



RESPONSIBLE INVESTMENT REPORT 2025



Impresoft Group was born from the union of several innovative and complementary companies:

Formula, GN Techonomy, Kipcast, Qualitas Informatica, HBS, Impresoft 4ward, Impresoft Engage, Impresoft Univerce, Ribes Solutions, Syscons, Blulink, OpenCo, Kipkast

Thanks to the skills acquired over many years of experience, the Group is able to provide companies of different sizes present in multiple market segments with support and consulting in the selection of the best business applications, from technologies in the areas of ERP, MES, CRM, up to CPM solutions and the data center. It also offers a full range of services and products related to digital transformation on the side of application modernization, digitization of business processes, managed services, modern workplace, security and training.

All of the Group's companies have been active in the market for decades and have decided to pool their very rich wealth of skills, technologies, and human resources in a joint journey launched at the end of 2019.

A project that is still ongoing, with further acquisitions taking place in 2024, which aims to transform a plurality of experiences and skills into a single point of reference for the technological innovation needs of the Italian economic fabric, covering these needs in 360 degrees.

Impresoft Group

With a common path started in 2019, Impresoft Group companies aim to provide distinctive levels of customer experience and satisfaction through people expertise to create a unique portfolio of partnerships, solutions and services for digital transformation, thanks to qualified professionals with a proven track record of success.

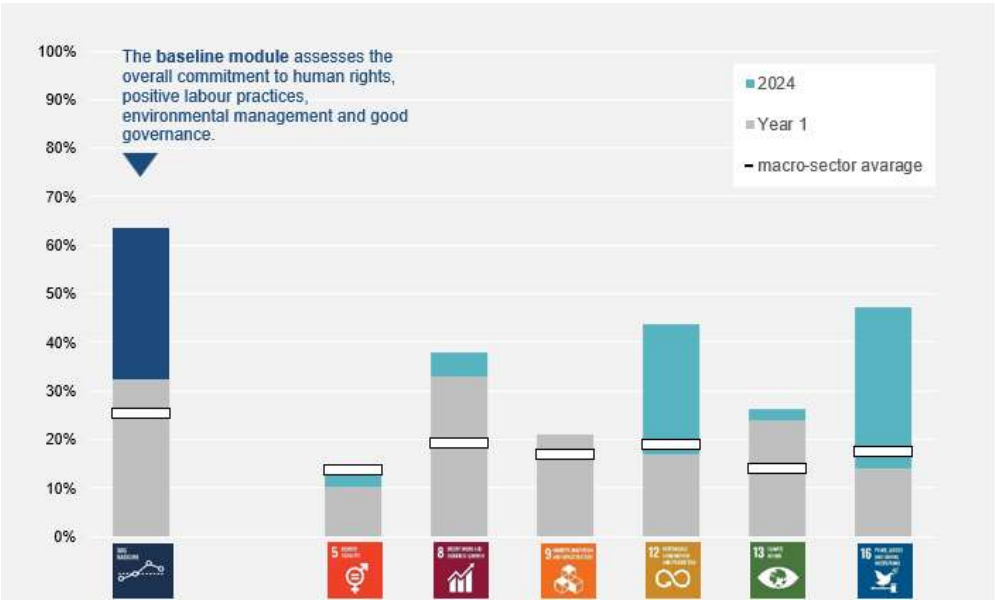
With more than 1,500 professionals from the various Group companies, Impresoft Group is one of the ICT realities on the Italian scene with the largest number of qualified resources working together. A peculiarity that contributes to bring an invaluable added value in its proposition to the market, since it comes from the functional combination of perfectly integrated skills, solutions and services.

Impresoft Group is inspired by and promotes in its sphere of activity values consistent with the most advanced international governance practices, considering sustainability a fundamental element of its way of doing business.

Therefore, Impresoft Group fully embraces a sustainable strategy through policies, management, operating methods and initiatives designed according to its specific characteristics, helping to promote a healthy, inclusive and sustainable global economy, respectful of human and labor rights, capable of safeguarding the environment and actively involved for the integrity of every aspect of business.

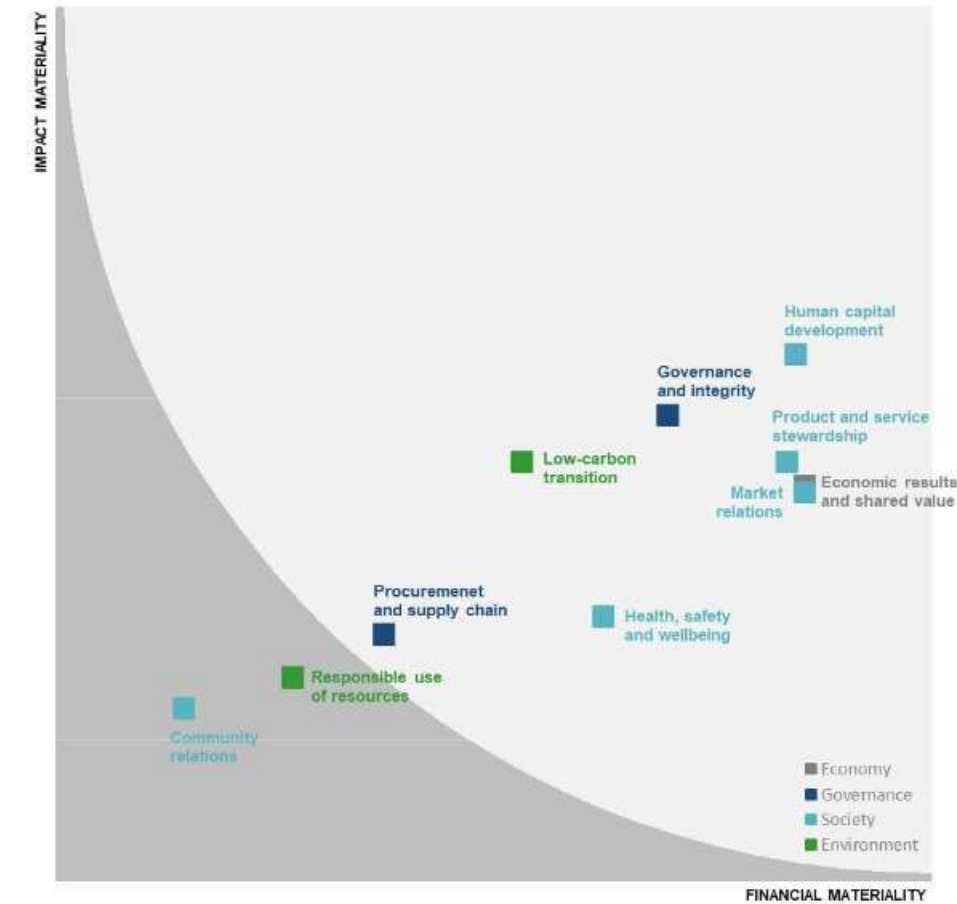
Impresoft Group is committed to operating responsibly along the entire value chain, from choosing partners who adopt green data centers to adopting alternative energy models, from focusing on the competence of people, selected on meritocratic criteria and constantly supported with academic-level training paths, to respecting diversity and equal opportunities, as well as promoting a work style focused on the well-being of the individual, in order to offer clients and consumers qualitative and functional services that are also good for society and the environment.

CONTRIBUTION TO THE SDGs AND MATERIALITY



Impresoft Group is inspired by and promotes values in its sphere of activity that are consistent with the most advanced international governance practices, including **the UN Global Compact**, confirming support for the Ten Principles, which are being integrated into the **Group's Codes and Policies**, and contributing to the **Sustainable Development Goals** as well as the broader United Nations goals.

The **SDG Action Manager** analysis tool enables effective self-assessment of progress. The chart opposite represents Impresoft Group's contribution toward the SDGs chosen as its strategic benchmark.



In defining **Impresoft Group's** sustainable strategy and action plans, materiality analysis provides an effective tool for identifying relevant governance, economic, social, and environmental issues by intersecting business interests with stakeholder expectations.

The **materiality matrix** is constructed by systematically assessing risks, opportunities, positive or negative impacts, analyzing all aspects of relevance to the business with input from the first line of management, the majority shareholder, and finally gathering the positions expressed by the most relevant stakeholders.

SDGs and materiality are the reference for the adopted action plan. The ESG plan is coordinated, monitored and discussed in the Board of Directors and included in management's variable compensation.

GOVERNANCE

Governance and integrity

Board of Directors
 • 6 members
 • 1 female gender

The composition and functioning of the governing bodies, starting with the **Board of Directors**, ensure representativeness, competence and absence of conflicts of interest, aiming at maximum efficiency and operational integrity.

The **Code of Ethics and the Sustainability Policies** adopted by Impresoft Group explicitly refer to the Ten Principles of the UN Global Compact and are inspired by the highest global references. Through a sustainable approach aimed at creating shared value for society and the environment, Impresoft Group intends to explore further levers of success to increase turnover and profit margins, mitigate business risk, attract capital and investors, Motivate people and strengthen the brand.

Impresoft Group has adopted a **Model of Organization, Management and Control**, provided for by law but not mandatory, already extended to most of the Group Companies. It is aimed at preventing the risk of committing specific major offences. The monitoring activity is carried out by the Supervisory Body, appointed according to criteria of autonomy and independence. In addition to specific periodic training, the approach adopted includes the whistleblowing procedure for reporting wrongdoing, in order to provide employees and third parties with confidential channels to raise concerns or violations of the procedure, without fear of retaliation, discrimination or disciplinary action.

Management systems
 (list not exhaustive)

- ISO9001
- ISO 13485
- ISO/IEC 27001
- ISO/IEC 27017
- ISO/IEC 27018
- UNI PDR 125

At an operational level, the **management systems** adopted by many of the Group's companies represent a key asset to ensure activities fully aligned with the company strategy, in a logic of continuous improvement. Integration with business processes helps to consolidate organisational, technological and behavioural modes.

Procurement and supply chain

Impresoft Group carefully identifies its key business partners with whom it can jointly develop strategies, also on the basis of a shared approach to sustainability. Business partners, in turn, certify the skills and operations of the Group companies.

As a confirmation of the partnerships that are created, some Group companies have signed up to protocols and sustainability programs of business partners. This is the case of Impresoft 4ward, which has signed up to the Microsoft Partner Pledge, demonstrating its commitment to helping Italy prosper towards a future based on four fundamental elements: Digital Skills, Responsible and Ethical AI, Environmental Sustainability and Equality & Inclusion.

In addition, Impresoft Group has a **Suppliers' Charter**, which defines the principles to which suppliers of goods and services and contractors must conform, in their direct activities, in their contractual relationships with any subcontractors or subcontractors; and in general, in the creation and management of value chains. In the pre-qualification process, all suppliers are invited to complete an online questionnaire covering human and labour rights, respect for the environment and business integrity.

SOCIETY

Human Capital Development

Impresoft Group has a qualified and motivated workforce, almost all of whom are employed on permanent contracts. An inclusive working environment, diversity, plurality and professionalism are an essential part of the company's culture and values, as well as a key driver for the growth of the Group. In line with its commitment to gender equality, the overall uncorrected gender pay gap is very small.

The centrality of people is considered a fundamental element for the whole group. The focus on present talents and those who want to join is continuous and constant. There are active vertical training courses for the different professions but also transversal with team building activities between different areas.

At Impresoft Group, people are involved in very dynamic and stimulating strategic projects, becoming an active part of them and being able to contribute in a concrete way to the company's growth. The possibility of comparing different roles and seniority and the close contact with founders allows the most effective contamination for the success of the projects themselves and allow talents to grow in their professional path, as well as ensuring a higher satisfaction as people and professionals.

Health, safety and well-being

Impresoft Group promotes the health and safety of all employees, creating and maintaining safe and comfortable working environments as an essential condition for the well-being and personal growth of its people.

In 2023, with the collective participation in StraMilano, then reconfirmed also for 2024, the group aimed to promote well being through movement and physical activity to help increase the sense of belonging and sharing among people.

Responsible product management and market relations

Creating a distinctive portfolio of solutions and services means going far beyond technological functionality and business relationships.

With the exponential growth of digital demand expected in the coming years, resulting in an increase in Internet traffic, The ability to provide data and services with technologies that enable carbon footprint mitigation is not only a priority but also an element of competitive distinction.

Group customers already benefit from the cloud's ability to deliver tremendous efficiency that reduces the collective carbon footprint needed to support today's computing needs. Even so, the growing demand for cloud leads indirectly to an increased demand for data centers, which require energy, land and water to function. Impresoft Group shares the IT industry's challenge to scale computing power to advance digital economies, research and inclusive business opportunities while also helping to preserve the planet.

To achieve this goal, technology partners must be part of the solution for achieving inclusivity and decarbonization goals. In particular, the climate challenge requires a cohesive ecosystem towards common goals. Our goal is to take our approach even further towards customers, to have a wider impact by providing tools to measure progress towards the use of technology, to promote inclusiveness, engagement, wellbeing and reduction of the environmental footprint.

Awards

Also in 2023, 4wardPRO received the **Great Place To Work** certification, Recognition for organisations which demonstrate that they are aware of the quality of their organisational culture and working environment and have a relational model based on mutual trust.

Already in 2021, Opensymbol had become one of the 105 companies that hold the 5W of the Rating Welfare Index PMI 2021, thus obtaining the appointment of **Welfare Champion** with a Welfare Index PMI index higher than 45/100. The companies named "Welfare Champion" are those companies that have a corporate welfare system characterized by a very high level of initiative (both in terms of intensity and scope), management skills and high economic-organizational commitment (social innovation orientation, proactivity, employee involvement) and significant social impacts on the external and internal communities measured by different indicators (such as the composition and trend of employment, working conditions, commitment to consumers and suppliers).

ENVIRONMENT

Low-carbon transition

Impresoft Group analyzes and monitors its carbon footprint annually.

Direct emissions (Scope 1) are from office heating fuels and company fleet. Indirect emissions (Scope 2), which result from the electrical consumption of the sites, have been zero since 2022. As of 2022, 100% of electricity purchases were covered by certified renewable sources, through exclusive supply contracts or certificates of origin.

Emissions from the value chain (Scope 3) result from business travel and other ancillary contributions. Increasingly detailed analysis of these emissions will identify further areas for carbon footprint mitigation.

In addition, as a provider of products and services for digital transformation, Impresoft Group also positions itself as an enabler of the transition to a low-carbon economy, in line with the requirements of the European Taxonomy for sustainable finance.

Carbon footprint in line with the GHG Protocol

Objective 1 - direct emissions from fuel use

Objective 2 - indirect emissions from electricity use

Objective 3 - other indirect emissions along the value chain, for example from raw materials used, upstream or downstream logistics, use of sold products and end-of-life options.

PERFORMANCE ESG

			2021	2022	2023	2024
Governance						
Governance e integrità	Codice Etico			Si	Si	Si
	Politiche di Sostenibilità			In corso	Si	Si
	Diversità di genere nel CdA	% donne nel Consiglio di Amministrazione		0%	0%	17%
	Modello 231			Si	Si	Si
	Codice Condotta Fornitori			In corso	Si	Si
	Incidenti di non conformità	etica, HSE, societario, mercato e altri		0	0	0
Società						
Persone, contratti e turnover	Dipendenti			737	830	1.577
	Donne	#		200	226	427
	Uomini			537	604	1.150
	Contratti	% di contratti a tempo indeterminato		97%	97%	99%
	Assunzioni	% nuove assunzioni sul totale dei dipendenti		23%	19%	23%
	Uscite	% uscite sul totale dei dipendenti		14%	10%	8%
Genere	Donne	% sul totale dei dipendenti		27%	27%	27%
	in posizioni manageriali	% sul totale di dirigenti e quadri		24%	9%	21%
	Gender pay gap			3%	3%	9%
	Manager			12%	13%	2%
	Quadri	% differenza tra la retribuzione media uomo e donna rispetto alla retribuzione media uomo		0%	18%	8%
	Impiegati			1%	-5%	4%
Salute e sicurezza	Operai			0%	0%	0%
	Indice di frequenza	# infortuni lavorativi per milione di ore lavorate		2,6	0,0	0,4
	Giorni persi	# giorni persi per infortunio		55,0	0,0	68,0
	Indice di gravità	# giorni persi per migliaia di ore lavorate		0,0	0,0	0,0
Sviluppo del capitale umano	Formazione	ore medie di formazione per dipendente		47,4	44,0	60,57
	Valutazione performance	% dipendenti con revisione formale delle performance		45%	45%	65%
Ambiente						
Materiali	Materie prime	tonnellate		0	0	0
	di cui rinnovabili	%		0	0	0%
	di cui da riciclo	%		0	0	0%
	Materiali per packaging	tonnellate		0	0	0
	di cui rinnovabili	%		0	0	0%
	di cui da riciclo	%		0	0	0%
Emissioni GHG e energia	Emissioni GHG			1.376	2.445	3.945
	Scope 1	tonnellate di CO ₂ equivalente		947	1.244	1.158
	Scope 2			0	0	0
	Scope 3			429	1.201	2.787
	Intensità GHG	tonnellate di CO ₂ equivalente per milione € ricavi		14	15	19
	Consumo energia	GJ (termici e elettrici)		15.827	20.654	21.472
Acqua	di cui rinnovabile	% di energia rinnovabile		17%	17%	29%
	Intensità energetica	GWh (termici e elettrici) per milione € ricavi		158	130	104
	Scarichi idrici	tonnellate di sostanze pericolose prioritarie per milione € investito		0,00	0,00	0,00
Rifiuti	Rifiuti pericolosi	tonnellate		0,00	0,00	0,00
	Rifiuti pericolosi	tonnellate di rifiuti pericolosi per milione € investito		0,00	0,00	0,00