

**impresoft**



**Impresoft Group** was born from the union of several innovative and complementary companies: Cloudnova, Formula, 4wardPRO, GN Technomy, Kipcast, Hiteco, NextCRM, NextTech, Qualitas Informatica and OpenSymbol.

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 advice in the selection of the best business applications, from technologies in the areas of ERP, MES, CRM, to CPM and data center solutions. 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 the companies in the Group 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 common path that started at the end of 2019, with the merger of Impresoft and Formula, and continued with the acquisition of Qualitas Informatica, the merger of 4ward with Progel, and the entry between 2020, 2021 and 2022 of NextTech, OpenSymbol, NextCRM, GN Technomy, Kipcast, Cloudnova and Hiteco.

A project still in progress, with more acquisitions registered in 2023, that 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.

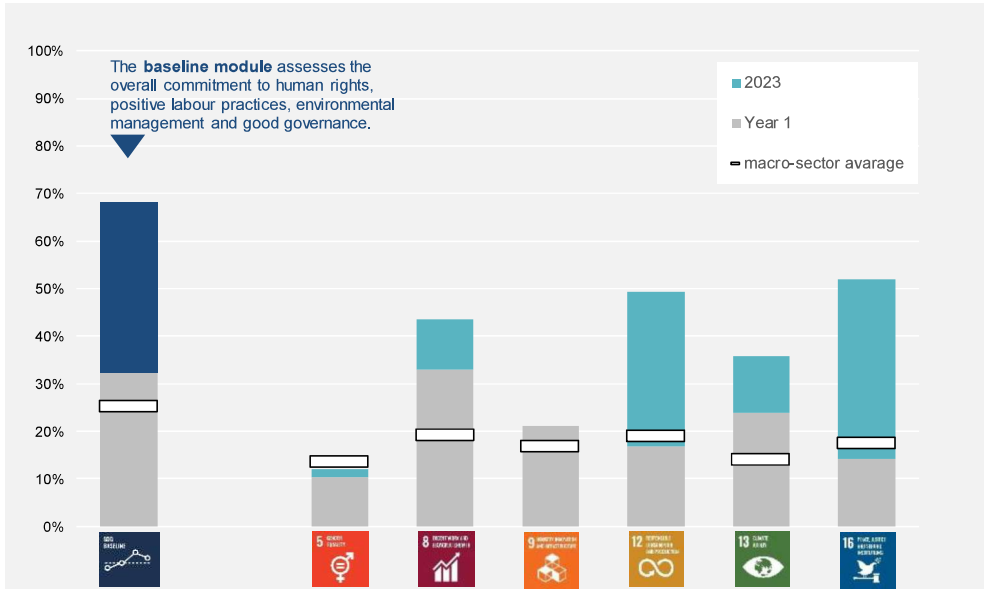
With more than 700 professionals from the various Group companies, Impresoft Group is one of the ICT realities on the Italian scene with the largest number of qualified resources working together. A peculiarity that contributes to bring an invaluable added value in its proposition to the market, since it comes from the successful 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.

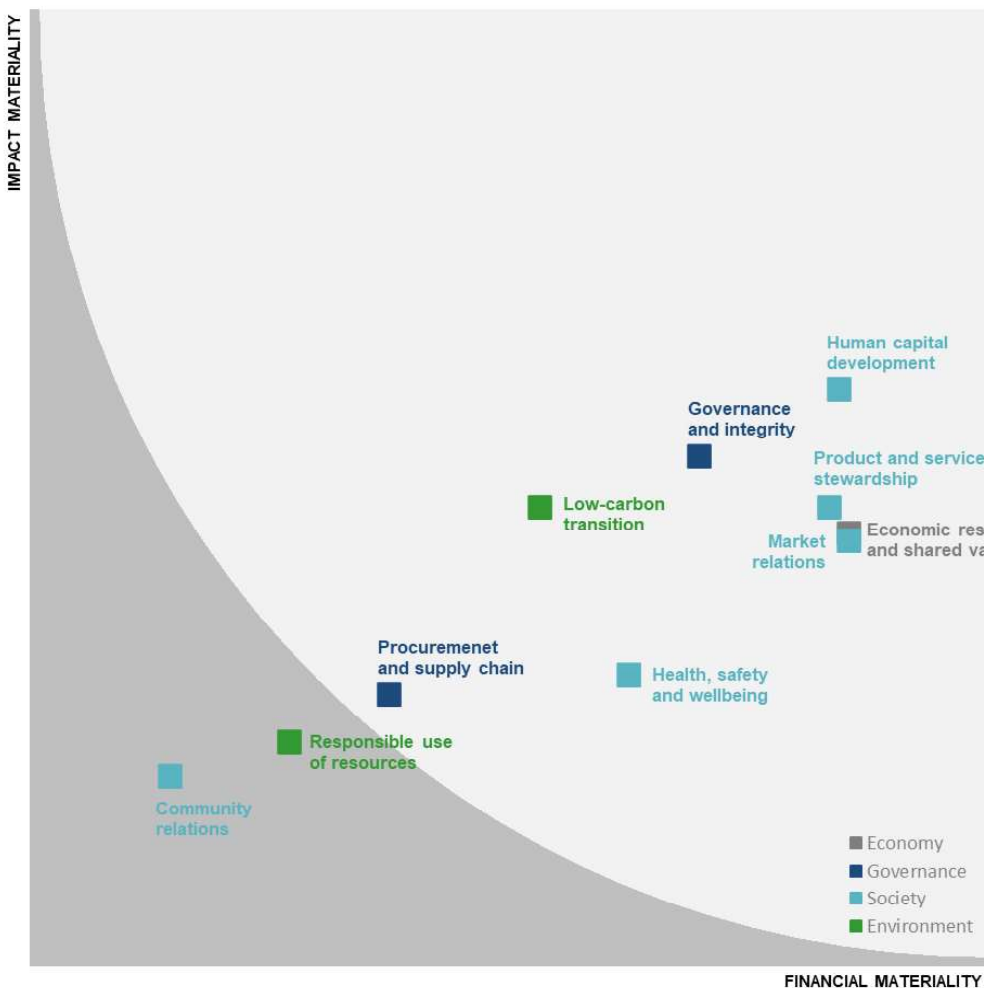
Impresoft Group is committed to operating responsibly along the entire value chain, from choosing partners who adopt green data centers to adopting alternative energy models, from focusing on the competence of people, selected on meritocratic criteria and constantly supported with academic-level training courses, 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 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 the sustainable strategy and related action plans of **Impresoft Group**, the materiality analysis offers an effective tool for identifying the relevant governance, economic, social and environmental issues, matching the interests of the business with the expectations of stakeholders.

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 views 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 member

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

The **Code of Ethics** and the **Sustainability Policies** adopted by Impresoft Group explicitly recall the Ten Principles of the United Nations Global Compact and are inspired by the highest global references. Through a sustainable approach aimed at creating shared value for the society and for 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 its people and consolidate the brand.

Impresoft Group has adopted an **Organization, Management and Control Model**, required by law but not mandatory, which is being extended to all Group Companies. It is aimed at preventing the risk of commission of specific relevant crimes. The control activity is the responsibility of the Supervisory Board, appointed with criteria of autonomy and independence. In addition to specific periodic training, the approach adopted includes the whistleblowing procedure for reporting misconduct, in order to provide employees and third parties with confidential channels for raising concerns or violations of the procedure itself, without fear of retaliation, discrimination or disciplinary action.

#### Management systems

- (non-exhaustive list)
- ISO 9001
  - ISO 13485
  - ISO/IEC 27001
  - ISO/IEC 27017
  - ISO/IEC 27018

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

### Procurement and supply chain

Impresoft Group carefully identifies its key business partners with whom it jointly develops strategies also based on a shared approach to sustainability. Business partners, in turn, certify the competencies and operations of Group Companies.

As a confirmation of the partnerships that are created, some Group Companies have adhered to business partner sustainability protocols and programs. This is, for example, the case of 4warddPRO, which has signed the Microsoft Partner Pledge, demonstrating its dedicated commitment to helping Italy thrive toward a future based on four key elements: Digital Skills, Responsible and Ethical AI, Environmental Sustainability and Diversity & Inclusion.

In addition, Impresoft Group has adopted a **Supplier Charter**, which defines the principles to which suppliers of goods and services and contractors must align themselves, in their direct activities, in their contractual relationships with their eventual subcontractors or sub-suppliers, and in general, in the creation and management and of their respective value chains. In the prequalification process, all suppliers are asked to complete an online questionnaire covering human and labour rights, environmental compliance, and business integrity.

## SOCIETY

### Human Capital Development

Impresoft Group relies on a skilled and motivated workforce, almost entirely hired on permanent contracts. An inclusive work environment, diversity, plurality, and professionalism are an essential part of the company's culture and values and a key driver for the Group's growth. In line with its commitment to gender equality, the overall unadjusted gender pay gap is definitely limited.

The centrality of people is considered a fundamental element for the whole group. The attention to present talents and to those who want to enter is continuous and constant. Vertical training courses are available for professionals but also transversal courses with team building activities between different areas are active.

At Impresoft Group, people are involved in dynamic and stimulating strategic projects, becoming an active part and being able to contribute concretely to the company's growth. Collective work between different roles and seniorities, and the close contact with the Founders not only allows the most effective contamination for the success of projects but also the talents to grow in their professional path, as well as ensuring higher satisfaction as individuals 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 indispensable condition for the well-being and personal growth of its people.

In 2023, with the collective participation to StraMilano, the group wanted to promote wellbeing 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 in digital demand expected in the coming years, resulting in increased Internet traffic, the ability to deliver data and services with technologies that enable carbon footprint mitigation is not only a priority but also a competitive differentiator.

The Group's customers already benefit from the cloud's ability to provide tremendous efficiencies that reduce the collective carbon footprint required to support current computing needs. Even so, the growing demand for cloud indirectly leads to increased demand for data centers, which require energy, land and water to operate. Impresoft Group shares the IT industry's challenge to scale back computing power to advance digital economies, research and inclusive economic opportunities, while also helping to preserve the planet.

To achieve this goal, technology partners must be part of the solution to achieve inclusiveness and decarbonization goals. In particular, the climate challenge requires a cohesive ecosystem toward common goals. Our goal is to increasingly bring our approach to customers as well, to have a broader impact by providing tools to measure progress toward using technology to foster inclusivity, engagement, wellbeing, and reduced environmental footprint.

#### Recognitions

Also in 2023 4wardPRO received the **Great Place To Work** certification, recognition for organizations that demonstrate care for the quality of their organizational culture and work environment and have a relational model based on mutual trust.

Back in 2021, Opensymbol had already joined the 105 companies holding the 5Ws of the Welfare Index PMI 2021 Rating, thus achieving the designation of **Welfare Champion** with a Welfare Index PMI rating above 45/100. Companies named "Welfare Champion" are those companies that hold a corporate Welfare system characterized by a very relevant level of initiative (both in intensity and breadth), high management capabilities and economic-organizational commitment (social innovation orientation, proactivity, worker involvement), and significant social impacts on communities outside and inside the company measured through various indicators (such as employment composition and trends, working conditions, commitment to consumers and suppliers).

**Carbon footprint** according to **GHG Protocol**

*Scope 1* - direct emissions from use of fuels

*Scope 2* - indirect emissions from use of electricity

*Scope 3* - other indirect emissions along the value chain, e.g., from raw materials used, upstream or downstream logistics, use of sold products and end-of-life options.

## ENVIRONMENT

### Low-carbon transition

Impresoft Group analyses and monitors its carbon footprint annually.

Direct emissions (Scope 1) come from office heating fuels and the company vehicle fleet. Indirect emissions (Scope 2), which come from office electricity consumption, have been zeroed out since 2022. In fact, by 2022, 100 percent of electricity purchases were covered by certified renewable sources through exclusive supply contracts or guarantee of origin certificates.

Value chain emissions (Scope 3) come from business travel and other ancillary contributions. Increasingly detailed analysis of these emissions will identify additional areas of 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.

## ESG- PERFORMANCE

			2021	2022	2023
<b>Governance</b>					
Governance and integrity	Code of Ethics			Si	Si
	Sustainability Policies			In corso	Si
	Board gender diversity	% of women in Board of Directors		0%	17%
	Model 231			Si	Si
	Supplier Code of Conduct			In corso	Si
	Incidents of non-compliance	Ethics, HSE, societal, market, and others		0	0
<b>Society</b>					
People, Contracts and Turnover	Employees			737	830
	Women	#		200	226
	Men			537	604
	Contract	% of permanent contracts		97%	97%
	New hires rate	% new hires on total employees		23%	19%
	Leavers rate	% leavers on total employees		14%	10%
Gender	Women	% of total employees		27%	27%
	in managerial positions	% of total managers and middle managers		24%	9%
	Gender pay gap			3%	0%
	Managers			12%	13%
	Middle Managers	% difference between men's and women's average pay compared with men's average pay		1%	18%
	White Collars				-5%
Health & Safety	Blue Collars			0%	0%
	Frequency rate	# of work injuries per million hours worked		2,6	0,0
	Lost days	# of workdays lost to injuries		55,0	0,0
Human capital development	Severity rate	# of lost day per thousand hours worked		0,0	0,0
	Training	Average training hours per employee		47,4	44,0
	Performance review	% of employees with formal performance review		45%	45%
<b>Environment</b>					
Materials	Raw materials	tons		-	-
	of which renewable	%		-	-
	of which recycled	%		-	-
	Packaging materials	tons		-	-
	of which renewable	%		-	-
	of which recycled	%		-	-
GHG Emissions and Energy	GHG emissions			1.376	2.445
	Scope 1	tons of CO <sub>2</sub> equivalent		947	1.244
	Scope 2			0	0
	Scope 3			429	1.201
	GHG Intensity	tons of CO <sub>2</sub> equivalent per million € revenues		14	15
	Energy consumption	GJ (thermal and electric)		15.827	20.654
	of which renewable	% of renewable energy		16%	13%
	Energy intensity	GWh (thermal & electric) per million € revenues		158	130
Water	Emissions to water	tons of priority hazardous substances		0,00	0,00
Waste	Hazardous waste	tons of hazardous waste		0,00	0,00
	Hazardous waste	tons of hazardous waste per million € invested		0,00	0,00