspend the supplier’s qualification if the documentation transmitted is not suitable or complete, inform it of any anomalies or validate the procedure and enter the supplier in the Register.

Furthermore, in all contracts, contractors are asked for all documents required for the preliminary verification of technical and professional compliance using our internal and legislative compliance procedures on health and safety according to the requirements of the Consolidated Law on Safety (Italian Legislative Decree 81/08).



To avoid conduct not aligned with Engineering’s values, which may compromise the relationship of trust between the parties, business partners are asked to sign specific contractual clauses aimed at:

- guaranteeing that they have no ongoing proceedings for one of the types of offense governed by Italian Legislative Decree no. 231/2001, or any precautionary measures or convictions;
- certifying that they have viewed the Code of Ethics, the 231 Organization and Management Model and the Policy for the prevention of corruption of Engineering and committing to respecting its content, principles and procedures;
- declaring that they have duly trained their personnel regarding the provisions laid down in Italian Legislative Decree no. 231/2001 and that they have set up supervisory and control mechanisms in order to prevent offenses from being committed;
- having suppliers state that they are willing to allow the performance of controls by Engineering’s Supervisory Body;
- sharing the commitment of the Engineering Group to sustainability and social responsibility, specifying this through the ESG questionnaire on the organization’s ethics and integrity, the prevention of corruption, equal opportunities, diversity and inclusion, social reporting, health and safety and the environment.

The supplier qualification process provides for the evaluation and monitoring of all new Engineering Italia Group suppliers under various profiles, including: data for self-certification of professional suitability requirements; Professional Services; Software supplies (licences); Quality Management Systems; Environment, Health and Safety, ICT Security and Corporate Social Responsibility; Service Supplies; Hardware Supplies; Compliance; Privacy and Data Protection; Goods Systems and ICT Services authorised by the CVCN. In 2023, in 2023 Openes was introduced, a platform adopted by Engineering to interact with all of its suppliers specifically on sustainability topics, focusing in particular on Top Providers and aiming to map at least 25% of them in 2024 and 50% in 2025 in this tool.

Open-es also organizes training sessions on sustainability. In 2023, 5 colleagues participated in the training sessions offered.







### Partnership with Open-es for the assessment of supply chain sustainability

Since 2021, Engineering has used the Open-es platform, subjecting itself as a supplier to the ESG assessment and sharing its relevant projects with the network of associated companies. In the course of 2022, participation in the network continued, and in 2023 the relationship evolved into a partnership becoming, Engineering, Value Chain Leader. Therefore, in this context the Company is the lead company of its own supply chain, involving it not only in responding to the ESG questionnaire, but also in progressive and increasing awareness-raising on sustainability performance.

The Open-es platform was created in order to build a system and connect organizations and businesses, outline a shared sustainability measurement, improvement and growth process and favor collaboration on these topics. It is a community open to all companies committed to the challenge of the energy transition, with the participation of more than 1,600 companies in nearly 40 countries all over the world. The goal of Open-es is to create an inclusive and collaborative ecosystem of companies attentive to their environmental, social and economic impact. By participating in the Open-es Community, Engineering confirms its commitment to contributing to the growth and development of an industrial ecosystem based on the principles of environmental, social and economic sustainability, supporting an energy transition and economic growth attentive to the needs of the planet, citizens and communities.

The structure underlying the questionnaire (and the resulting assessment) is based on four elements:

#### 1) PEOPLE

- dignity and equality
- human rights
- good health and well-being
- skills for the future
- employee well-being

#### 2) PLANET

- climate change
- biodiversity
- water resources
- energy efficiency
- circular economy
- plastic use

#### 3) PROSPERITY

- employment
- product innovation and improved services
- generation of wealth

#### 4) GOVERNANCE PRINCIPLES

- governance objectives
- governance body
- stakeholder engagement
- risks and opportunities
- ethical conduct
- value chain management.



### The integration of ESG aspects into purchase decisions

Starting from 2021, in contracts as well as in supply tenders, Engineering introduced environmental sustainability requirements for purchases, which today represent a weighting element in the supplier selection process. Furthermore, as of September 15, 2022, a new version of our “General Purchase Conditions” containing an “ESG clause” was made available. The Supplier is required to share the commitment of the Group to sustainability and social responsibility, specifying this through the ESG questionnaire on the organization’s ethics and integrity, the prevention of corruption, equal opportunities, diversity and inclusion, social reporting, health and safety and the environment (art. 11-11.12).

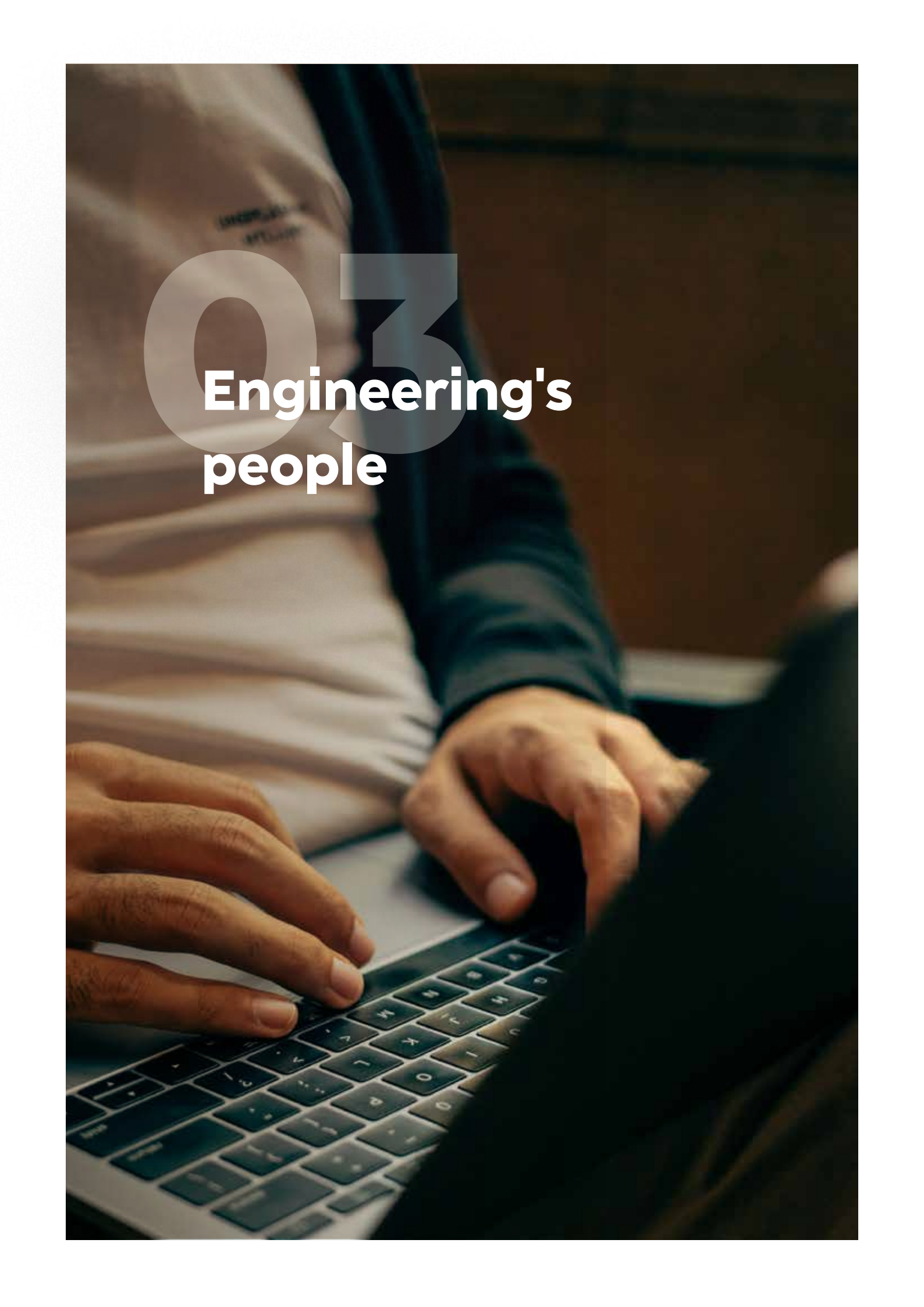
In 2021, an initial large tender was announced that assigned a very significant score to product environmental sustainability. This resulted in the signing of a two-year agreement, with the possibility of extension, for the gradual replacement of the more than 12,000 existing Personal Computers with new laptops that are 91% recyclable. The contract also calls for the supply of other types of accessory products. One of the parameters that led to the selection of a specific supplier was its publicly formalized commitment to the decarbonization of its activities, which in the medium term will result in GHG emissions close or equal to zero. Furthermore, in tender procedures for the procurement of data center hardware, the Group favors latest generation devices with highly energy efficient components. Supplier partners also make data available on the energy consumption of the components supplied, allowing for an in-depth analysis that considers the stated energy consumption.

Assessment criteria focusing on environmental sustainability and the use of environmentally friendly products have also been introduced in specifications for facility management, such as cleaning, maintenance and security services.

Sustainability for Engineering



Engineering, by joining the Open-es Community, confirms its commitment to contributing to the growth and development of an industrial ecosystem based on the principles of environmental sustainability, social and economic sustainability.



# 03 Engineering's people



## Highlights

Total employees  
**14,412**  
 (of which 4,558 women)

Employees hired  
**3,643**  
 (of which 1,172 women)

Employees who have signed a smart working agreement<sup>11</sup>  
**98%**

Training hours per capita<sup>12</sup>  
**23 hours/employee**

Engineering prioritizes the value of human resources, focusing on their well-being and professional growth. This is achieved by means of a strategy that includes training pathways, job rotation programs and specific investments to attract and retain talent, alongside a company welfare program. The company strongly believes in the value of a dynamic and flexible work environment that promotes well-being and encourages the creativity and autonomy of every individual, simplifying the integration and growth of all employees.

Engineering’s dedication to the management and protection of its employees is also expressed through policies focusing on occupational health and safety and compliance with international standards that confirm the company’s commitment to working responsibly and ethically.



Engineering's people

<sup>11</sup> The figure refers to the Engineering Group in Italy.

<sup>12</sup> The figure refers to the Engineering Group in Italy, excluding the Be Group.



# Our 2022-2025 people management strategy

by Alessia d'Addario

(Engineering Chief Human Resources Officer)

In our company's dynamic business sector, innovation and change are essential elements to which we are committed. We are aware that to maintain our leading position in the market, we need not only to keep pace, but to anticipate the trends and developments characterizing the Digital Transformation.

Every day we face a series of challenges that are essential to support our path of growth and innovation. Among them our capacity to attract and retain the best talent, provide continuous, excellent training and create an agile and resilient organizational culture. For us, it is also important to guarantee diversity and inclusion, and the health and well-being of our people.



The path of developing the 2022-2025 People Strategy, which supports the strategic business plan, fits within this framework. It is based on three fundamental pillars which have the following objectives:

- **Organization & Performance:** constructing an effective and competent organization able to constantly generate the expected results
- **Great People:** guaranteeing strong leadership and a talent pipeline to accelerate present and future business performance
- **Winning Culture:** fueling a distinctive identity that is successful within the company as well as in the external market.

In 2023, the Company continued along its path of transforming the entire operating model, with a resulting impact on the organization, processes, systems, skills and the culture. The HR team accompanied this evolution with a view to implementing human resource management processes and policies increasingly inspired by transparency, inclusion, objectivity, standardization and the use of data as part of monitoring activities. We moved from a vertical organization based on independent Business Units to a matrix organization based on the concepts of collaboration, shared objectives and the leveraging and synergy of technical skills.

The new job architecture, completed in 2023, made it possible to harmonize and simplify roles and responsibilities, guiding people's development on defined and shared career paths. This was also made possible by the performance assessment process, which promotes a culture of continuous feedback and drives towards increasingly meritocratic people management. Therefore, with a view to enhancing and retaining talent, Engineering is working on redefining career paths, reward policies and differentiated training and development that ensure accelerated talent growth.

To achieve these objectives, we also designed an Expertise and Skills Framework (Behavioral, Technical and Methodological) perfectly integrated with our Job Architecture, which will enable us to map the Expertise and Skills of all of Engineering's people. We are performing mapping via a survey shared with people through a tool specifically developed and implemented for the project. The survey outcomes will enable us to initiate strategic processes and actions to support the enhancement of the Expertise and Skills present in the Company.

The Group's objectives extend beyond internal boundaries and regard strengthening employer branding and improving the offer to candidates, in order to attract new talent with the highest specific technical skills. One example is the company hiring project through the Academies. These are training programs designed to strengthen the recruitment of recent high school and university graduates, who are trained to be hired in the Digital Transformation sector, with a specific focus on what their future role will be in the company. New HR processes and initiatives have also been designed with a view to concretely promoting Diversity, Equity & Inclusion policies, and in 2024 objectives were set to increase the percentage presence of women in leadership positions and reduce the gender pay gap. A significant result in this regard in 2023 was the achievement of the Certification for gender equality (UNI/PdR 125:2022).

Looking at the challenges ahead, the 2022-2025 Strategic Plan cannot be implemented without the reinforcement of a strong identity and a shared inclusive culture across every level of the company. Therefore, in 2023 the path of defining our Strategic Narrative continued, which tells the story of the Group's future trajectory through the Purpose, Strategic Drivers and distinctive behaviors for achieving business objectives. The Strategic Narrative was shared with the entire company population and represents the cultural structure at the basis of our Strategic Plan and future HR initiatives. This regards all of us and how we work, the reason and justification for our existence.

To accompany people in this phase of great transformation, which in 2023 also saw the conclusion of the integration processes of Atlantic Technologies SpA and Be Digitech, a structured change management path has been initiated, which saw the definition of a coherent and uniform approach in communication, training and engagement activities, to promote the adoption of new processes and expected behaviors.

## The Group transformation process

Starting from 2022, Engineering embarked upon a crucial organizational transformation path, with a view to effectively adapting to the requirements of a market in rapid evolution and strengthening its competitiveness. In 2023, this transformational phase resulted in the transition from a divisional organizational structure, based on self-contained business units, to a matrix-based organizational model, which promotes greater intersection and collaboration between the market divisions that handle delivery. The restructuring involved the creation of a horizontal structure capable of providing specific expertise to support the various business units, thus improving the offer to the customer.

The year 2023 was dedicated to the implementation of this new model, with the establishment of the planned organizational structures and intense Change Management activities. With the new Job Architecture, the Company was indeed able to precisely outline the role and responsibilities of every person, also favoring the adoption of a fair and transparent salary policy. The finalized skills mapping today provides a more precise tool for the definition of remuneration proportionate with the actual skills and responsibilities of each job, strengthening the commitment to sustainable working practices.

In parallel, at international level Engineering launched project for the adoption of WorkDay, a new tool for the management of human resources that will replace the various systems previously used. The launch of WorkDay, extended to the entire Group, brought significant advantages, improving the employee experience and harmonizing processes to enable HR and the Business departments to use the same processes and data to support people throughout the work life cycle and take informed decisions in a more rapid and effective manner.

## Enhancement, inclusion and attraction of people

The investment in people results in concrete activities, including:

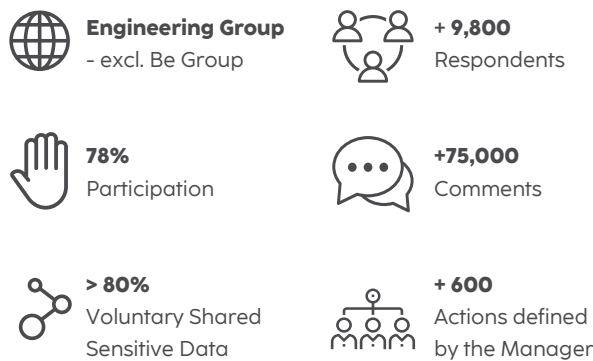
- the adoption of a performance assessment system aimed at the growth of each and every team member and in line with specific and shared goals;
- the offer of training paths aimed at all employees, with a view to developing technical skills and specific soft skills;
- constant communication through events and meetings between management and employees at every level.





## Engagement

As part of engagement activities, in 2023 the launch of the “MyVoice - Global People Survey” was certainly relevant, a key initiative at global level for the engagement of Engineering’s people, in which everyone can share thoughts, ideas and feedback confidentially on the various aspects of the work environment. The goal of this survey is to help the organization to analyze and act on results, to create a more engaging and rewarding work environment, establishing a respectful and transparent flow of communication between managers and their teams. We strive to create a work environment in which everyone’s voice is heard, to enable every individual to contribute to the organization’s success. The main results are described below:



To accompany employees within the transformation program and provide a clear direction, minimizing resistance and maximizing engagement, in 2023 the company organized more than 50 workshops and information sessions and shared over 100 communications at global level. These initiatives ensured that everyone in the organization could understand the goals of the change, why it was necessary and how it would influence their work. Mechanisms were included to gather feedback and monitor the progress of the change, which made it possible to make prompt adjustments to guarantee people’s alignment and engagement.

To ensure alignment with company objectives, a series of direct meetings was also organized between the CEO, the CHRO and employees across a number of Italian offices, named “Conversation with the CEO”. These meetings fostered

open and direct dialog, improving the understanding of and compliance with the company strategy and a shared vision. The success of these events was confirmed by the positive feedback received, with a high rate of satisfaction and understanding expressed by participants in the satisfaction survey administered at the end of each meeting.

## Valuing diversity and inclusion

### GRI 401-1, 405-1, 406-1

The importance that the Group attributes to diversity, equity and inclusion has been increasingly affirmed as a distinctive feature of the corporate culture, as these values are considered indispensable for the company’s management model. The Group believes that a variety of perspectives, cultural backgrounds, experiences and approaches constitute an asset for its business and the work environment.

Engineering’s Diversity, Equity & Inclusion (“DE&I”) strategies are concentrated on four lines of action: (i) promotion of the diversity of the corporate population; (ii) construction of an inclusive corporate culture; (iii) definition of governance with the assignment of dedicated internal roles and responsibilities; (iv) data monitoring, reporting and analysis

The company has defined specific KPIs relating to the presence of women in the organization and introduced a dashboard developed for the new WorkDay HR system, which constantly monitors metrics on workforce diversity in terms of gender, age and disability (when declared). The main objective is to reach 35% women in the company by the end of 2025 (Italy Group scope). The interim target for 2023, aimed at increasing the presence of women in the company to 32.5%<sup>13</sup> by the end of the year, has been reached.

Engineering’s commitment to gender equality is also demonstrated by the fact that the Parent Company has earned the UNI/ PdR125:2022 Certification. In the first half of 2024, work began for the extension of this standard to another 3 companies of the Group.

As regards the inclusion of people with disabilities belonging to the protected categories, Engineering has developed hiring and orientation programs that favor integration and

<sup>13</sup> This figure excludes the BE Group, Atlantic Technologies, Industries Excellence, Parma Valore Comune and Extra Red, which were excluded from the initial target for 2023.



professional growth, while also encouraging opportunities for exchange with other team members and offering the tools, services and working methods they need to carry out their activities in full autonomy. In this sense, in 2023 Engineering participated in the 2 editions of Diversity Day, an event dedicated to celebrating diversity in the workplace. Engineering received the Diversity Equity & Inclusion Award during the two events.

Engineering steadfastly aims to hire young people to enhance age diversity and promote intergenerational exchange. In 2023, 1,341 people under the age of 30 were hired in the Group, bringing the total to 2,569 employees in this age bracket, an increase of 31% compared to 2022. This important result was also achieved thanks to the launch of training and induction programmes specifically designed for younger people, known as Academy Programmes, aimed at transferring key skills for an effective insertion in the working environment.

In 2023, Engineering also reconfirmed the “Pink Academy” initiative (now known as “Women Think Tech Academy”) for the training and hiring of recent female graduates with a background in non-STEM studies. The candidates go through a selection process and are then provided with some weeks of specialized technical training that directly prepares them to be hired in a business role. With regard to female STEM students, Engineering has continued to devote a particular focus to becoming attractive, with a view to building an increasingly diversified stream of talent for the future.

The Academy Programs and Pink Academies highlight the Company’s commitment to offering free training opportunities that lead to inclusion in the workplace, with a post-academy hire rate of 85%.

To support the creation of an inclusive culture, in 2023 Engineering introduced an updated training catalog with new modules dedicated to DE&I, including the GETEAM course focusing on the development of awareness of diversity on teams, and the LTLEAD course, which promotes inclusive leadership. These courses involved 231 participants, for a total of more than 4,500 hours, demonstrating a concrete commitment to educating and training employees on these crucial topics.

Aside from integrating specific DE&I components into training programs, the company has also globally launched DE&I Communities, voluntary associations that enable people belonging to underrepresented groups to come together and share their perspectives. These communities deal with topics like gender equality, the integration of people with disabilities and LGBTQIA+, multicultural and multigenerational representation, promoting proposals for new initiatives for bottom-up change and the sharing of knowledge and experience.

Lastly, Engineering translated this strong commitment into the establishment of a Global DE&I Committee chaired by the CEO, which on a quarterly basis establishes guidelines and verifies progress with respect to pre-established targets. In 2023, the Diversity, Equity and Inclusion structure was also created in the Human Resources and Organization Department.

In the two-year period 2022–2023, there were no cases of discrimination among employees.



### Valore D: together to overcome the gender gap

Engineering is a member of Valore D, the first association of companies in Italy committed for more than a decade to combating gender inequality and spreading a culture of inclusion in organizations and at national scale. For some time now, the Group has been committed to guaranteeing an inclusive environment to all of its employees, while also promoting work-life balance initiatives as a catalyst for equal opportunities. Our participation in Valore D implies the involvement of the entire company population in the activities offered, i.e., training courses and moments for dialog between companies, with a view to boosting awareness on this topic and achieving true gender equality at work.





**Attracting talent to tackle new challenges**

**GRI 404-2**

Engineering strives to constantly seek out the best talent in the market, because what it makes available to its customers is first and foremost the wealth of skills and expertise of its people. Recruitment, selection and hiring are also critical activities for aligning skills and potential talent with the Group’s growth and development goals.

In this context, Engineering has launched a series of initiatives intended to strengthen its presence and appeal in the job market, with significant growth in employer branding events. In the course of 2023, the activities dedicated to conveying and promoting our corporate image involved especially social network platforms such as LinkedIn, Instagram, X, Facebook and YouTube so as to reach as many people as possible. Social media profiles were further differentiated in 2023: the company’s Instagram profile @LifeAtEngineering is, for example, focused on talking about life at the company of Eng people and events in which the Group participates and has more than 5000 followers, 51.1% of whom are between 18 and 34 years of age. In 2023 Engineering made significant investments in strengthening brand awareness through initiatives with recent graduate targets and initiatives devoted to professionals and DE&I initiatives.

Engineering achieved the objective of consolidating its presence in known universities and penetrating new ones. With respect to 2022, 24 new universities were added to the network, and the company returned to several institutions from which it had been absent for years. This commitment generated excellent results, with an increase in Employer Branding events from 55 to 80, and a new approach to communication to the recent graduate target, in keeping with the recently launched Organization, People and Culture strategy. Crucial support in these initiatives came from young professionals and former students, who are now part of the Engineering team. These people, along with recruiters, shared

their entry experiences and their daily work at Engineering, contributing towards contacting more than 1,100 students during events throughout the country.

Within the framework of Group initiatives aimed at inclusion and support for differences as factors of innovation, creativity and development, the 17 DE&I events were focused on women’s careers in IT professions, as well as the hiring of people with disabilities.

The first group features participation, inter alia, in:

- **Obiettivo5**, the training campus for equity and inclusion organized by La Sapienza University of Rome in collaboration with Corriere della Sera to mark International Women’s Day.
- **Womenhack**, informal networking events during which women IT professionals of all ages and seniorities can meet with recruiters from sector companies
- **hacker\_** series of 20 events in Italy and Europe dedicated to girls in non-STEM secondary schools, who are driven to actively approach the IT and tech world through a team-based hackathon and testimonials of successfully overcoming the gender gap of several female role models, who have become leaders in their companies.

As for disabilities, the company participated in 7 events, both in person and online, which expanded knowledge of Engineering by larger groups of candidates with disabilities, and also generated new hires.

Engineering’s people

Engineering relies on the constant search for the best talent on the market because what it makes available to its customers is first and foremost its own people’s wealth of skills and experience.

The professional area saw a strengthened collaboration with Codemotion, the community of developers active at international level, which every year organizes the Codemotion Milan Conference, a fundamental occasion for Engineering in terms of specific content and updating on trends involving this category of IT professionals.

During 2023, the company started to adopt a data driven approach aimed at establishing a database for centralizing contact information collected during events and performing multi-dimensional and segmentation analyses in order to progressively refine the identification of the target universities and make selection and Employer Branding activities increasingly targeted and effective.

In light of the success achieved in the year in which it was launched, the "Introduce a friend" internal recruiting campaign was carried out in 2023 as well. The initiative aims to identify and find specific, highly rare profiles in the market by offering employees the possibility of submitting the CVs of friends, relatives and acquaintances to create a new and important source for intercepting and selecting new candidates.

## Transparent performance assessment

For Engineering, it is fundamental to manage and enhance the value of its human capital, and Performance Management processes are central in this strategy, in order to align the efforts of employees with company objectives, promoting a work environment based on equity and consistency, supporting and recognizing actions that contribute to organizational efficiency and excellence.

The performance assessment system (EPR - Employee Performance Review) was designed to measure not only the results achieved (WHAT) but also the conduct adopted in the achievement of these results (HOW).

In 2023, Engineering integrated new assessment metrics, like the Behavioral Rating, which accounts for 40% of the final rating, while the remaining 60% is determined by the results obtained. In particular, in line with the Strategic Narrative, the company notified all employees of the 4 distinctive behaviors for the achievement of the business strategy, providing the tools for observing and identifying them, also relying on the support provided by the Cornerstone platform. These new assessment criteria were designed to reward and promote the conduct that best reflects the company's mission and fundamental principles.

The performance management process was revised over the years to increase its robustness and effectiveness and is characterized by the following aspects:

- Presence of a library of goals and the respective Key Performance Indicators defined with the company Departments for each professional profile;
- Separation between the individual performance assessment and management by objectives (MBO);
- More precise definitions of the assessment scale adopted;
- Formal moments of dialog amongst the managers to ensure the fair and uniform application of the assessment criteria adopted (calibration);
- An end-of-year meeting between managers and collaborators to share feedback and assessments.





To convey these changes and support managers in the adoption of new parts of the process, the Human Resources Department held a total of 6 online training meetings with the managerial population on feedback, and 3 training meetings on the Final Year Review during 2023.

Each series of meetings involved more than 900 managers for a total of 14 hours of training.

The performance assessment cycle follows the calendar year and was broken down into three main phases:

- the definition and assignment of performance targets at the start of the year, placing a particular emphasis on the “target definition culture” to guarantee a clear and objective estimate of its achievement;
- the mid-year review, which provides an update on progress in meeting targets and sharing between managers and collaborators midway through the process, in order to decide on any support actions that may be required;
- the final assessment based on the estimate of the degree of achievement of the performance targets defined at the start of the year.

In early 2023, more than 89%<sup>14</sup> of people were involved in the 2022 performance assessment process.

## People's remuneration

In terms of wages, Engineering is committed to paying its employees a wage that complies with the National Collective Labor Agreement and conducting assessments to guarantee that employees receive a pay level that enables them to maintain an adequate quality of life, meeting their fundamental needs (a “living wage”). Minimum living wage calculations aligned with the IDH methodologies consider the most common family composition in the geographical area analyzed and are based on the cost of living for (I) a predefined basket of food deriving from the FAO database, which distinguishes 50 groups of foods with national food consumption models in units per capita, (II) housing and (III) transport, with a buffer for unexpected expenses. This analysis was performed for part of the Italian companies encompassing over 10,000 employees. Engineering has set the goal of extending the analysis to the entire Italian scope, or

more than 11,000 employees, by the end of 2024.

Engineering's pay policy is merit-based, with periodic wage assessments to guarantee consistent employee remuneration and to be competitive in the market in terms of attracting talent. For salary reviews, the company uses a number of tools to adjust salaries in a targeted manner and employs specific international benchmarks as a reference for each job. Furthermore, every employee has clear visibility into professional growth opportunities and bonuses linked to performance, which are transparently managed.

Engineering enhances the compensation of its people with a continuously expanding welfare package, which is added to the benefits already provided by the National Collective Labor Agreement. Some new aspects include increases in performance bonuses and improvements in policies concerning medical check-ups, leave and time off, including optional. The renewal of the supplementary agreement on December 6, 2023 marked an important step forward in this direction, as it introduced significant innovations in the welfare system and salary policies, including for example the possibility to request a conversion of the company performance bonus into welfare goods and services, thus guaranteeing a structured plan that ensures considerable flexibility. To take advantage of the initiatives offered by the plan, each person can use a platform that provides a digital tool that can also be used to suggest agreements with new businesses by bringing them to the attention of the provider.

At its foreign branches, in 2023 the Group began to focus its attention on aspects like Job Architecture, with the introduction of a unified benefits area for the employees in these countries in 2024. This international expansion reflects Engineering's desire to standardize its policies at global level.

## Work-life balance

The company's commitment to meeting the needs of its employees is borne out not only in the value attributed to individual skills, but also through a work environment that favors a healthy work-life balance aimed at promoting people's well-being, motivation and productivity. This also takes shape through various forms of flexible work, including:

- Homeworking, which allows people with disabilities to work five days a week from home;
- Flexible working, or the possibility of doing some work

<sup>14</sup> The figure refers to the following companies, which represent 75% of the Group's employees: Engineering Ingegneria Informatica, Livebox, Municipia, Nexen, Engineering D.HUB, Cybertech, WebResults, Digitelematica, Pragma, Nexera, Engineering Sardegna.

outside the office, in order to improve work-life balance.

As concerns flexible work, Engineering has adopted a policy that embraces smart working, renewing existing directives and making it possible to work remotely for at least 144 days per year, with the possibility of extensions at the request of the person responsible. Close to 98% of employees have opted for this work arrangement. The Company undertakes to maintain the coverage level above 95% for 2024 as well. The company has also invested in the renewal of office spaces, to make them more welcoming and functional, with outdoor spaces and areas designed to foster collaboration.

In December 2023, a draft agreement was signed on the renewal of the Engineering Group's Supplementary Agreement for the 2024-2026 three-year period, which takes steps forward in the system of trade union relations and especially trade union bargaining, making significant regulatory and salary improvements. The main points of the agreement regard (I) the scope of application of the agreement, (II) the Performance Bonus, (III) parental leave, (IV) Commissions and (V) ongoing training.

The scope of application of the agreement is extended for the first time to workers at Web Results srl, Cybertech srl, Pragma srl, Digitelematica srl, C.Consulting srl, Livebox srl and Nexera srl.

As regards the Performance Bonus, by the end of January 2024, a one-off amount will be disbursed that can be used on welfare goods and services to replace the advance/balance mechanism of the Performance Bonus, which will be disbursed in 2025 in a lump sum, the possibility of converting the Performance Bonus into welfare goods and services is confirmed, with an additional incentive of 15% recognized by the Company on the amount converted, and the possibility of converting the Performance Bonus into "vacation time" is introduced.

The remuneration for optional parental leave is supplemented

up to 80% for the duration of one month alongside what is established by regulations in force, while compulsory paternity leave is extended by an additional 5 days beyond what is set forth in regulations in force (total 15 days). Paid leave is introduced to care for a sick child, amounting to 8 hours per year for children up to 14 years of age.

New commissions are established consisting of trade union and company representatives and existing commissions are reinforced. In detail, there are joint commissions on equal opportunities, inclusion and diversity, job level classification, professional training and the participation advisory committee.

Lastly, the right to training was strengthened, with the addition of 8 hours per person beyond the 24 established by the National Collective Labor Agreement in force, reaching a total of 32 hours.





### A new gym at the Milan office

To constantly improve work-life balance, Engineering has opened new spaces dedicated to well-being and sustainable mobility for its employees at the Milan office. The new company gym offers a functional fitness area and equipment for cardiovascular and resistance training, with well-equipped showers that can be used both before and after exercising.

Furthermore, a relaxation area was created, a place for leisure and meeting designed to promote mental well-being. To favor a sustainable lifestyle, a special area was also set up with charging stations, fueled by energy from renewable sources, for electric bicycles and scooters.

### Social and cultural promotion of employees and their families

For the Company, education plays a fundamental role in society, and is a crucial value to be shared with the entire Company population. This is why for years now Engineering has focused on the social and cultural promotion of employees and their families allocating specific resources to support and incentivize secondary and university education for the most deserving, according to the principles of solidarity and respect for the family's income situation.

For the 2021-2022 school year 75 scholarships were provided for the children of employees through a special call for applications (from Euro 500 to 3,000 each), for a total of Euro 105,000. Specifically: in 2023, 25 scholarships for high school diplomas; 25 scholarships for three-year university degrees; 20 scholarships for master's degrees; 5 scholarships for innovative master's degrees. For the 2022-2023 school year, with disbursement in 2024, the same numbers are planned.

In 2023, employees and their family members were able to access and use the services offered by the e-learning platform Go Fluent, which is specialized in remote language training, to study and refresh their foreign language skills. Developed in collaboration with the "Enrico Della Valle" IT & Management Academy and in line with the activities carried out by the Joint Training Commission, the initiative intends to favor basic knowledge of English and other foreign languages with more than 5,000 multimedia training content items (videos, articles, business how-to and web classroom), offered based on the user's skill level. The opening of the training catalog to foreign countries with roughly 80 English language courses represents a significant step towards the internationalization of Engineering's training activities.

This important training opportunity was made available to all Group employees along with a training course focusing on individual productivity tools (Excel, Word, PowerPoint, One Drive, etc.) and an introductory security awareness course.

Engineering's people



## The IT & Management Academy

### GRI 404-2

In the face of the technological and digital progress, it is necessary to constantly develop, renew and perfect know-how, technical, management and interpersonal capacities as well as the practical experience of every employee. The Information Technology sector is evolving at such a pace that, to ensure that the race to the cutting edge does not become a vain attempt to keep up, it is crucial to define a methodical strategy that promotes continuous training, professional retraining and the strengthening of skills.

Engineering responds to this challenge with a distinctive element in the national landscape: its IT & Management Academy, a training institution, founded to accelerate the development of the skills necessary to prepare IT professionals and customers and successfully deal with a highly competitive, constantly changing market.

The IT & Management Academy is an actual campus located close to Rome in Ferentino, which features 16 latest-generation computer rooms, a lecture hall that can seat up to 140 people, a library, a Testing Center where certification exams are taken and an internal company restaurant.

## The evolution of the Engineering Academy Training Model

### GRI 404-1; 404-2

A unique feature of Engineering's training offer is that a considerable portion of its educational activities are assigned to selected Group professionals, who have direct experience in the topics addressed in the courses. Taking this approach, the Academy is able to unite methodological depth with practical exposure, technical innovation with management and application capabilities, providing qualified educational pathways. Alongside expert internal instructors, prominent collaborations are established with prestigious institutions like Bocconi, Talent Garden and the Polytechnic University of Milan and technological partners like AWS, Microsoft Azure, Google, Oracle and SAP for technical specialization training.

The Academy offers the Group's professionals a broad catalog of courses, which today includes more than 250 titles,

and is committed to a path of educational innovation and experimentation, which led to the introduction of original multimedia training methodologies, which work alongside traditional classroom training, both in person and virtual. Among these, there are some digital graphic adventures that welcome new hires starting on their first day at the company, as well as single-subject refresher channels that provide brief, highly impactful educational sessions on emerging technologies, laboratory research and other important content.

The process linked to defining the company training plan is handled on a "phygital" learning system, which unites virtual and physical aspects. The method allows individuals to share their specialization and increase motivation, in addition to improving their abilities. In terms of numbers, a total of over 10,000 people participated in training activities in Italy, involving 92% of colleagues, for about 23 hours/person of training. This volume of activities is to be understood as structural and represents the result of the now mature integration process at the basis of the Engineering Group's training model, which envisages synchronous training activities (both in presence at the residential Campus in Ferentino and in the web classroom) being flanked by an increasingly rich training offer in self-study mode, destined from 2023 also for foreign countries.

In this scenario, the new format called Learning Hub, launched in 2023 within the Course Catalogue, has played a fundamental role in orchestrating the central initiatives, innovating the characteristics of the traditional training course with a view to greater freedom of use and customisation of the learning path, providing. With the Learning Hub format, in fact, the course becomes a true ecosystem of integrated and coherent training content, where traditional training moments with lecturers are flanked by a series of on-demand resources such as articles and recommended readings, microlearning pills, podcasts, self-reflection exercises and challenges, which increase the engagement and depth of the training experience.

In 2023, more than 800 group employees took part in the participated in the first Learning Hubs, focusing on the skills of Leadership, Teamworking, Collaboration, Business Analysis. In 2023 too, great attention was paid to the professional specialisation and development of the talents of the Engineering group. Through the Academy Programmes,

<sup>15</sup> It is specified that the number of average annual training hours per employee refers exclusively to the Engineering Group's Italy perimeter, excluding the Be Shaping Group, Napoli Obiettivo Valore S.r.l., Parma Valore Comune S.c.a.r.l., Extra Red S.r.l., C Consulting S.p.A., Atlantic Technologies S.p.A.



training courses that involved more than 200 recent graduates from the best universities throughout the country, young developers, cloud architects, cybersecurity specialists, business analysts have been placed in the company. Even after recruitment, the learning path continues with a series of educational appointments, with the aim of comprehensively developing technical and domain skills and personal attitudes. A strong training component was of an experiential nature through in-person training modules at the Academy in Ferentino, aimed at transferring a mindset that stimulates people to deal with the changes brought about by the Digital Transformation and to learn the importance of teamwork.

Among the various projects developed in 2023, it is also important to highlight the extraordinary result achieved on professional certifications, which saw Engineering Group staff acquire 1,756 new certifications during the year, an increase of 42% compared to 2022.<sup>16</sup>

The focus was naturally on the main technology innovation vendors in the market (AWS, Azure, SAP, Red Hat, Salesforce, etc.) and the most widely used international project governance standards (Project & Service Management, IT Governance, Business Analysis, Agile Methodologies, etc.).

The portfolio of courses open to all employees was further enhanced in 2023, with a prestigious series of courses on Digital Transformation, developed in collaboration with the Milan Polytechnic.



Engineering's people

For 2024, Engineering aims to further reinforce its Learning Hub, strengthening the innovative approach to training, also through the large-scale use of optional courses including educational content which, parallel to traditional training, encompass a set of on-demand resources like recommended articles, micro-learning lessons, podcasts, self-awareness exercises and challenges to be overcome.

Seconded and temporary workers falling within the scope of the company's activities are included in training programs. Lastly, job rotation is a key element of the company strategy for the evolution and growth of skills. This activity offers employees the opportunity of applying for and working in different areas of the company to get to know other business or staff structures, understand different company processes and activities, expand dialog between the different levels of the organization and acquire additional transversal skills. Rotation is incentivized through an internal job posting system and always tracked through the F.A.R.E. management system, which as of 2024 will be fully replaced by the new WorkDay system.

<sup>16</sup> In 2022, 1,240 professional certifications were obtained and in 2021, 878. It is specified that the figure refers exclusively to the Italy perimeter of the Engineering Group, excluding the Be Shaping Group, Atlantic and Extra Red.

## Occupational health and safety

GRI 3-3; GRI 403-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-7; 403-8; 403-9

Engineering is constantly committed to improving processes and the corporate culture to guarantee occupational health and safety for its employees and suppliers, within its sustainability strategy.

As regards legislative compliance, in Italy, Italian Legislative Decree 81/08 covers 100% of employees and non-employee workers<sup>17</sup>

Aside from what is required by law, voluntarily obtaining and continuously updating the UNI ISO 45001:2018 certification of its Occupational Health and Safety Management System is a further demonstration of the desire to guarantee and proactively improve performance in the area of accident prevention and to concentrate on every aspect of personnel protection. The ISO 45001 certification covers the offices of 6 of the Group's Italian companies, involving roughly 67% of the workers in Italy. For the years 2024 and 2025, the certification is expected to be extended both horizontally, to at least 3 other offices for each year, and vertically, to at least one other Group company in Italy, increasing the number of employees covered by the certification by more than 1,000 people. Within the scope of the application of principles for prevention and the protection of occupational health and safety, Engineering regularly performs a risk assessment process, which is formalized in the Risk Assessment Document. The assessment is performed by identifying risk factors and perils present in the work cycle which could harm worker health or safety. The risks and perils identified are then estimated in order to plan the actions to be taken. Subsequently, the preventive measures to be adopted to eliminate and control risk factors and measures for protection from residual risks are identified.

The risk assessment process involves periodically checking and reviewing the assessment, in addition to guaranteeing the collaboration of all people involved in the assessment and drafting of the Risk Assessment Document, such as the Prevention and Protection Officers, the Company Physician, supporting technical consultants and Worker Safety Representatives.

The Risk Assessment Document format was revolutionized in 2023 to better distinguish the offices and legal entities and is already set up on the basis of Uniform Risk Exposure Groups. In the course of 2023, the HSE service mapped these groups, identifying 3 fundamental ones: computer terminal operators, non-computer terminal operators and people on business trips. Furthermore, the company plans to make further updates to the Risk Assessment Document in 2024. An additional initiative undertaken to improve occupational health and safety was the creation of technical working groups dedicated to discussing the specific risks of their office, including the risk deriving from the use of computer terminals and work-related stress.

In collaboration with the Physical Security structure, the company has also activated a risk assessment system linked to travel. This involves drafting a detailed document on travel risk, which takes into account both the departure and arrival phases and overtime work situations. Thanks to this new approach, the employee on a business trip is monitored throughout all phases of the trip, thus guaranteeing increased protection and safety. The services made available include GPS monitoring and the organization of emergency repatriation. This project was initiated in 2023 and will also continue in 2024, constituting a key element of the company's occupational health and safety strategy, so much so that Business Travel Medicine has been added to the compulsory services for new occupational healthcare providers.

The company's Occupational Health and Safety Management System is accessible through the company intranet, offering all staff members the possibility to consult company objectives and the implementation methods for preventing accidents. This system is closely linked to the Occupational Health and Management Policy established by Engineering, which the top management reviews every year during the strategic assessment to integrate any changes or issues that emerge over time.

The company is currently working on a project for the implementation of a procedure that will make it possible to adequately monitor near misses, i.e. those events which could have caused harm or accidents, but did not only thanks to fortuitous events.

<sup>17</sup> Seconded and outsourced workers falling within the scope of the company's activities are subjected to medical check-ups.

The company's improvement targets include the replacement of the applications used to manage services linked to health, safety and the environment. This transition towards a technologically advanced tool generated significant benefits already in 2023, which will expand further in 2024. The adoption of new software for documentation management and planning, for example, for training courses, has already simplified the management of a vast system of files and the tracking of the necessary actions. This enables Engineering to always remain in compliance with regulations and guarantee precise and reliable management.

In 2023, the company also performed a work-related stress assessment. This project is developed in three distinct phases and involved a number of company functions, including HR and worker representatives. Initially, the early warning events set forth on the INAIL checklist were collected, following by a technical roundtable phase during which the specific issues of the various working groups were discussed in detail. It was found that the primary risks are linked to the management of open spaces and conflicts in shared spaces, generational differences between employees, smart working procedures and the management of risks of aggression for certain worker categories based on the specific activity performed. The third phase is ongoing and is involving an analysis of the results and the implementation of the remediation and mitigation plan, with the support of the new occupational healthcare provider, who was asked to perform a specific PPWS (Psychophysical and Psychological Wellbeing Support) activity.

In 2023, a pilot project was activated for a specific mental health service, the Listening and Personal Well-Being Desk, a safe and anonymous space, providing support during times of difficulty and an opportunity to improve and discover new potential to be exploited inside and outside the office. All information is protected by a full confidentiality agreement; only the professional involved in the counseling will have access to the request. Each individual has up to 4 meetings fully funded by the company available, in addition to the opportunity to continue the sessions by entering into an agreement with the selected professional, while benefiting from the special financial advantages provided to Engineering. On the basis of this pilot project, in 2024 amongst PPWS activities, Engineering plans to extend this service to the entire company population in Italy, reaching more than 10,000 employees.



Engineering is committed to guaranteeing that every one of its workers is aware of company policies regarding occupational health and safety, and prepared to adequately perform their work functions. In compliance with Italian Legislative Decree 81/08 and the State-Regions Agreement of 07/07/2016, all workers in Italy participate in programs relating to these areas.

As part of the Occupational Health and Safety Management System, every year training programs are offered for every worker as regards general and specific training, including the relative refresher courses, and managers, supervisors, emergency management staff, Prevention and Protection Officers (ASPP) and Prevention and Protection Head (RSPP,) and Workers' Safety Representatives (RLS) for specific thematic training. In the course of 2023, new training courses were internally developed and recorded on a number of health and safety areas, which will then be made available on demand as of 2024 for all Group employees in Italy.

The 2023 annual training plan called for: the provision of basic training courses for new hires and refresher courses for other workers, training for executives and supervisors, basic and refresher training for worker safety representatives, emergency officer training, first aid training course and training on low/medium/high risk fire prevention. By the end of 2024, Engineering has set the goal of training more than 20% of its employees in Italy on fire prevention and first aid.

In 2023, over 33,500<sup>18</sup> training hours were provided on health and safety, equivalent to an average of 2.3 hours of training per employee per year.

In 2023, the company achieved a significant objective linked to internal communication, with the organization of specific periodic meetings for each legal entity, with the participation of the respective worker safety representatives. The organization of periodic meetings represents a legal obligation, which was previously satisfied collectively. The change in approach certainly provided value added to the process, as it enabled direct interaction between employers and the worker representatives of each legal entity. This made it possible to deal with specific topics and problems, based on more targeted and productive dialog.

At Engineering, ensuring occupational health and safety also results in the ability to listen to employees. To this end, both direct and indirect contact methods are made available to allow employees to ask questions or point out potentially significant circumstances for the safety of colleagues or about the management of safety procedures.

Listening procedures include communication via the worker safety representative and the Unitary Trade Union Representative, which act as intermediaries and are responsible for sending requests to the Health and Safety function. These representatives, who are introduced to workers during courses dedicated to new hires, actively participate in management and a number of institutional events, such as company physician inspections at the offices, audits, renovation work on the company premises or initiatives that could change the risks included in the Risk Assessment Document. Employees can easily communicate with their representatives via a Community Wall on the company intranet.



<sup>18</sup> The figure excludes Atlantic Technologies S.p.A., Extra Red Srl, C. Consulting S.p.A., FDL Servizi Srl, Industries Excellence S.p.A., Nexera S.p.A and Crispy Bacon Shpk.





The background features a complex, abstract geometric pattern of overlapping, faceted shapes in shades of green and purple. A large, semi-transparent number '04' is positioned in the upper left quadrant. The text 'Privacy and information security' is centered over the '04' in a bold, white, sans-serif font.

**04**  
**Privacy and  
information  
security**



After the entry into force of the GDPR, which in 2018 marked an initial turning point regarding data protection, in recent years there has been a proliferation of data protection and complementary regulations that require continuous adaptation by organizations, such as the NIS II (Network and Information Security II), which aims to harmonize the measures and approaches of the EU Member States to protect digital infrastructure, and the DORA Regulation, which defines obligations on the security of IT systems and networks for the financial sector.

Furthermore, in 2023 Engineering implemented its Privacy Organizational Model (POM), improving the approach of the company and the Group to personal data governance. In parallel with the adoption of the POM, in 2023 Engineering updated a number of procedures and company policies on data protection in order to come into line with the most recent orientations on the matter and performed training activities intended to promote a knowledgeable and proactive corporate culture regarding data protection. These actions reflect the company’s adoption of a holistic approach towards sustainable privacy aligned with business operations.

## The Privacy Organizational Model (“POM”)

### GRI 418-1

In 2022, Engineering Ingegneria Informatica SpA and the Group’s subsidiaries began a substantial revision of their management and governance structure. This change laid the foundation for a project that was fully initiated in the first half of 2023, dedicated to a further analysis and in-depth examination of personal data processing practices within the Group.

These include the implementation of the new **Privacy Organizational Model (“POM”)** for privacy and data protection activities, which aims to: (i) assign roles and responsibilities to those with knowledge and/or participation in data processing processes; (ii) optimize duties, also facilitating interaction between the business, the legal department and the DPO; (iii) guarantee a consistent and holistic approach to the entire Engineering group in the analysis and identification of processes that involve personal data processing.

The POM:

- Assigns privacy roles and the relative responsibilities to: I) Executive Data Managers (i.e. directly reporting to the CEO); II) Data Managers (second line of reporting to the CEO); III) Privacy Contact Points (who work under the supervision of Data Managers and act as a point of functional connection with the DPO office);
- Establishes an organizational, governance and regulatory system to guarantee the widespread application, constant assessment and necessary updating of the measures required by the Privacy Regulation;
- Ensures the progressive implementation of a structured and organic system of procedures and control activities (ex ante and ex post) aimed at preventing and managing any data protection risks;
- Controls, through the roles introduced by the model, the various aspects of processes linked to personal data processing in compliance with applicable laws, also by implementing a continuous monitoring system on company activities, to prevent privacy violations and reduce any reiteration of conduct not compliant with sector legislation.



The new POM was accompanied by the formation of internal working groups aimed at:

- Concluding the mapping of the personal data processing carried out at EII and the subsidiaries. To this end, a new tool is being implemented that will enable all Group companies to (I) manage the Processing Register in a uniform manner through the adoption of naming conventions and (II) integrate privacy impact assessments on processing (Data Protection Impact Assessment – DPIA) starting from initial entry in the Register;
- Structuring flows to guarantee the compliance of international data transfers, also with regard to the services rendered to customers through subsidiaries falling within the scope of near shoring, but outside the European Economic Area;
- Reviewing and updating procedures on data breaches and the rights of data subjects, with the utmost regard for their protection;
- Adopting a method for balancing interests (Legitimate Interest Assessment – LIA).

The other significant activities in 2023 include the introduction of a number of key procedures, including the management of data breaches, the management of the rights of data subjects, the legitimate interest assessment methodology, the guidelines for DPO Contact Points and procedures for transferring personal data to non-EU countries. These measures have strengthened Engineering's organizational model by assigning specific roles and responsibilities to guarantee effective privacy oversight.

Furthermore, the Company has adopted an IT tool to facilitate the management of personal data processing registers, which made it possible to generate synergies within the Group and an unambiguous approach in defining processing clusters. In 2023, the alignment of new Group companies based on non-European countries like Serbia and Albania continued, which required specific interventions regarding privacy.

Engineering concentrated its efforts on data security in projects that further strengthened internal governance rules, such as for example that relating to the WorkDay system for the integrated management of employees at global level (employee data security) and with the support provided in the process of implementing whistleblowing reports.

The Company also proactively responded as part of the OpenES platform adoption project in the procurement area, managing privacy aspects in relationships with suppliers in order to guarantee a compliant supply chain, including in terms of privacy requirements, an aspect that was also addressed by making the preventive analysis of the Data Processing Agreement a compulsory step of the procurement process.

In 2023 the Company confirmed its commitment to education and awareness-raising regarding privacy topics, planning impact analyses and simulations of phishing attacks to further strengthen its resilience. The initiative of translating company policies into English and extending the privacy organizational model to all of the Group's legal entities, including those recently acquired, underscores Engineering's holistic approach to privacy and data protection, both in Italy and at international level.

Overall, the actions undertaken by Engineering in 2023 reflect a solid commitment to the integration of sustainable and compliant privacy practices, strengthening the confidence of customers, partners and employees in its capacity to manage personal data with the utmost care and attention.

In the course of 2023, training on privacy and data protection was provided through a compulsory online course for the entire company population and thematic courses for specific professional positions (for example, on procurement). Furthermore, in the course of 2023 employee training was launched on the use of the tool for managing the Processing Register and additional personnel training activities on privacy were planned, both "basic", for refresher purposes, and "job specific", according to the activities concretely carried out by each individual.



Also in the course of 2023, Engineering organized a workshop dedicated to the protection of the privacy and security of information in web applications and services, which involved 698 company resources, 522 of which with synchronous participation and 176 asynchronous. Fourteen different areas of the company were involved, demonstrating an interdisciplinary and collaborative approach. The benefits of these workshops include an increase in the awareness surrounding risks and responsibilities linked to the web exposure of applications and services, as well as the sharing of intents, objectives and constraints between Sales, Delivery and the Security & Privacy functions, for more active and sustainable collaboration in reducing risks.

In general, all employees in the Engineering Group are required to attend training sessions on the Privacy Code and at the end of 2023, 57% of employees in Italy had benefited from privacy training sessions.

During the period in question, there were no verified complaints relating to privacy breaches or data losses, thefts or leaks.

## Corporate cybersecurity

Engineering recognizes the crucial importance of IT security in the Digital Transformation and is aware that safeguarding IT systems is fundamental to guarantee the full operation of public institutions and businesses, as well as their business continuity. The Cyber strategy constantly monitors the evolution of sector regulations in order to guarantee alignment with regulations in coordination with the competent company structures.

Thanks to the most modern infrastructure and the most advanced technologies, the integrated network of three data centers guarantees the highest security, reliability and efficiency standards for the over 400 customers that trust us with their data. The data centers store and manage, as established with customers, a large quantity of highly

sensitive data used for highly critical company processes, and host a number of services, from Information Technology to outsourcing, also including innovation based on the Cloud Computing model. All of the centers feature fiber connections and offer Business Continuity solutions between Pont-Saint-Martin, Vicenza and Turin. The scope of services offered includes the management of roughly 22,000 servers, desktop management services for 250,000 workstations, a network of 18,000 devices, disk space of more than 10 peta-bytes, a hybrid and multi-cloud platform that integrates the main hyperscaler clouds and private cloud platforms, more than 1,200 Wide Area Network lines and provides services to over 2 million tickets per year (service requests from users).

To guarantee the security of these sites, an advanced cybersecurity infrastructure has been developed and the company has constantly worked on the implementation of appropriate governance practices and advanced technological solutions. Specifically, the Security Operation Center (SOC) infrastructure, which relies on the solutions of the subsidiary Cybertech, enables Engineering to provide its customers with advanced IT infrastructure security services as well as real time monitoring of any incidents and their management. The main operational functions are assigned to the Group Information Security Office (GISO), which leads cybersecurity activities and supervises operating processes.

The structure reinforcement process, which already began in 2022, also continued in the course of 2023.

In 2023, the Vicenza data center continued with its commitment to excellence in environmental performance and reliability standards. After the initiation in 2022 of the re-certification process according to the ANSI/TIA-942-B standard<sup>19</sup>, in July 2023 Engineering obtained Rating 4 certification for the system in all four areas considered by the standard: mechanical, electrical, physical security and telecommunications. Aside from this certification, which will remain valid until 2026, in previous reporting years Engineering also obtained the TIER

<sup>19</sup> The ANSI/TIA 942 standard establishes requirements for data centers considering their constituent elements (including network architecture, electricity system, storage, system redundancy, network security, DH, protection against physical risks, energy management, etc.) and describes four rating levels to evaluate data center reliability. TIA (Telecommunications Industry Association) is the main association representing the ICT industry and handles the development of sector standards. It is also accredited by the ANSI (American National Standards Institute) as a Standards Developing Organization (SDO). The ANSI / TIA-942 standard defines four levels at which data centers can be classified:

- Rated-1/Tier-1 Basic Site Infrastructure: A data center with individual components and a single distribution path serving the IT devices. It has limited protection against physical events.
- Rated-2/Tier-2 Redundant Capacity Component Site Infrastructure: A data center with redundant components and a single distribution path serving the IT devices. It has higher protection from events than the previous level.
- Rated-3/Tier-3 Concurrently Maintainable Site Infrastructure: A data center with redundant components and multiple independent distribution paths serving the IT devices. In general, only one distribution path serves the computer device at any moment. The site can be maintained without interrupting its operations, which means that every individual capacity component, including elements that are part of the distribution path, may be removed/replaced/inspected on a planned basis without disrupting ICT capabilities for the end user. It has protection against the majority of physical events.
- Rated-4/Tier-4 Fault Tolerant Site Infrastructure: A data center with redundant capacity components and multiple independent distribution paths serving the IT devices. The data center allows for simultaneous maintenance and a failure in any part of the installation without causing any downtime. It has protection against nearly all physical events. (source: Data Center – ANSI TIA 942 – RINA Italy certification).



IV certification from the Uptime Institute, for the initial design phase and for the final implementation and on-site post-verification phase. This highlights how Engineering meets the highest Data Center reliability standards.

In the course of 2022, the Cyber Security Strategy was updated, aligned with the Business Strategy and the NIST Cyber Security Framework, which consists of 4 pillars:

1. Continuous strengthening of Cyber Security foundations;
2. Cyber Security as a business enabler;
3. Regulatory alignment;
4. Being prepared to face any “unexpected” and adverse events.

In order to make the Cyber Strategy functional within the corporate structure to coordinate the adoption of policies amongst the Group companies, the Information Security Committee, a group made up of Information Security Managers who monitor specific perimeters and/or customers, has been reinforced. These professionals are chosen for their knowledge of company processes, expertise in security and compliance and familiarity with the operations of the relative organizational area.

The Committee works to reach targets aligned with specific KRIs and KPIs, including the security ratings developed by BitSight and SecurityScorecard. The advent of the Committee not only improves the information flow on security management amongst the perimeter contact persons and the GISO, but also significantly contributes to strengthening cooperation and synergies amongst the individual areas in identifying problems and solutions.

In 2023, Engineering also expanded its team dedicated to cybersecurity, with a considerable increase in personnel of 40%, despite the departure of one member, further reflecting its proactive approach to responding to growing cyber threats.





The scope of governance solutions also includes obtaining and maintaining internationally recognized security standards and certifications. In particular:

- The Data Security Management Systems are compliant with the standards of the ISO 27001:2013 (Information security management systems) certification, which for two years now have been extended to the ISO 27017 and 27018 guidelines;
- The subsidiary Engineering D.HUB holds the ISO 20000:2011 certification for the provision of ICT services as an outsourcer and its ISO 27001 certification is integrated with the ISO 27017 and ISO 27018 guidelines, which enable companies that provide services in Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS) mode or are Cloud Service Providers to guarantee their customers greater protection of the data processed. In particular, Engineering D.HUB has been accredited by AgID (Agency for Digital Italy) as a CSP-Cloud Service Provider and as an IaaS and PaaS service provider. In 2021, D.HUB also obtained the ISO 22301 certification on business continuity.

Furthermore, in terms of the continuous reinforcement of cyber security, projects have been initiated and expanded to strengthen the company's IT security. These activities are guided by the constant analysis of Cyber Intelligence information from the OSINT (Open Source Intelligence - public information relating to phenomena linked to cyber risks) and CLOSINT (information coming from sources outside the public domain) realms. The activities carried out during the year were mapped in an International Framework, based on the risks identified and the relative countermeasures. A specific focus was devoted to the resilience assessment, which confirmed Engineering's alignment with the levels of the main sector competitors, aside from highlighting the company's increased capacity to effectively respond to cyber attacks.

The strategy adopted included a dual-level approach to security, particularly in higher risk areas, requiring a considerable company investment to strengthen both the technologies in use and awareness of them. This made it possible to proactively block threats, also thanks to the contribution of advanced intelligence services. The constant focus on cyber risk, monitored through relevant sources, represents a critical business capability, for both Engineering and its customers.

To guarantee IT system security and support the business, highlighting the brand's reliability, the Engineering Group has adopted a series of procedures and technologies to reduce the attack surface while also eliminating IT system vulnerabilities, in particular:

- Attack Surface Reduction: these are regular and essential activities to identify our "digital footprint". Currently, the relative scores demonstrate the excellence of our security levels.
- Continuous Vulnerability Assessment: the Engineering Group has tools and processes for automatically identifying and removing perimeter vulnerabilities. The Vulnerability Assessment process receives input from the information obtained by the Group from public-private partnerships and the analyses of leading Cyber Intelligence firms.
- Attack attempt simulations are also performed (Penetration Tests - Red Team) on infrastructure assets and on applications to identify any vulnerabilities and implement a remediation plan. Red Team activities are carried out using the skills of the Cybertech center of excellence and third-party leaders in the sector.

The results of these activities are used to define a continuous technological and organizational updating plan, in order to further boost the security level of our IT systems.

In 2023, Engineering further substantiated its commitment to reinforcing IT security measures by issuing a series of new policies intended to guarantee a more secure and resilient environment against cyber threats.

A full list is provided below of the policies issued during this reporting year:

- ISM04 - IT Infrastructure Security
- ISM04 A01 - Internet Protocols Security
- ISM04A02 - WorkStation Protection
- ISM05 – Security Incident
- ISM06 - ICT and WEB Service Security
- ISM07 - Patch and Vulnerability Management
- BCMS01 - Business Continuity Management System Manual
- BCMS02 - Business Continuity Policy
- BCMS03 - BC and Crisis Management Organizational Model
- BCMS04 - Group BCP
- BCMS05 - Emergency and Crisis Management Process
- BCMS05 Annex - Cyber Event Response Plan

Of these, policies like ISM04 and ISM05 play a crucial role as they strengthen the overall incident response structure and the protection of IT infrastructure.

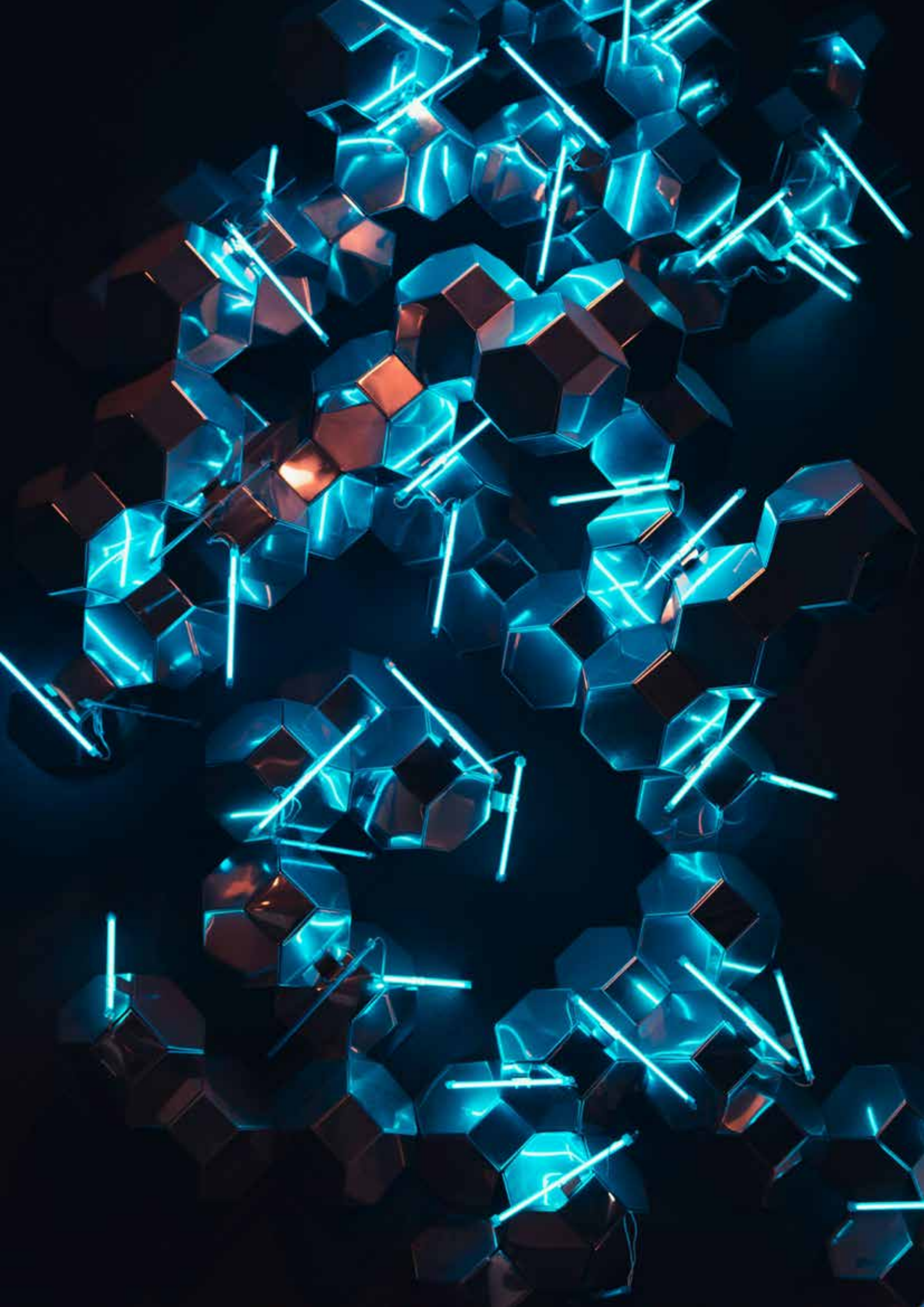
Taking into consideration the continuous evolution of cyber attacks, the company has formalized the design of the Business Continuity Management System (BCMS), which became fully operational in 2023, aimed at strengthening the capacity to respond to any adverse events.

Lastly, Engineering recognized the importance of continuous training, integrating the compulsory training path with specific workshops on cybersecurity aspects. This commitment to strengthening skills is intended to further improve the company's capacity to respond to cyber threats, with a specific focus on collaboration and support for customers. Specifically, Engineering continued with its commitment to raising awareness regarding security, with a number of initiatives for all levels of the organization:

- **Compulsory CyberSecurity course:** with active participation, for which 81% of the employees in Italy passed the final test.
- **Workshop with technical areas:** which saw the participation of roughly 700 employees, both in the classroom and in asynchronous mode.
- **"Secure behavior" notices:** sent regularly to maintain a high level of awareness regarding cyber risks.
- **Specific alerts on emerging threats:** through channels like the intranet and email, for the prompt communication of new threats.
- **Vulnerability bulletins:** published every month or at every significant update.

At the end of 2023, 65% of employees in Italy had participated in cybersecurity training sessions.

Furthermore, in 2023 more than 36,000 alerts were collected and analyzed, only roughly 4,400 of which were considered "malicious".





05

**Commitment  
to the  
environment**







## Highlights

Total energy consumption

**159,003 GJ**

Greenhouse gas emissions  
(Scope 1 + Scope 2  
Market-Based)

**8,016 tCO2e**

(-23% compared to 2022)

Data center PUE

**1.47 Pont Saint Martin;**

**1.84 Turin; 1.56 Vicenza**

kWh total consumption of  
electricity from renewable  
sources

**75%**

Emissions Monitoring  
Certification

**ISO 14064-1:2018**

(renewed in June 2023)

Environmental Targets

**The Pont-Saint-Martin  
Data Center electricity  
consumption reduction  
target was reached**

(target verified by third  
party)

In the current context, in which the protection of the environment represents one of the most complex global challenges, an overall redesign of operating strategies in every sector of the economy, including that in which Engineering operates, becomes a top priority. The intervention strategies adopted by the company with respect to material topics include reducing energy consumption at the data centers and in offices, improving the company vehicle fleet and managing waste responsibly.

In this scenario, the Group is committed to allocating adequate human and financial resources to the full implementation and disclosure of its environmental policy, as well as the achievement of the targets and programs necessary to apply it. This policy lists the activities that may have the greatest impact on the environment, which are continuously monitored to identify possible improvement actions. The data representing the Group's environmental performance in Italy are collected, processed and subsequently subject to a risks and opportunities analysis that generates concrete measures to be taken more or less rapidly on the basis of the assigned degree of significance.

In order to structure policies and procedures and assign roles and responsibilities, for some time now an environmental management system has been implemented, which is certified in accordance with the ISO 14001 international standard and covers our Italian offices in Rome, Pont-Saint-Martin, Vicenza, Naples and Palermo and all of the companies operating there (Engineering Ingegneria Informatica, Municipia, Engineering D.HUB, Nexen, Livebox and WebResults). This standard aims to promote and continuously improve environmental aspects in the company and encourages legislative compliance, environmental communication and the engagement of the parties concerned, making a significant contribution to environmental sustainability.



## Energy consumption efficiency

### GRI 302-1

Given the nature of Engineering's services, the company's environmental impact is primarily due to the activities of the data center (Pont-Saint-Martin, Turin and Vicenza) and the more than 80 Group offices. Therefore, this impact derives from urban utilities, which result in electricity consumption for lighting and cooling and natural gas consumption for heating offices, in addition to electricity consumption for the management and storage of a huge quantity of data at the Group's data center.

Particularly with regard to consumption at its offices, Engineering has decisively embarked upon a path towards energy efficiency for its offices, based on a careful energy optimization strategy. One of the main measures adopted as of July 2023 called for the closure of all offices every Friday, alongside the application of specific rules surrounding the use of lighting systems.

Please also note the significant initiative undertaken at the Palermo office, as a result of collaboration with the EsCo company of MUNICIPIA. In particular, during 2023 a re-lamping action was carried out to replace internal lighting with LED technology. This pilot project brought significant results in terms of reducing energy consumption, confirmed by documentation that shows a schematized comparison between consumption prior to and after the activation of the initiative. The company is evaluating additional collaborations with the Municipia EsCo, in order to extend similar interventions to other offices as well.

Amongst the initiatives intended to boost energy efficiency, the Group has also decided to launch an energy monitoring system that directly checks meters. The planning and study activity was conducted in 2023 and the project is expected to be carried out starting from 2024, initially at the offices in Rome, Turin and Pont-Saint-Martin, guaranteeing accurate energy consumption monitoring.

The Rome office, which hosts roughly 20% of the Group's employees, has obtained the LEED certification developed by the U.S. Green Building Council (USGBC), which is awarded to buildings that offer excellent performance in terms of energy and water savings, materials and resources used, design and site selection, reduction of CO2 emissions and improvement in indoor environmental quality. In 2022 this certification was also obtained at Gold level for the Milan office.

The Company has started the feasibility study of a project for the installation of owned photovoltaic systems, in order to reduce electricity procurement from the grid while also boosting the share of electricity deriving from renewable sources.

## Data Center, energy sustainability models

The Group's data centers manage essential information technology infrastructure so that all offices can carry out their activities remotely, thus guaranteeing the quality of the services offered to customers. The priorities in the careful and responsible management of the environmental impact of the data center are the disposal of electronic waste and efficiency gains in the consumption of energy used to run IT devices, cooling equipment and ventilation and electricity distribution systems. This attention is demonstrated by the constant commitment and direct investments to achieve levels of excellence in terms of environmental sustainability

### THE PONT-SAINT-MARTIN ENERGY EFFICIENCY PROJECT

Since 2011, the Pont-Saint-Martin Data Center in Valle d'Aosta has had a geothermal cooling system, which works by exploiting the water present in the aquifer below, characterized by a constant temperature of roughly 13 degrees. In 2021, a project was initiated to increase the structure's capacity by drilling two additional wells (and completely updating the plant's technology) and boosting the capacity to withdraw the water used for cooling (from 50 l/s to 96 l/s). The investment immediately began to generate some benefits: the refrigeration units used to cool water (7 degrees) were turned off and the consumption of kWh decreased, allowing for significant savings in the purchase of electricity. Confirming the excellent level of efficiency, over the following two years the Pont-Saint-Martin Data Center further reduced its PUE (Power Usage Effectiveness, the parameter that measures energy sustainability), with a continuous and progressive downward trend in 2023 as well, to 1.47, following the completion of the hydronic project. Furthermore, in 2023 the project of compartmentalizing thermodynamic flows within the bunker continued, making it possible to keep heat and cold separate, generating benefits from lower temperatures in the server rooms and, hence, a decrease in the energy required for cooling.

An additional environmental benefit of this new plant structure is the recovery of part of the heat present in the water in the return circuit, which is used for heating the offices. Indeed, this led to the complete shutdown of the gas heating system, thus eliminating methane consumption during the year.



In light of its commitment to sustainability, the Group already started linking its financial strategy to ESG performance also through cutting-edge financial instruments structured together with leading financial institutions. In particular, the project energy efficiency project at the Pont-Saint-Martin is subject to annual assessment by an independent third party independent third party in order to verify the achievement of a target of a 5% average annual reduction in energy consumption over the 2021-2024 period. Achievement of the target entails access to more advantageous economic conditions for Engineering advantageous economic conditions under these financial instruments.

**VICENZA: THE FREE COOLING SYSTEM**

In 2023, the Vicenza data center maintained a high level of energy efficiency thanks to the efficiency boosting activities initiated in the previous reporting year relating to the electricity, cooling and network circuits, recording a PUE of 1.56. At the same time, it retained significant system reliability, thanks to low environmental impact solutions and structural adaptations, such as the separation of interior rooms from the outside through insulating corridors. This architecture makes it possible to identify and isolate any possible damage to the center’s systems, while also supporting and maintaining active all IT loads and the business critical systems of the customers hosted at that location.

Continuing with the efficiency boosting strategy in 2023, a significant replacement of air-water refrigeration units with a high efficiency Free Cooling system was completed. This initiative fully eliminated water consumption and significantly reduced electricity consumption compared to the water-based systems used previously. The completion of this project is a considerable achievement for the data center’s environmental sustainability.

Although the project has been completed, Engineering will continue to monitor electricity consumption to specifically establish the extent of the energy efficiency improvement provided by the new cooling system. This will make it possible to consolidate the commitment to reducing the environmental impact and optimizing resources, offering customers increasingly sustainable solutions.

**Combating climate change in processes**

Climate change represents a serious threat for human beings, ecosystems and biodiversity. A slow global response could have considerable negative consequences, on companies as well as consumers and the general public. In this context,

companies can play a significant role, as they are called upon to rapidly establish decarbonization plans or intensify them, while also adopting climate change adaptation measures.

In this regard, for the second consecutive year the Group obtained ISO 14064-1:2018 certification relating to its monitoring of greenhouse gas emissions for the group’s Italian companies (Engineering Ingegneria Informatica, Municipia, Engineering D.HUB, Nexen, Livebox, Cybertech and WebResults). Aside from providing international guidelines for quantifying the greenhouse gas emissions of businesses, this certification is useful for verifying the approaches used to report on them and calculation methods.

Engineering has also decided to embark upon a sustainability process aimed at mitigating its environmental impacts, with a specific focus on the fight against climate change. During 2023, the company promoted projects and initiatives, continuing with the long-term commitment to sustainability that characterizes the Group’s activities and objectives.

Commitment to the environment





### Alignment of the carbon footprint calculation methodology with the SBTi framework

In the course of 2023, the Group emissions calculation methodology was updated in order to align the inventory with the requirements of the GHG Protocol and the SBTi, to define the proper baseline to set 2030 reduction targets. In this update, the Group carbon footprint calculation was extended, by:

- including the entire global scope of the Group companies and the offices in which it operates. To guarantee comprehensive data, accurate consumption data were considered, when available, and estimates were performed for the companies and offices where the utilities are not in the name of Engineering and therefore the specific figure was unavailable. These estimates were based on proxies, such as consumption by headcount.
- including all Scope 3 categories applicable to the Group, so categories 1. Purchase of goods and services, 3. Activities linked to fuels and energy, 4. Upstream transport, 5. Waste production, 6. Business trips and 7. Employee commuting.

The first calculation using this methodology was carried out with reference to 2022, which was selected as the base year for the definition of the 2030 emission reduction targets submitted to SBTi and for the decarbonization plan approved at Group level.

Especially as regards the scope of emissions linked to the value chain, the Engineering Group undertakes to constantly refine the coverage, granularity and consistency of the data collected, which is reflected in a constantly improving emission profile.

### Carbon footprint results

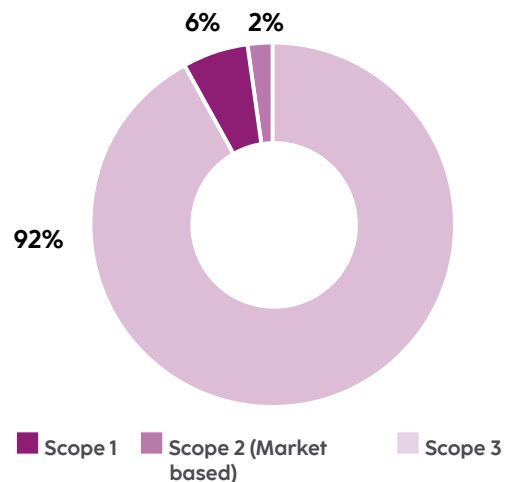
#### GRI 305-1; 305-2; 305-3

Greenhouse gas (GHG) emissions are generated by the Group directly from its operating processes (Scope 1) and indirectly through the procurement of electricity from third parties (Scope 2) and throughout the value chain (Scope 3).

Scope 1 emissions consider all direct emission sources of the Engineering Group and include primarily emissions deriving from the use of company vehicles by employees, the methane gas emissions associated with office heating, emissions of diesel fuel used for emergency generators in data centres and emissions deriving from leaks of refrigerant gases for cooling data centers. Scope 2 emissions reflect the impact of procuring electricity for the offices and data centers and are quantified using both location-based and market-based methodologies: the definition of the group’s reduction targets and the decarbonization strategy take market-based emissions as a reference, as they track Engineering’s efforts to increase the share of energy procured from renewable sources. For the Engineering Group, Scope 3 emissions represent over 90% of total emissions, or the most material emission source: in particular, the most significant Scope 3 category is the purchase of goods and services, followed by commuting and business trips.

Scope 1 emissions decreased in 2023 compared to 2022 (-7%), following a decline in natural gas consumption, mostly caused

### Total Group GHG emissions





by the decommissioning of the methane heating system at the Pont Saint-Martin offices, and the collection of more accurate data about leaks of refrigerant gases from air conditioning equipment.

Scope 2 emissions decreased in 2023 compared to 2022 (-6% and -49% respectively, according to the location-based and market-based methodology). The main difference in terms of emissions in the market-based approach in 2023 was justified by the purchase of certificates of origin for nearly all Rome office energy consumption, as well as the full coverage of data center electricity consumption, in line with previous years.

Scope 3 emissions rose by 26% in 2023 compared to 2022. The primary reason for this is the category of purchase of goods and services, where a higher expense was recorded for the Italian and foreign entities. The category linked to business trip transportation emissions also rose by around 65% in 2023 compared to 2022, due to the more granular and systematic primary data collection from the group companies using the platform dedicated to collecting Group sustainability data.

### The car fleet: more hybrid and more electric

Engineering continues with its improvements in sustainable mobility with initiatives aimed at managing an increasingly lower emission car fleet. These include the launch of a corporate car sharing project, which will involve replacing conventional fuel vehicles for business use with electric vehicles. In parallel, around 80 electric charging stations will be gradually installed, starting from the larger offices then moving on to the smaller ones.

Furthermore, the policy governing vehicle use and the types of vehicles available (car list) began being updated and reviewed in 2023, and is expected to be completed in 2024. The new policy will provide, inter alia, an incentive for employees who select electric vehicles.

Thanks to the target relating to car fleet reduction of consumption and conversion to electric vehicles, NOx and SO2 emissions are also expected to fall by 15% by 2030.

### Waste management and circular economy initiatives

#### GRI 306-1; 306-2

Engineering is actively committed to managing waste responsibly, while aiming to reduce wastefulness and environmental impacts through its value chain. Through circular economy initiatives and informed choices, the Company promotes the reuse and recovery of materials, thus contributing to a more sustainable future.

Particularly with regard to waste management, the Group is committed to limiting wastefulness and its negative impacts. To mitigate this impact, in its purchasing decisions the Group prioritizes goods and services with better characteristics in terms of materials, consumption and duration, in order to reduce impacts and promote a reuse approach. One example of this is the transition to a new personal computer supplier, which reduced the volume of packaging used by around 40%, therefore contributing towards decreasing waste production and the space needed for storage. This supplier committed to removing all single-use plastic packaging by the end of 2025, instead using only materials from certified forests, and by 2030 it aims to use fully recyclable packaging and recycled, renewable or responsibly obtained materials.

To reduce our environmental impact to a minimum, all of the waste produced is sent to specialized and certified companies for proper material recovery. Through an industrial symbiosis process, represented in the company policy, this waste can be reused in other production sectors.



Furthermore, Engineering's commitment to promoting and effectively managing waste electrical and electronic equipment (WEEE) is of fundamental importance. At the center of the project is the proposal not only to limit waste production, but especially to convey waste back into a production cycle by regenerating the material or recovering components or raw materials. Three main types of action were studied:

- the free transfer of obsolete computers to employees;
- the assignment of a second life to hardware no longer being used;
- the disassembly of WEEE, up to the extraction of the raw material.

Already in 2023, for example, around 150 laptops were given to employees. From the operational perspective, all company offices present in Italy are considered, and those with reusable hardware are selected. The offices are then categorized based on the types of interventions that may be feasible, and some devices are reconditioned while others are broken down to the raw material level.

For years now, the Technological Infrastructure Services office has been dedicated to repairing damaged computers by replacing components, showcasing how sustainability can translate into tangible financial benefits and circular economy initiatives.

Periodic checks were also performed on WEEE systems in the various offices in order to monitor the effectiveness of the work done. The project is constantly monitored and new initiatives are always ongoing for improving the efficiency and impact of WEEE management policies.

In 2023, a process of removing Engineering's electric and electronic devices from warehouses was initiated which, with the support of a specialized company, led to the recovery of 80% of the laptops and computers and 41% of the monitors. Due to the specific nature of the server hardware, it was not possible to recover that material.









The background of the page is a close-up photograph of a server rack. The server units are illuminated with vibrant red and blue lights, creating a grid-like pattern of light and shadow. The lights are bright and have a slightly grainy, digital texture.

# 06

## Reporting and data



## Reporting approach

The 2023 Sustainability Report of the Engineering Group provides an account of the positive and negative impacts that concern the company, therefore its actual impacts, as well as those which could concern it, so the potential impacts throughout its value chain.

To ensure that high quality information is provided, the report was drafted in accordance with the following GRI principles:

- Accuracy: the level of detail of the content included in this Sustainability Report has been established to favor an understanding and assessment of the sustainability performance of Engineering during the reporting period;
- Balance: the content of this document provides a balanced account of Engineering's performance during the reporting period, presenting both the goals achieved and the company's margins for improvement;
- Clarity: to make the content usable and easy to understand for everyone, clear and accessible language has been preferred, as well as the use of graphs and tables which present the company's performance;
- Comparability: the data presented in the Report refer, insofar as is possible, to the 2021-2023 three-year period, so as to permit a comparison of performance over time. Furthermore, the information presentation methods laid out in the GRI Standards were used to allow for a comparison with other companies as well;
- Comprehensiveness: the impacts addressed in this Report are presented in their entirety and describe the most significant environmental, social and economic aspects for Engineering's activities, in order to allow for a full assessment of the company's performance during the reporting year;
- Sustainability context: Engineering's performance is presented within the broader context of sustainable development;
- Timeliness: this document was published in 2023;
- Verifiability: Engineering collected and analyzed the data in a manner that ensures that the information can be examined to establish its truthfulness.

## Performance tables

### PERSONNEL DATA

GRI 2-7; GRI 2-8; GRI 2-30; GRI 401-1; GRI 404-1; GRI 405-1; 405-2

Number of employees by contract type and gender as of December 31	2023				2022				2021			
	Men	Women	Unav.	Total	Men	Women	Unav.	Total	Men	Women	Unav.	Total
<b>ITALY</b>												
Permanent contract	8,378	4,013	-	12,391	7,334	3,440	-	10,774	6,829	3,175	-	10,004
Fixed-term contract	34	17	-	51	18	11	-	29	26	14	-	40
<b>Italy total</b>	<b>8,412</b>	<b>4,030</b>	<b>-</b>	<b>12,442</b>	<b>7,352</b>	<b>3,451</b>	<b>-</b>	<b>10,803</b>	<b>6,855</b>	<b>3,189</b>	<b>-</b>	<b>10,044</b>
<b>ABROAD</b>												
Permanent contract	1,383	518	16	1,917	1,014	354	0	1,368	1,115	372	-	1,487
Fixed-term contract	20	9	-	29	6	2	0	8	20	20	-	40
Unavailable	1	1	22	24	0	0	367	367	-	-	-	-
<b>Abroad Total</b>	<b>1,404</b>	<b>528</b>	<b>38</b>	<b>1,970</b>	<b>1,020</b>	<b>356</b>	<b>367</b>	<b>1,743</b>	<b>1,135</b>	<b>392</b>	<b>-</b>	<b>1,527</b>
<b>GRAND TOTAL</b>	<b>9,816</b>	<b>4,558</b>	<b>38*</b>	<b>14,412</b>	<b>8,372</b>	<b>3,807</b>	<b>367**</b>	<b>12,546</b>	<b>7,990</b>	<b>3,581</b>	<b>-</b>	<b>11,571</b>

\* For 2023, for employees of the companies Crispy Bacon Shpk, Payments and Business Advisors S.L. (Paystrat), Be Shaping the Future AG and Industries Excellence Sasu, it was not possible to reconstruct the detail by gender and contract type.

\*\* For 2022 for employees of Engineering Software Lab doo, Engineering ITS AG, IT-Soft USA Inc, Movilitas India, Industries Excellence Ltd, Movilitas Consulting GmbH, Movilitas Belgium, Movilitas France SAS it was not possible to reconstruct the detail by gender and contract type.

Number of employees by type of employment and gender as of December 31	2023				2022				2021			
	Men	Women	Unav.	Total	Men	Women	Unav.	Total	Men	Women	Unav.	Total
<b>ITALY</b>												
Full-time	8,347	3,559	-	11,906	7,279	2,988	-	10,267	6,783	2,689	-	9,472
Part-time	65	471	-	536	73	463	-	536	72	500	-	572
<b>Italy total</b>	<b>8,412</b>	<b>4,030</b>	<b>-</b>	<b>12,442</b>	<b>7,352</b>	<b>3,451</b>	<b>-</b>	<b>10,803</b>	<b>6,855</b>	<b>3,189</b>	<b>-</b>	<b>10,044</b>
<b>ABROAD</b>												
Full-time	1,379	497	16	1,892	994	324	-	1,318	1,130	384	-	1,514
Part-time	25	31	-	56	13	29	-	42	5	8	-	13
Unavailable	-	-	22	22	-	-	383	383	-	-	-	-
<b>Abroad total</b>	<b>1,404</b>	<b>528</b>	<b>38</b>	<b>1,970</b>	<b>1,007</b>	<b>353</b>	<b>383</b>	<b>1,743</b>	<b>1,135</b>	<b>392</b>	<b>-</b>	<b>1,527</b>
<b>GRAND TOTAL</b>	<b>9,816</b>	<b>4,558</b>	<b>38*</b>	<b>14,412</b>	<b>8,359</b>	<b>3,804</b>	<b>383**</b>	<b>12,546</b>	<b>7,990</b>	<b>3,581</b>	<b>-</b>	<b>11,571</b>

\* For 2023, for employees of Crispy Bacon Shpk, Payments and Business Advisors S.L. (Paystrat), Be Shaping the Future AG and Industries Excellence Sasu it was not possible to reconstruct the detail by gender and type of employment.

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Information on other workers Italy*	Unit of measurement	2023	2022	2021
<b>Workers as of December 31</b>				
Total number of interns	n.	18	116	195
Total number of temporary workers	n.	224	228	192
Seconded workers from companies outside the Group, who work for a Group company	n.	145	163	166
<b>TOTAL</b>	<b>n.</b>	<b>387</b>	<b>507</b>	<b>553</b>

\* The reporting perimeter excludes the following companies: Be Group, Extra Red Srl, Industries Excellence S.p.A., FDL Servizi Srl, net of the number of trainees, which also includes the companies Be Shaping the Future Management Consulting, Be Shaping the Future Digitech Solutions and Iqui

Employees covered by a national collective labor agreement **	Unit of measurement	2023	2022*	2021*
<b>Workers as of December 31</b>				
Number of employees covered by a national collective labor agreement	n.	13,470	12,546	11,571
Total number of employees	n.	14,412	12,546	11,571
<b>Percentage of employees covered by a national collective labor agreement</b>	<b>%</b>	<b>93.5%</b>	<b>100%</b>	<b>100%</b>

\* The 2022 and 2021 reporting scope included the Engineering Group in Italy, excluding the foreign subsidiaries.

\*\* The number and percentage of employees covered by a national collective labor agreement coincides with the number and percentage of employees covered by formally elected worker representatives. In particular, in Italy collective bargaining deals with the following issues: (I) establishment, types, place of performance and changes to the employment relationship, (II) classification of personnel and particular types of workers, (III) working time, (IV) pay, (V) health and safety, (VI) absence, leave and protection, (VII) termination of employment.

Total workforce as of December 31 by geographical area and gender	2023				2022				2021			
	Men	Women	Unav.	Total	Men	Women	Unav.	Total	Men	Women	Unav.	Total
<b>ITALY</b>												
Northern Italy	3,800	1,865	-	5,665	3,149	1,547	-	4,696	2,877	1,449	-	4,326
Central Italy	3,194	1,584	-	4,778	2,894	1,419	-	4,313	2,704	1,331	-	4,035
Southern Italy and Islands	1,418	581	-	1,999	1,309	485	-	1,794	1,274	409	-	1,683
<b>EUROPE</b>												
Albania	-	-	18	18	-	-	-	-	-	-	-	-
Austria	31	10	-	41	-	-	-	-	-	-	-	-
Belgium	17	14	-	31	15	18	6	39	27	18	-	45
France	-	-	16	16	3	2	12	17	15	3	-	18
Germany	214	69	-	283	163	65	20	248	199	80	-	279
Great Britain	64	28	-	92	18	5	4	27	5	-	-	5
Luxembourg	-	-	-	-	-	-	-	-	-	-	-	-
Poland	14	19	-	33	-	-	-	-	-	-	-	-
Czech Republic	-	-	-	-	-	-	-	-	-	-	-	-
Romania	35	48	-	83	-	-	-	-	-	-	-	-
Serbia	187	74	-	261	-	-	273	273	160	67	-	227
Spain	13	3	3	19	15	5	-	20	14	6	-	20
Switzerland	30	5	1	36	9	1	-	10	13	1	-	14
Ukraine	12	10	-	22	-	-	-	-	-	-	-	-
Hungary	4	-	-	4	4	-	-	4	6	-	-	6
<b>AMERICA</b>												
Argentina	7	1	-	8	7	1	-	8	5	1	-	6
Brazil	591	198	-	789	645	225	-	870	540	181	-	721
Mexico	15	4	-	19	15	5	-	20	7	2	-	9
USA	132	25	-	157	121	25	11	157	127	25	-	152
<b>ASIA</b>												
India	38	20	-	58	5	4	41	50	15	8	-	23
Malaysia	-	-	-	-	-	-	-	-	2	-	-	2
<b>GRAND TOTAL</b>	<b>9,816</b>	<b>4,558</b>	<b>38*</b>	<b>14,412</b>	<b>8,372</b>	<b>3,807</b>	<b>367**</b>	<b>12,546</b>	<b>7,990</b>	<b>3,581</b>	<b>-</b>	<b>11,571</b>

\* For 2023 for employees of Crispy Bacon Shpk, Payments and Business Advisors S.L. (Paystrat), Be Shaping the Future AG and Industries Excellence Sasu it was not possible to reconstruct the detail by gender

\*\* For 2022 for employees of the companies Engineering Software Lab doo, Engineering ITS AG, IT-Soft USA Inc, Movilitas India, Industries Excellence Ltd, Movilitas Consulting GmbH, Movilitas Belgium, Movilitas France SAS it was not possible to reconstruct the detail by gender.

Number of employees by age group and gender as of December 31	2023				2022				2021			
	Men	Women	Unav.	Total	Men	Women	Unav.	Total	Men	Women	Unav.	Total
<b>Number of employees</b>												
< 30 years of age	1,848	718	3	2,569	1,415	553	0	1,968	1,203	485	0	1,688
30 - 50 years of age	5,227	2,639	12	7,878	4,149	2,057	0	6,206	4,416	2,083	0	6,499
> 50 years of age	2,741	1,201	1	3,943	2,616	1,145	0	3,761	2,371	1,013	0	3,384
Age unavailable	0	0	22	22	0	0	611	611	0	0	0	0
<b>Percentage of employees</b>												
< 30 years of age	13%	5%	0%	18%	11%	4%	0%	16%	10%	4%	0%	15%
30 - 50 years of age	36%	18%	0%	55%	33%	16%	0%	49%	38%	18%	0%	56%
> 50 years of age	19%	8%	0%	27%	21%	9%	0%	30%	20%	9%	0%	29%
Age unavailable	0%	0%	0%	0%	0%	0%	5%	5%	0%	0%	0%	0%
<b>GRAND TOTAL</b>	<b>68%</b>	<b>32%</b>	<b>0%*</b>	<b>100%</b>	<b>65%</b>	<b>30%</b>	<b>5%**</b>	<b>100%</b>	<b>69%</b>	<b>31%</b>	<b>0%</b>	<b>100%</b>

\* For 2023 for employees of Crispy Bacon Shpk, Payments and Business Advisors S.L. (Paystrat), Be Shaping the Future AG and Industries Excellence Sasu it was not possible to reconstruct the detail by gender and age.

\*\* For 2022 for employees of Engineering Software Lab doo, Engineering ITS AG, IT-Soft USA Inc, Movilitas India, Industries Excellence Ltd, Movilitas Consulting GmbH, Movilitas Belgium, Movilitas France SAS it was not possible to reconstruct the detail by gender and age.

Reporting and data

Number of employees by employee category and gender as of December 31	2023				2022				2021			
	Men	Women	Unav.	Total	Men	Women	Unav.	Total	Men	Women	Unav.	Total
<b>Number of employees</b>												
Executives	473	109	-	582	371	74	-	445	325	69	-	394
Middle managers	2,009	680	2	2,691	1,748	588	-	2,336	1,588	520	-	2,108
Professionals	7,311	3,762	14	11,087	6,055	3,093	-	9,148	6,071	2,992	-	9,063
Blue-collars	4	1	-	5	6	-	-	6	6	-	-	6
Employee category unavailable	19	6	22	47	-	-	611	611	-	-	-	0
<b>Percentage of employees</b>												
Executives	3%	1%	-	4%	3%	1%	-	4%	3%	1%	-	3%
Middle managers	14%	5%	0%	19%	14%	5%	-	19%	14%	4%	-	18%
Professionals	51%	26%	0%	77%	48%	25%	-	73%	52%	26%	-	78%
Blue-collars	0%	0%	-	0%	0%	-	-	0%	0%	-	-	0%
Employee category unavailable	0%	0%	0%	0%	-	-	5%	5%	-	-	-	-
<b>GRAND TOTAL</b>	<b>68%</b>	<b>32%</b>	<b>0%*</b>	<b>100%</b>	<b>65%</b>	<b>30%</b>	<b>5%**</b>	<b>100%</b>	<b>69%</b>	<b>31%</b>	<b>0%</b>	<b>100%</b>

\* For 2023 for employees of Crispy Bacon Shpk, Payments and Business Advisors S.L. (Paystrat), Be Shaping the Future AG and Industries Excellence Sasu it was not possible to reconstruct the detail by gender and classification.

\*\* For 2022 for employees of Engineering Software Lab doo, Engineering ITS AG, IT-Soft USA Inc, Movilitas India, Industries Excellence Ltd, Movilitas Consulting GmbH, Movilitas Belgium, Movilitas France SAS it was not possible to reconstruct the detail by gender and classification.



Number of employees by employee category and age group as of December 31	2023				2022				2021			
	< 30 years	30 – 50 years	> 50 years	Unav.	< 30 years	30 – 50 years	> 50 years	Unav.	< 30 years	30 – 50 years	> 50 years	Unav.*
<b>Number of employees</b>												
Executives	-	263	319	-	-	147	298	-	-	126	268	-
Middle managers	22	1,284	1,385	-	11	982	1,343	-	11	892	1,205	-
Professionals	2,541	6,314	2,232	-	1,957	5,076	2,115	-	1,677	5,480	1,906	-
Blue-collars	-	1	4	-	-	1	5	-	-	1	5	-
Employee category unavailable	6	16	3	22	-	-	-	611	-	-	-	-
<b>Percentage of employees</b>												
Executives	-	2%	2%	-	-	1%	2%	-	-	1%	2%	-
Middle managers	0%	9%	10%	-	0%	8%	11%	-	0%	8%	10%	-
Professionals	18%	44%	15%	-	16%	40%	17%	-	14%	47%	16%	-
Blue-collars	-	0%	0%	-	-	0%	0%	-	-	0%	0%	-
Employee category unavailable	0%	0%	0%	0%	-	-	-	5%	-	-	-	-
<b>GRAND TOTAL</b>	<b>18%</b>	<b>55%</b>	<b>27%</b>	<b>0%*</b>	<b>16%</b>	<b>49%</b>	<b>30%</b>	<b>5%**</b>	<b>15%</b>	<b>56%</b>	<b>29%</b>	<b>-</b>

\* For 2023 for employees of Crispy Bacon Shpk, Payments and Business Advisors S.L. (Paystrat), Be Shaping the Future AG and Industries Excellence Sasu it was not possible to reconstruct the detail by age and classification.

\*\* For 2022 for employees of Engineering Software Lab doo, Engineering ITS AG, IT-Soft USA Inc, Movilitas India, Industries Excellence Ltd, Movilitas Consulting GmbH, Movilitas Belgium, Movilitas France SAS it was not possible to reconstruct the detail by age and classification.

Number of employees belonging to the protected categories by employee category and gender as of December 31	2023*	2022**	2021**
<b>Number of employees</b>			
Executives	9	n.d.	n.d.
Middle managers	91	n.d.	n.d.
Professionals	591	n.d.	n.d.
Blue-collars	2	n.d.	n.d.
Employee category unavailable	0	525	515
<b>Total</b>	<b>693</b>	<b>525</b>	<b>515</b>
<b>Percentage of employees</b>			
Executives	0%	n.d.	n.d.
Middle managers	1%	n.d.	n.d.
Professionals	4%	n.d.	n.d.
Blue-collars	0%	n.d.	n.d.
Employee category unavailable	0%	4%	4%
<b>GRAND TOTAL</b>	<b>5%</b>	<b>4%</b>	<b>4%</b>

\* Please note that IT-Soft USA Inc. recognises the following categories of employees as protected categories in addition to disabled personnel, persons of colour, persons aged ≥40 years, persons of indigenous origin, women on maternity leave, persons in immigration status and persons with a military history.

\*\* For the years 2022 and 2021, the figure for employees belonging to protected categories is not available in relation to the foreign perimeter of the Group and details by professional category.

Number of members of the Board of Directors of the Parent Company by age group and gender as of December 31	2023			2022			2021		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
<b>Number</b>									
< 30 years of age	-	-	-	-	-	-	-	-	-
30 – 50 years of age	1	1	2	2	-	2	3	-	3
> 50 years of age	9	2	11	11	-	11	10	-	10
<b>Total</b>	<b>10</b>	<b>3</b>	<b>13</b>	<b>13</b>	<b>-</b>	<b>13</b>	<b>13</b>	<b>-</b>	<b>13</b>
<b>Percentage</b>									
< 30 years of age	-	-	-	-	-	-	-	-	-
30 – 50 years of age	8%	8%	15%	15%	-	15%	23%	-	23%
> 50 years of age	69%	15%	85%	85%	-	85%	77%	-	77%
<b>Total</b>	<b>77%</b>	<b>23%</b>	<b>100%</b>	<b>100%</b>	<b>-</b>	<b>100%</b>	<b>100%</b>	<b>-</b>	<b>100%</b>

Reporting and data

Hirings	2023				2022			
	Men	Women	Unavailable	Total	Men	Women	Unavailable	Total
<b>ITALY</b>								
<b>Number</b>								
< 30 years of age	766	367	0	1,133	632	266	0	898
30 - 50 years of age	947	465	0	1,412	554	225	0	779
> 50 years of age	168	73	0	241	95	34	0	129
<b>Total</b>	<b>1,881</b>	<b>905</b>	<b>0</b>	<b>2,786</b>	<b>1,281</b>	<b>525</b>	<b>0</b>	<b>1,806</b>
<b>Rate</b>								
< 30 years of age	6%	3%	0%	9%	6%	2%	0%	8%
30 - 50 years of age	8%	4%	0%	11%	5%	2%	0%	7%
> 50 years of age	1%	1%	0%	2%	1%	0%	0%	1%
<b>Total</b>	<b>15%</b>	<b>7%</b>	<b>0%</b>	<b>22%</b>	<b>12%</b>	<b>5%</b>	<b>0%</b>	<b>17%</b>
<b>ABROAD</b>								
<b>Number</b>								
< 30 years of age	141	67	0	208	196	57	0	253
30 - 50 years of age	321	170	1	492	185	82	0	267
> 50 years of age	105	30	0	135	43	0	0	43
Unavailable	0	0	22	22	0	0	116	116
<b>Total</b>	<b>567</b>	<b>267</b>	<b>23*</b>	<b>857</b>	<b>424</b>	<b>139</b>	<b>116**</b>	<b>679</b>
<b>Rate</b>								
< 30 years of age	7%	3%	0%	11%	11%	3%	0%	15%
30 - 50 years of age	16%	9%	0%	25%	11%	5%	0%	15%
> 50 years of age	5%	2%	0%	7%	2%	0%	0%	2%
Unavailable	0%	0%	1%	1%	0%	0%	7%	7%
<b>Total</b>	<b>29%</b>	<b>14%</b>	<b>1%</b>	<b>44%</b>	<b>24%</b>	<b>8%</b>	<b>7%</b>	<b>39%</b>

\* For 2023, for employees of the companies Crispy Bacon Shpk, Payments and Business Advisors S.L. (Paystrat), Be Shaping the Future AG and Industries Excellence Sasu it was only possible to reconstruct the total number of employees hired, but not the detailed data specifying gender and age group.

\*\* For 2022, for the employees of Engineering Software Lab doo, Engineering ITS AG, IT-Soft USA Inc., Movilitas India, Industries Excellence Ltd, Movilitas Consulting GmbH, Movilitas Belgium, Movilitas France SAS it was only possible to reconstruct the total number of employees hired, but not the detailed data with the specification of gender and age group.

Terminations	2023				2022			
	Men	Women	Unavailable	Total	Men	Women	Unavailable	Total
<b>ITALY</b>								
<b>Number</b>								
< 30 years of age	275	99	0	374	173	65	0	238
30 - 50 years of age	435	180	0	615	442	146	0	588
> 50 years of age	112	46	0	158	169	52	0	221
<b>Total</b>	<b>822</b>	<b>325</b>	<b>0</b>	<b>1,147</b>	<b>784</b>	<b>263</b>	<b>0</b>	<b>1,047</b>
<b>Rate</b>								
< 30 years of age	2%	1%	0%	3%	2%	1%	0%	2%
30 - 50 years of age	3%	1%	0%	5%	4%	1%	0%	5%
> 50 years of age	1%	0%	0%	1%	2%	0%	0%	2%
<b>Total</b>	<b>7%</b>	<b>3%</b>	<b>0%</b>	<b>9%</b>	<b>7%</b>	<b>2%</b>	<b>0%</b>	<b>10%</b>
<b>ABROAD</b>								
<b>Number</b>								
< 30 years of age	83	33	1	117	103	28	0	131
30 - 50 years of age	182	101	0	283	140	51	0	191
> 50 years of age	39	10	0	49	43	7	0	50
Unavailable*	0	0	0	0	0	0	87	87
<b>Total</b>	<b>304</b>	<b>144</b>	<b>1*</b>	<b>449</b>	<b>286</b>	<b>86</b>	<b>87**</b>	<b>459</b>
<b>Rate</b>								
< 30 years of age	4%	2%	0%	6%	6%	2%	0%	8%
30 - 50 years of age	9%	5%	0%	14%	8%	3%	0%	11%
> 50 years of age	2%	1%	0%	3%	2%	0%	0%	3%
Unavailable*	0%	0%	0%	0%	0%	0%	5%	5%
<b>Total</b>	<b>15%</b>	<b>8%</b>	<b>0%</b>	<b>23%</b>	<b>16%</b>	<b>5%</b>	<b>5%</b>	<b>26%</b>

\* For 2023, for the employees of Crispy Bacon Shpk, Payments and Business Advisors S.L. (Paystrat), Be Shaping the Future AG and Industries Excellence Sasu it was only possible to reconstruct the overall figure for the total number of terminated employees, but not the detailed figure with the specification of gender and age group.

\*\* For 2022, for employees of Engineering Software Lab doo, Engineering ITS AG, IT-Soft USA Inc., Movilitas India, Industries Excellence Ltd, Movilitas Consulting GmbH, Movilitas Belgium, Movilitas France SAS it was only possible to reconstruct the total figure for the number total number of terminated employees, but not the detailed data specifying gender and age group.

To calculate the rates, the total number of employees as at 31.12 of the respective years and geographical areas was used as the denominator of the ratio. It is also specified that there is no data for the year 2021 due to data unavailability.

Average hours of training per year per capita*	2023	2022	2021
<b>By employee category</b>			
Executives	9.1	Unavailable	Unavailable
Middle managers	17.9	Unavailable	Unavailable
Professionals	21.4	Unavailable	Unavailable
Blue-collars	1.0	Unavailable	Unavailable
Employee category unavailable**	Unavailable	Unavailable	Unavailable
<b>Total</b>	<b>23.2</b>	<b>24.4</b>	<b>19.1</b>
<b>By gender</b>			
Women	23.1	Unavailable	Unavailable
Men	23.2	Unavailable	Unavailable
Gender unavailable***	Unavailable	Unavailable	Unavailable
<b>TOTAL</b>	<b>23.2</b>	<b>24.4</b>	<b>19.1</b>

\* The average number of hours of training per year per employee refers exclusively to the Italy scope of the Engineering Group, excluding the Be Group, Napoli Obiettivo Valore S.r.l., Parma Valore Comune S.c.a.r.l., Extra Red S.r.l., C Consulting S.p.A., Atlantic Technologies S.p.A. The data are the result of the ratio between the total number of training hours provided to employees and, depending on the reference KPI, the total number of employees, the total number of male and female employees and the total number of employees belonging to a specific professional category. For the years 2022 and 2021, the details by professional category and gender are unavailable.

\*\* For some training course participants, it was not possible to associate the professional category, for a total of roughly 33,000 training hours.

\*\*\* For some training course participants, it was not possible to associate the gender, for a total of roughly 500 training hours.

Ratio of base salary and remuneration of women compared to men*	2023
<b>Base salary</b>	
Executives	96.4%
Middle managers	94.5%
Professionals	94.3%
<b>Total remuneration</b>	
Executives	92.0%
Middle managers	94.0%
Professionals	94.4%

\* Monitoring of these KPIs began in 2023, so the 2022 and 2021 values are unavailable. The data regard the companies in the Engineering Group in Italy, excluding the Be Group, which fall within the scope of the internal systems currently in use and are listed below: C. Consulting, Cybertech, Digitelematica, Eng. D.HUB, Eng. Ing. Informatica, Eng. Sardegna, FDL Servizi, Livebox, Municipia, Napoli Obiettivo Valore, Nexen, Nexera, Pragma, WebResults. To calculate the base average salary, only the gross annual remuneration of employees was considered (for part-time workers, prorated based on their part-time percentage), while to calculate total average remuneration, the gross annual remuneration and the MBO bonus were considered. For the category of blue-collar employees, it was not possible to calculate the ratio as there are no female employees.



**HEALTH AND SAFETY**
**GRI 403-8; 403-9**

Employees covered by an occupational health and safety management system	Unit of measurement	2023*	2022	2021
Number and percentage of all employees covered by such a system	n.	14,412	10,803	9,605
	%	100.0%	100%	100%
Number and percentage of all employees covered by such a system that has been internally audited	n.	9,248	7,943	6,532
	%	64.2%	73.5%	68.0%
Number and percentage of all employees covered by such a system that has been internally audited or certified by an external party	n.	9,507	7,943	6,532
	%	66.0%	73.5%	68.0%
<b>Total number of employees</b>	<b>n.</b>	<b>14,412</b>	<b>10,803</b>	<b>9,605</b>

\* Since 2023, data have been collected at global Group level; therefore, the values are not comparable with those of the previous two years. The data for the years 2022 and 2021 refer to the Engineering Group in Italy.

The term "occupational health and safety management system" refers to all the elements that have led to the definition of a policy and occupational health and safety objectives and how these objectives are to be achieved.

With regard to employees covered by a system that has been audited or certified by independent third parties, it should be noted that in some foreign countries, the public authority is obliged to carry out external health and safety audits, without the audited company being obliged to carry out preliminary internal audits. Therefore, the value of employees covered by a system that has been audited or certified by an independent third party is higher than the value of employees covered by a system that has been internally audited.

Reporting and data

Work-related injuries from January 1 to December 31*	Unit of measurement	2023**	2022***
Hours worked	n.	22,911,319	16,773,042
Total number of recordable work-related injuries (including fatalities)	n.	12	3
Total number of high-consequence work-related injuries	n.	-	-
of which number of fatalities	n.	-	-
<b>Rate of recordable work-related injuries</b>	no. injuries / 1,000,000 hours worked	<b>0.52</b>	<b>0.18</b>
<b>Rate of high-consequence work-related injuries</b>	no. injuries / 1,000,000 hours worked	-	-
<b>Rate of fatalities</b>	no. deaths / 1,000,000 hours worked	-	-

Furthermore, in 2023 0 cases of occupational illness were recorded.

\* Injuries from COVID-19 are not included in injury statistics. Furthermore, until August 31, 2022, 100% telecommuting was favored due to the COVID-19 pandemic. Starting from September 2022, the presence of workers at the offices can be estimated at roughly 2 days per week.

\*\* Since 2023, data have been collected at global Group level excluding Crispy Bacon Shpk, Atlantic Technologies S.p.A., Extra Red Srl, C. Consulting S.p.A., FDL Servizi Srl, Industries Excellence S.p.A. and Nexera S.p.A.; therefore, the values are not comparable with those of the previous two years. In any event, the increase in the number of injuries in 2023 compared to those recorded in 2022 is linked to an improvement in the internal data collection process.

\*\*\* The data for 2022 refer to the Engineering Group in Italy (Engineering Ingegneria Informatica; Engineering DHUB; Municipia; WebResults; Nexen; Engineering Sardegna; Digitelematica; Livebox).



**ENVIRONMENTAL DATA**

**WATER**

Water withdrawal and discharges	2023	2022	2021
Withdrawals of groundwater* (millions of m <sup>3</sup> )	0.87	0.95	0.51
Discharges of industrial wastewater from cooling (millions of m <sup>3</sup> )	0.87	0.95	0.51

\* Water is withdrawn only to cool the Pont-Saint-Martin Data Center and it is not subjected to any industrial process aside from the change in temperature; the increase in flow expected as part of the hydronic pump expansion project does not have significant impacts on the environment and has already been authorized by the local authorities. The temperature of the water returned to the Lys stream is compliant with the technical specifications of the Valle d'Aosta Region concession.

**ENERGY CONSUMPTION**

**GRI 302-1**

Data center electricity consumption	2023			2022			2021		
	GWh	GJ	PUE	GWh	GJ	PUE	GWh	GJ	PUE
Pont-Saint-Martin	6.66	23,975	1.47	7.02	25,263	1.48	8.66	31,184	1.51
Turin	1.34	4,842	1.84	1.36	4,912	1.84	1.70	6,130	1.84
Vicenza	2.72	9,774	1.56	2.93	10,532	1.82	3.03	10,913	1.84
Assago	-	-	-	0.55	1,962	2.20	2.42	8,728	2.20

Total energy consumption (GJ)	2023*	2022	2021
<b>Offices</b>			
Electricity	23,427	20,021	19,368
Natural gas	3,824	3,685	6,366
LPG	212	Unavailable	Unavailable
Fuel oil	360	-	-
<b>Data center</b>			
Electricity	43,378	47,738	56,955
Diesel	514	288	Unavailable
<b>Vehicle fleet</b>			
Diesel	65,467	64,634	59,675
Gasoline	21,676	8,388	9,944
Methane	1	-	-
Electricity	143	-	-
<b>Total</b>	<b>159,003</b>	<b>144,466</b>	<b>152,308</b>
of which from renewable sources (GJ)	50,256	60,306	49,610
of which from renewable sources (%)	32%	42%	33%

\* Since 2023, environmental data have been collected at global Group level; therefore, the values are not comparable with those of the previous two years. The data for the years 2022 and 2021 refer to the Engineering Group in Italy. Energy consumption and the resulting calculation of emissions are partly the result of an estimate based on the number of employees for locations for which the precise figure was not available.

**GREENHOUSE GAS EMISSIONS**
**GRI 305-1; 305-2; 305-3**

Emissions category – tCO <sub>2</sub> e*		2023	2022	2021*
Scope 1		5,950	6,386	5,265
Scope 2**	Location-based methodology**	5,206	5,523	6,678
	Market-based methodology	2,066	4,026	3,400
Scope 3	Scope 3 total	96,188	76,066	1,451
	Cat. 1 - Purchase of goods and services	75,299	56,497	Unavailable
	Cat. 3 - Fuel- and energy-related activities	2,792	2,786	Unavailable
	Cat. 4 - Upstream transportation and distribution	1,069	661	Unavailable
	Cat. 5 - Waste generated in operations	146	321	Unavailable
	Cat. 6 - Business travel	3,557	2,155	330
	Cat. 7 - Employee commuting***	13,324	13,646	1,121
<b>Total emissions (Location-based)</b>		<b>107,343</b>	<b>87,975</b>	<b>13,395</b>
	Of which Italy	93,766	80,188	13,395
	Of which Abroad	13,577	7,787	Unavailable.
<b>Total emissions (Market-based)</b>		<b>104,203</b>	<b>86,478</b>	<b>10,116</b>
	Of which Italy	90,545	78,590	10,116
	Of which Abroad	13,658	7,888	Unavailable
Biogenic emissions****		315	228	Unavailable

\* Since 2022, data relating to greenhouse gas emissions have been collected at global Group level; therefore, the values are not comparable with those of the previous year. The data for 2021 refer to the Engineering Group in Italy.

\*\* The location-based methodology considers the emission intensity of grid emissions of the geographical areas where the energy is consumed (i.e., the country's average emission factor is applied). The market-based methodology considers the emissions of the type of electricity that the company has decided to purchase: the emissions are obtained by categorizing the share of electricity purchased from renewable sources certified by Guarantees of Origin as zero emissions, and multiplying the share of electricity purchased from non-renewable sources by the emission factor referring to the national residual mix.

\*\*\* Scope 3 category 7 also includes emissions associated with the Group's locations that have no office (i.e., the employees work from home 100% of the time). These emissions represent 130 and 80 tCO<sub>2</sub>e, respectively, for 2023 and 2022 and are not included in the baseline of the targets submitted to the SBTi as they are excluded.

\*\*\*\* Biogenic emissions are CO<sub>2</sub> emissions deriving from the burning of biofuels. In Engineering's emissions profile, they are associated with the average share of biofuels contained in the mix of fuels consumed by the vehicle fleet. Biogenic emissions are included in the Scope 1 and Scope 2 baseline submitted to the SBTi.

**ATMOSPHERIC EMISSIONS OF POLLUTANTS**
**GRI 305-7**

Atmospheric emissions of pollutants (kg)*	2023	
	NO <sub>x</sub>	SO <sub>2</sub>
<b>Vehicle fleet</b>		
Diesel	13,739	21
Gasoline	1,056	5
Methane	0	-
<b>Total</b>	<b>14,795</b>	<b>26</b>

\* Monitoring of these KPIs began in 2023, so the 2022 and 2021 values are unavailable.



WASTE

GRI 306-3

Waste disposed (t)*	2023**				2022***			
	In landfill	Recycled	Fuel to generate energy	Total	In landfill	Recycled	Fuel to generate energy	Total
<b>Non-hazardous</b>								
Used Toner Cartridges - EER 080318	-	1.0	-	1.0	Unavailable	Unavailable	Unavailable	-
Paper and cardboard packaging - EWC 150101	-	13.3	-	13.3	Unavailable	Unavailable	Unavailable	9.9
Plastic packaging - EWC 150102	-	7.3	-	7.3	Unavailable	Unavailable	Unavailable	4.9
Metal packaging - EER 150104	-	0.0	-	0.0	Unavailable	Unavailable	Unavailable	-
Mixed packaging (e.g., wooden crates) - EER 150106	0.1	22.6	5.2	28.0	Unavailable	Unavailable	Unavailable	14.2
Glass Packaging - EER 150107	-	0.2	-	0.2	Unavailable	Unavailable	Unavailable	-
Decommissioned equipment - EER 160214	-	1.3	-	1.3	Unavailable	Unavailable	Unavailable	1.0
Inorganic wastes - EER 160304	0.5	1.4	0.2	2.1	Unavailable	Unavailable	Unavailable	0.2
Wood - EER 170201	-	4.3	-	4.3	Unavailable	Unavailable	Unavailable	-
Iron and Steel - EER 170405	-	2.4	-	2.4	Unavailable	Unavailable	Unavailable	-
Insulation materials - EER 170604	-	-	-	-	Unavailable	Unavailable	Unavailable	0.1
Gypsum based building materials - EER 170802	0.2	-	-	0.2	Unavailable	Unavailable	Unavailable	-
Mixed construction and demolition wastes - EER 170904	-	2.4	-	2.4	Unavailable	Unavailable	Unavailable	0.2
Paper and cardboard - EER 200101	-	13.5	-	13.5	Unavailable	Unavailable	Unavailable	8.2
Plastic - EER 200139	-	7.8	-	7.8	Unavailable	Unavailable	Unavailable	0.1
Discarded electrical and electronic equipment - EER 200136	0.0	3.1	-	3.1	Unavailable	Unavailable	Unavailable	0.4
Mixed municipal waste - EER 200301	-	8.3	1.0	9.3	Unavailable	Unavailable	Unavailable	5.1
Septic Tank Sludge - EER 200304	18.5	-	-	18.5	Unavailable	Unavailable	Unavailable	-
Bulky waste - EER 200307	-	-	-	-	Unavailable	Unavailable	Unavailable	2.1
Materials unusable for consumption or processing - EER 20304	1.6	-	-	1.6	Unavailable	Unavailable	Unavailable	0.1
<b>Total non-hazardous</b>	<b>20.9</b>	<b>89.0</b>	<b>6.4</b>	<b>116.3</b>	<b>Unavailable</b>	<b>Unavailable</b>	<b>Unavailable</b>	<b>46.5</b>
<b>Hazardous</b>								
Discarded equipment containing hazardous components - EER 160213	-	0.4	-	0.4	Unavailable	Unavailable	Unavailable	0.2
Lead Acid Batteries - EER 160601	-	23.1	-	23.1	Unavailable	Unavailable	Unavailable	
Other insulation materials containing or consisting of hazardous substances - EER 170603					Unavailable	Unavailable	Unavailable	0.4
Discarded electrical and electronic equipment - EER 200135	0.0	-	-	0.0	Unavailable	Unavailable	Unavailable	0.3
<b>Total hazardous</b>	<b>0.0</b>	<b>23.5</b>	<b>-</b>	<b>23.5</b>	<b>Unavailable</b>	<b>Unavailable</b>	<b>Unavailable</b>	<b>0.9</b>
<b>Total</b>	<b>20.9</b>	<b>112.5</b>	<b>6.4</b>	<b>139.7</b>	<b>Unavailable</b>	<b>Unavailable</b>	<b>Unavailable</b>	<b>47.4</b>

In 2023, 82% of waste was reused or recycled, i.e. not sent to landfill.

\* The data for 2021 were not provided as the types of waste reported changed due to a refinement made in data collection. The total waste generated in 2021 was 199.60 tons. The difference observable in the quantity of waste produced in 2021 and 2022 is linked to the absence, in the second year in question, of logistics transformation events (e.g., divestiture of entire Data Center areas, closures or transfers of large offices, etc.).

\*\* The scope of the 2023 data excludes the following companies:

- In Italy: C. Consulting S.p.A, Industries Excellence S.p.A, Digitelematica Srl, FDL Servizi Srl, Atlantic Technologies S.p.A.,

- Abroad: Engineering Software Lab doo, Engineering Ingegneria Informatica Spain SL, IT-Soft USA Inc, Movilitas Cloud Kft, Movilitas Cloud BV, Industries Excellence Ltd, Industries Excellence GmbH, Naxxos BV, Industries Excellence BV, Industries Excellence Sasu, Atlantic Technologies Europe Ltd, Be Think Solve Exo, A.S.A.: Engineering Software Lab doo, Engineering Ingegneria Informatica Spain SL, IT-Soft USA Inc. Europe Ltd, Be Think Solve Execute RO S.r.l., Be Ukraine Think, Solve, Execute LLC, Be Shaping the Future AG, Be Shaping the Future GmbH, Firstwaters GmbH - Germania, Be Shaping the Future Management Consulting AG, Be Shaping The Future - Performance, Transformation, Digital GmbH, Crispy Bacon Shpk.

\*\*\* The scope to which the 2022 data refer is equivalent only to the Group companies that manage an office lease agreement. In particular, the following were taken into consideration: Via Strada 2, Assago (EII); Via Marconi 10, Bologna (EII); Via Flero 36, Brescia (EII); Viale della regione Siciliana 7275, Palermo (EII and Engineering D.Hub); Viale Carlo Viola 76, Vicenza (Engineering D.Hub); Via Torre degli Agli 48, Florence (EII); Via Roma 4/D, Villorba - Treviso (EII); Via Ugo Bassi 2, Milan (EII); Via Emanuele Gianturco 15, Naples (EII); Corso Stati Uniti 23/C, Padua (EII); Piazzale dell'Agricoltura 24, Rome (EII); Corso Mortara 22 (Turin); Via Terragneta 90, Torre Annunziata - Naples (EII); Via Dino Col 4, Genoa (Municipia). For the year 2022, details relating to the waste disposal method are not available.



## Methodological note

GRI 2-1; 2-2; 2-3; 2-4

This document represents the tenth edition of the Engineering Group's Sustainability Report (hereinafter, also the "Report"). In particular, as of 2023 the Report refers to Engineering Ingegneria Informatica S.p.A. and its Italian and foreign subsidiaries, in line with the scope of consolidation of the Group's Consolidated Financial Statements, with the exclusion of the companies in the liquidation phase or inactive as of 31/12/2023<sup>20</sup> and the company Engineering ITS GmbH, which is in the liquidation phase and has a residual number of employees at the end of the year. Please also note that the companies Overlord Bidco S.p.A., In Valmalenco, Shaping the Future Czech Republic s.r.o., Be Shaping the Future S.a.r.l., Paystrat Solutions S.L. (Pyngo), Be Shaping the Future AG do not have any employees, therefore, although they are included in the reporting scope, they do not make a quantitative contribution to the KPIs. Any specifications and exceptions to the reporting scope are indicated in detail in the relevant sections.

The Report was drafted in order to describe the economic, social and environmental results achieved by the Engineering Group, describing the Group's commitment to creating value not only for itself, but also for its stakeholders. The Report has been drafted in compliance with the "Global Reporting Initiative Sustainability Reporting Standards", defined in 2021 by the GRI - Global Reporting Initiative according to the «in accordance» reporting option, as specified in the GRI Content Index.

Reporting frequency is annual and the content of this document refers to the year 2023, for the period from January 1 to December 31, in alignment with the period reported on in the 2023 Consolidated and Separate Financial Statements, with some information provided in relation to the first half of 2024, primarily as regards certain particularly significant initiatives. When available, data and information relating to prior years are provided only for comparative purposes in

order to allow for an assessment of the performance of Group activities over a more extensive period of time.

The content of this document reflects the principle of materiality or relevance. The selection of the topics underlying this Report is the result of the materiality analysis carried out according to the indications of the GRI Sustainability Reporting Standard, the main international methodological reference adopted. The results of the materiality analysis and the material topics for Engineering are described in section "2.4 Material impacts and topics for Engineering".

The collection of sustainability information and data is based on a defined workflow that concerns the company functions involved in drafting the Sustainability Report through an IT system set up for this purpose. In order to provide the proper representation of the activities reported on and guarantee data reliability, the use of estimates was limited as much as possible and, when present, they are based on the best available methodologies and appropriately identified.

The document has been subject to a compliance opinion ("limited assurance engagement" according to the criteria set forth in the ISAE 3000 Revised standard) by Deloitte & Touche S.p.A., which expressed its opinion in a dedicated report. The audit was performed according to the procedures set forth in the "Report of the Independent Audit Firm" included in this document.

### CONTACTS

For any information relating to the Sustainability Report, it is possible to contact the Sustainability Department of Engineering Ingegneria Informatica S.p.A.: [csr@eng.it](mailto:csr@eng.it).

<sup>20</sup> These companies are: OmnitechIT GmbH, Omnisecure d.o.o., Securetech Nordic A.b., Engineering Its Schweiz A.g., Sicilia e-Servizi Venture S.c.a.r.l.



**GRI Content index**

GRI Standard	Disclosures	Reference, links and notes	Page	Omissions		
				Requirement	Reasons	Explanation
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<b>The organization and its reporting practices</b>						
GRI 2: General Disclosures 2021	2-1	Organizational details	Profile The Group companies Methodological note	10 11 88		
	2-2	Entities included in the organization's sustainability reporting	Profile Methodological note	10 88		
	2-3	Reporting period, frequency and contact point	Methodological note	88		
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	<b>Activities and workers</b>					
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	2-7	Employees	Performance tables	78		
	2-8	Workers who are not employees <sup>21</sup>	Performance tables	78		
	<b>Governance</b>					
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2-12	Role of the highest governance body in overseeing the management of impacts	Ownership structure and governance	15			
2-13	Delegation of responsibility for managing impacts	Ownership structure and governance Sustainability Governance	15			
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Reporting and data

<sup>21</sup>The reporting boundary refers to the Engineering Group in Italy and excludes the following companies: Gruppo Be, Extra Red Srl, Industries Excellence S.p.A., FDL Servizi Srl. These companies, in fact, at 31.12.2023 were not yet integrated within the centralised systems of Engineering Group.



GRI Standard	Disclosures	Reference, links and notes	Page	Omissions	
				Requirement	Reasons
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<b>Governance</b>					
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2-16	Communication of critical concerns	Sustainability Governance	37		
2-17	Collective knowledge of the highest governance body	Ownership structure and governance	15		
2-18	Performance evaluation of the highest governance body	Ownership structure and governance	15		
2-19	Remuneration policies	Ownership structure and governance	15		
2-20	Process to determine remuneration	Ownership structure and governance	15		
2-21	Annual total compensation ratio	-		a, b, c	Constraints of confidentiality The information was evaluated as confidential
<b>Strategy, policies and practices</b>					
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	2-23	Policy commitments	Ownership structure and governance	15	
	2-24	Embedding policy commitments	Ownership structure and governance	15	
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	2-28	Membership associations	The Engineering value chain	12	



GRI Standard	Disclosures	Reference, links and notes	Page	Omissions	
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	2.29	Approach to stakeholder engagement	Engineering's stakeholders	24	
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<b>Material topics</b>					
GRI 3 Material topics 2021	3-1	Process to determine material topics	Material impacts and topics for Engineering	27	
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	<b>Business compliance, ethics and integrity</b>				
	3-3	Management of material topics	Material impacts and topics for Engineering	27	
GRI 205 Anti-corruption	205-3	Confirmed incidents of corruption and actions taken	The structure for monitoring legality	15	
GRI 3 Material topics 2021	<b>Energy efficiency and climate change</b>				
	3-3	Management of material topics	Material impacts and topics for Engineering	27	
GRI 302 Energy 2016	302-1	Energy consumption within the organization	Energy consumption efficiency	70	
			Performance tables	78	
GRI 305 Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Combating climate change in processes	71	
			Performance tables	78	
			Sources of factors of emissions:		
			- International Energy Agency		
			International Energy Agency: World Energy Outlook 2023		
			- Association of Issuing Bodies		
			Bodies: European Residual mix		
			- Green-e: 2023 Green-e verification report (Data 2022)		

Reporting and data





Reporting and data

GRI Standard	Disclosures	Reference, links and notes	Page	Omissions	
				Requirement	Reasons
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<b>Energy efficiency and climate change</b>					
<b>GRI 305 Emissions 2016</b>	<b>305-2</b> Energy indirect (Scope 2) GHG emissions	Combating climate change in processes	71		
		Performance tables	78		
		Sources of factors of emissions: - International Energy Agency: World Energy Outlook 2023 - Association of Issuing Bodies: European Residual mix - Green-e: 2023 Green-e verification report (Data 2022)			
<b>GRI 305 Emissions 2016</b>	<b>305-3</b> Other indirect (Scope 3) GHG emissions	Combating climate change in processes	71		
		Performance tables	78		
		sources of factors of emissions: - International Energy Agency: World Energy Outlook 2023 - Environmental Protection Agency: Environment - Extended Supply Chain Input-Output Supply chain Greenhouse gas emission factors - UK Government Source from Department of Environment, Food and Rural Affairs: GHG conversion factors for reporting conversion factors 2023			
<b>GRI 3 Material topics 2021</b>	<b>305-7</b> Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions	Source of emission factors emission factors: ISPRA, Database of average emission factors of road transport in Italy			
	<b>Waste management</b>				
	<b>3-3</b> Management of material topics	Material impacts and topics for Engineering	27		



GRI Standard	Disclosures	Reference, links and notes	Page	Omissions	
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GRI 306 Waste 2020	306-1	Waste generation and significant waste-related impacts	Waste management and circular economy initiatives	73	
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	306-3	Waste generated	Performance tables	78	
GRI 3 Material topics 2021	<b>Contribution to employment</b>				
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GRI 401 Employment 2016	401-1	New employee hires and employee turnover	Enhancement, inclusion and attraction of people Performance tables	46 78	
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	403-2	Hazard identification, risk assessment, and incident investigation	Occupational health and safety	56	
GRI 403 Occupational health and safety 2018	403-3	Occupational health services	Occupational health and safety	56	
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Reporting and data

GRI Standard	Disclosures	Reference, links and notes	Page	Omissions		
				Requirement	Reasons	Explanation
<b>Material topics</b>						
<b>Health, safety and well-being at work</b>						
<b>GRI 403</b> Occupational health and safety 2018	<b>403-6</b>	Promotion of worker health	Occupational health and safety	56		
	<b>403-7</b>	Prevention and mitigation of occupational health and safety impacts	Occupational health and safety	56		
	<b>403-8</b>	Workers covered by an occupational health and safety management system	Occupational health and safety Performance tables	56 78		
	<b>403-9</b>	Work-related injuries	Occupational health and safety Performance tables	56 78	b.	Unavailability of the data The data is not currently available
<b>Human capital development and training</b>						
<b>GRI 3</b> Material topics 2021	<b>3-3</b>	Management of material topics	Material impacts and topics for Engineering	27		
<b>GRI 404</b> Training and education 2016	<b>404-1</b>	Average hours of training per year per employee <sup>22</sup>	The IT & Management Academy Performance tables	54 78		
	<b>404-2</b>	Programs for upgrading employee skills and transition assistance programs	Enhancement, inclusion and attraction of people The IT & Management Academy	46 54		
<b>Contribution to the sustainable development of customers and the modernization of the socioeconomic system through digitalization services</b>						
<b>GRI 3</b> Material topics 2021	<b>3-3</b>	Management of material topics	Material impacts and topics for Engineering	27		
<b>GRI 404</b> Training and education 2016	<b>404-2</b>	Programmi di aggiornamento delle competenze dei dipendenti e di assistenza nella transizione	Enhancement, inclusion and attraction of people The IT & Management Academy	46 54		
<b>Diversity, equity and inclusion</b>						
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<sup>22</sup> The reporting boundary refers to the Engineering Group in Italy and excludes the following companies: Gruppo Be, Napoli Obiettivo Valore, Parma Valore Comune, Extra Red, C Consulting, Atlantic Technologies. These companies, in fact, at 31.12.2023 were not yet integrated within of Engineering Group's centralised systems.



GRI Standard	Disclosures	Reference, links and notes	Page	Omissions	
				Requirement	Reasons
<b>Material topics</b>					
<b>Diversity, equity and inclusion</b>					
GRI 405 Diversity and equal opportunities 2016	405-1	Diversity of governance bodies and employees	Ownership structure and governance Enhancement, inclusion and attraction of people Performance tables	15 46 78	
	405-2	Ratio of basic salary and remuneration of women to men <sup>23</sup>	Performance tables	78	
GRI 406 Non discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	Enhancement, inclusion and attraction of people	46	
<b>Customer data security and privacy and cybersecurity</b>					
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GRI 418 Customer privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	The Privacy Organizational Model ("POM")	61	

Reporting and data

<sup>23</sup> The reporting boundary refers to the Engineering Group in Italy and excludes the following companies: Gruppo Be, Parma Valore Comune, Extra Red, Industries Excellence, Atlantic Technologies. These companies, in fact, at 31.12.2023 were not yet integrated within the centralised systems of the Engineering Group.



Material topics not linked to GRI standards		References, links and notes		Page
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<b>GRI 3 Material topics 2021</b>	<b>3-3</b>	Management of material topics	Material impacts and topics for Engineering	27
<b>Contribution to the sustainable development of customers and the modernization of the socioeconomic system through digitalization services - Application of IT technologies for customer environmental sustainability</b>				
<b>GRI 3 Material topics 2021</b>	<b>3-3</b>	Management of material topics	Material impacts and topics for Engineering	27
<b>Contribution to the sustainable development of customers and the modernization of the socioeconomic system through digitalization services - Application of IT technologies to face customer social challenges</b>				
<b>GRI 3 Material topics 2021</b>	<b>3-3</b>	Management of material topics	Material impacts and topics for Engineering	27
<b>Contribution to the sustainable development of customers and the modernization of the socioeconomic system through digitalization services - Support for the digital transition and creation of economic value</b>				
<b>GRI 3 Material topics 2021</b>	<b>3-3</b>	Management of material topics	Material impacts and topics for Engineering	27





## External assurance

GRI 2-5

External assurance



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### INDEPENDENT AUDITOR'S REPORT ON SUSTAINABILITY REPORT

To the Board of Directors of  
Engineering Ingegneria Informatica S.p.A.

We have carried out a limited assurance engagement on the Sustainability Report of Engineering Ingegneria Informatica Group (hereinafter "Engineering Group" or "Group") as of December 31, 2023.

#### Responsibility of the Directors for the Sustainability Report

The Directors of Engineering Ingegneria Informatica S.p.A. are responsible for the preparation of the Sustainability Report in accordance with the "Global Reporting Initiative Sustainability Reporting Standards" established by GRI – Global Reporting Initiative ("GRI Standards"), as stated in the paragraph "Methodological Note" of the Sustainability Report.

The Directors are also responsible for such internal control as they determine is necessary to enable the preparation of Sustainability Report that is free from material misstatement, whether due to fraud or error.

The Directors are also responsible for the definition of Company's objectives in relation to the sustainability performance for the identification of the stakeholders and the significant aspects to report.

#### Auditor's Independence and quality control

We have complied with the independence and other ethical requirements of the *International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code)* issued by the *International Ethics Standards Board for Accountants*, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our auditing firm applies *International Standard on Quality Management 1* which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

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### Auditor's responsibility

Our responsibility is to express our conclusion based on the procedures performed about the compliance of the Sustainability Report with the GRI Standards. We conducted our work in accordance with the criteria established in the *"International Standard on Assurance Engagements ISAE 3000 (Revised) – Assurance Engagements Other than Audits or Reviews of Historical Financial Information"* (hereinafter also "ISAE 3000 Revised"), issued by the International Auditing and Assurance Standards Board (IAASB) for limited assurance engagements. This standard requires that we plan and perform the review to obtain limited assurance whether the Sustainability Report is free from material misstatement. Therefore, the procedures performed are less in extent than for a reasonable assurance engagement conducted in accordance with ISAE 3000 revised and, therefore, do not enable us to obtain assurance that we would become aware of all significant matters that might be identified in a reasonable assurance engagement.

The procedures performed on the Sustainability Report are based on our professional judgement and included inquiries, primarily with Company personnel responsible for the preparation of information included in the Sustainability Report, analysis of documents, recalculations, comparisons, and other procedures aimed to obtain evidence as appropriate.

Specifically, we carried out the following procedures:

- 1) analysis of the process relating to the definition of material aspects with reference to the methods of analysis and understanding of the context, identification, evaluation and prioritization of actual and potential impacts and to the internal validation of the process results;
- 2) understanding of the processes underlying the origination, recording and management of qualitative and quantitative material information included in the Sustainability Report.

In particular, we carried out interviews and discussions with the management of Engineering Ingegneria Informatica S.p.A. and we carried out limited documentary verifications, in order to gather information about the processes and procedures, which support the collection, aggregation, elaboration and transmittal of non-financial data and information to the department responsible for the preparation of the Sustainability Report.

In addition, for material information, taking into consideration the Group's activities and characteristics:

- at the parent company level:
  - a) with regards to qualitative information included in the Sustainability Report we carried out interviews and gathered supporting documentation in order to verify its consistency with the available evidence;
  - b) with regards to quantitative information, we carried out both analytical procedures and limited verifications in order to ensure, on a sample basis, the correct aggregation of data;
- for the following companies Municipia S.p.A. and Engineering D.HUB S.p.A., which we selected on the basis of their activities, their contribution to the performance indicators at consolidated level and their location, we have obtained evidence on a sample basis about the correct application of the procedures and calculation methods used for the indicators.



**Conclusion**

Based on the procedures performed, nothing has come to our attention that causes us to believe that the Sustainability Report of Engineering Ingegneria Informatica S.p.A. and its subsidiaries as of December 31, 2023 is not prepared, in all material aspects, in accordance with GRI Standards, as stated in the paragraph "Methodological note" of the Sustainability Report.

DELOITTE & TOUCHE S.p.A.

Signed by  
**Giovanni Cherubini**  
Partner

Rome, Italy  
July 11, 2024

*This report has been translated into the English language solely for the convenience of international readers.*







## Methodological support EY

Prepared by the Engineering Group Sustainability Department

### **Engineering Group**

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