Sustainability beyond Cloud

Sustainability Report
2021

WIIT
THE PREMIUM CLOUD

wiit.cloud

Sustainability beyond Cloud

WIIT S.p.A., a leading provider of Cloud services for the management of critical applications, has been accompanying companies on their path to digital transformation for over 20 years.
In addition to being one of the companies with the highest number of SAP Cloud certifications in the world, it offers distinctive skills and significant assets, including 15 Data Centers, one of which is Tier-IV certified, with two more under construction. Thanks to the constant commitment of its employees, who are increasing each year, due in part to the M&A operations carried out in Italy and abroad, in 2021 the company recorded revenues of over € 70 million and an EBITDA of over € 21 million*.
At the heart of WIIT's strategy, there is the trust of its customers, with whom the company always seeks to build long-term, high-value relationships.

*The reporting scope of the 2021 Sustainability Report includes the following companies: Adelante S.r.l., Etaeria S.p.A., ICTW Sh.p.k, Matika S.p.A., myLoc managed IT AG, WIIT S.p.A. and WIIT Swiss SA.

The third edition of the Sustainability Report bears witness to WIIT's commitment to adopting a business model increasingly integrated with sustainability. This document showcases the activities carried out and the goals achieved in recent years by the Group and it underlines how sustainability is at the core of WIIT's identity.
In this context, we consider dialogue with our stakeholders essential. Three years ago we began a process that has allowed us to work with our stakeholders in order to identify the priority themes on which to build WIIT's sustainability strategy, to set the ESG goals that will guide us from now until 2030 and, this year, to integrate into the third edition of the Report their vision of the future scenario with respect to the macro-themes that guide our strategy.

CONTENTS

Sustainability Report 2021

WIIT
THE PREMIUM CLOUD

> " We aim to grow a business that continues to offer customers secure and innovative Cloud services and that recognises people and the environment as a strategic priority, in order to be key players in a digital, just and sustainable transition "

ALESSANDRO COZZI,
CEO WIIT S.p.A.

Now that the pandemic is shifting into a new normal, we can look back and try to interpret the profound changes it has caused.

Over the last few years, many of us have changed not only the way of living, but also the way of working. **The forced distance has accustomed us to a new relationship with spaces and to a new balance between physical presence and remote working.** Many companies have been able to cope with this change by modifying their organisational models at previously unthinkable speeds and accelerating their pursuit of digitalisation.

While institutions remain committed in encouraging digital transformation, WIIT continues to strengthen its position as a strategic partner to support companies in creating value over time. In order to do so – in addition to strengthening our leadership in the Hybrid Cloud field – **we have chosen to focus on environmental, social and governance (ESG) sustainability as another driver of the growth of our business and that of our customers.**

In 2021, we channelled our ambition into 18 sustainability goals that look to 2030 in line with the United Nations Agenda for sustainable development. Now, just 12 months later, we are pleased to be able to share the first results achieved with our ESG Plan in this third edition of our Sustainability Report.

Our Risk Rating Assessment is now in its second edition, confirming WIIT's low ESG risk profile, an indication of solid governance and of **an effective sustainability strategy that allows us to look forward with confidence to the growth ambitions of a Group that has no intention of stopping.** In 2021, we increased both turnover and headcount thanks to 3 new corporate acquisitions and international consolidation in the strategic market of Germany.

These growth rates require us to pay increasing attention to a core theme of our ESG strategy: **an accountable and transparent governance in support of organisational integration that puts people at the centre.** Spreading a common culture capable of harnessing its unique qualities also means encouraging the creation of an increasingly innovative range of services.

The pages of the 2021 edition of our Sustainability Report are dedicated to this and much more. As you browse through the document's five chapters, you will find all the initiatives with which we are trying to rise, in order to meet to the environmental, social and economic challenges of today and tomorrow.

We are aware that we need everyone's contribution in order to build a better future and we want WIIT to be part of it. **We believe we can make a difference in making the digital transition a tool with which to amplify the changes we are experiencing in a positive way that benefits the entire community.**

Happy reading!

WIIT
THE PREMIUM CLOUD

Sustainability beyond Cloud

the 2021 overview

* The reporting scope of the 2021 Sustainability Report includes the following companies: Adelante S.r.l., Etaeria S.p.A., ICTW Sh.p.k, Matika S.p.A., myLoc managed IT AG, WIIT S.p.A. and WIIT Swiss SA.

** The scope includes the Companies acquired more than 24 months ago

WIIT
THE PREMIUM CLOUD

The Premium Cloud

We are Europe's première provider of Hybrid Cloud services dedicated to companies using premium services for critical applications in Business Continuity and Cybersecurity. Since 1996, we have been growing steadily through new acquisitions and expanding our customer base, guided by a governance that puts people at the centre.

70.2 mln
TURNOVER*

80+
COUNTRIES SERVED BY THE 10 GROUP COMPANIES

18
ESG PLAN 2030 GOALS

14.8
LOW ESG RISK RATING BY SUSTAINALYTICS

WIIT4 Data

We help our customers secure their information assets, ensuring the optimal levels of security through certified processes and infrastructure and investing each year in processes and technologies that deliver the best data resiliency performance.

Tier IV
MILAN DC SECURITY LEVEL

99.995%
DATA CENTER AVAILABILITY UPTIME CERTIFIED

0
SECURITY INCURSIONS AND BREACHES

80 Petabyte
DATA BACKED UP IN WIIT'S DATA CENTERS

WIIT4 Climate

We strive constantly to reduce the environmental impact of all our services. The WIIT range of solutions help companies reduce their adverse externalities and develop new business models and services that are useful for the environment.

1,100,000
ANNUAL KWH SAVED BY CUSTOMERS THANKS TO WIIT CLOUD

98%
OF ELECTRICITY PURCHASED IS GENERATED FROM RENEWABLE SOURCES**

56.9
ANNUAL MWH PER PETABYTE: THE ENERGY INTENSITY OF WIIT'S DATA CENTERS

30%
ENERGY SAVINGS THANKS TO NEW GENERATION PROCESSORS

WIIT4 Innovation

Innovation is one of the most strategic assets for the development of our business. We support companies in the transformation of organisational processes and in the innovation of business models, making technologies and qualified people accessible.

Operational Agility
CLOUD PLATFORMS BASED ON SCALABLE PARADIGMS

DevOps
ACCELERATED AND COOPERATIVE DEVELOPMENT

8 Ideas
COLLECTED WITH THE INTERNAL INNOVATION AWARD CONTEST

Automation
FEWER ERRORS, GREATER EFFICIENCY AND EFFICACY WITH PROCESS AUTOMATION

WIIT4 People

We invest in the growth of our people and our customers through a dedicated Academy, because we believe that every company's success is inseparably tied to the value contributed by people.

293
PEOPLE* 100% OF WHOM ARE ON PERMANENT CONTRACTS

30%
NEW HIRES THROUGH THE INTERNAL REFERRAL PROGRAMME (IN JUST 6 MONTHS)
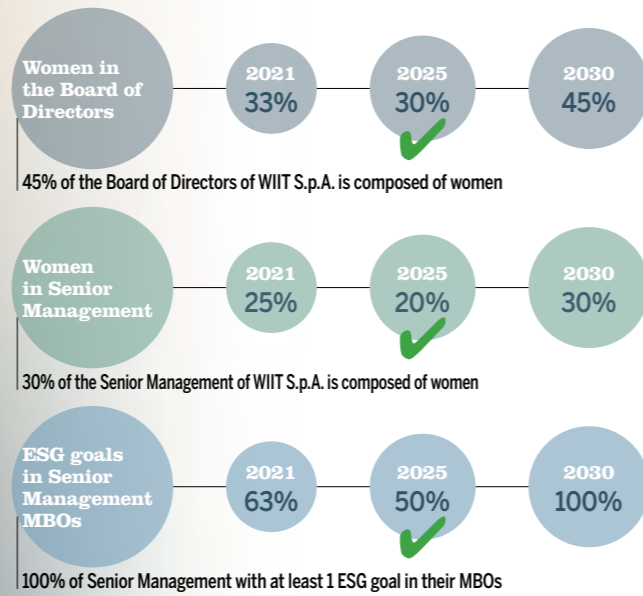
3,000+
HOURS OF TRADITIONAL TRAINING

200+
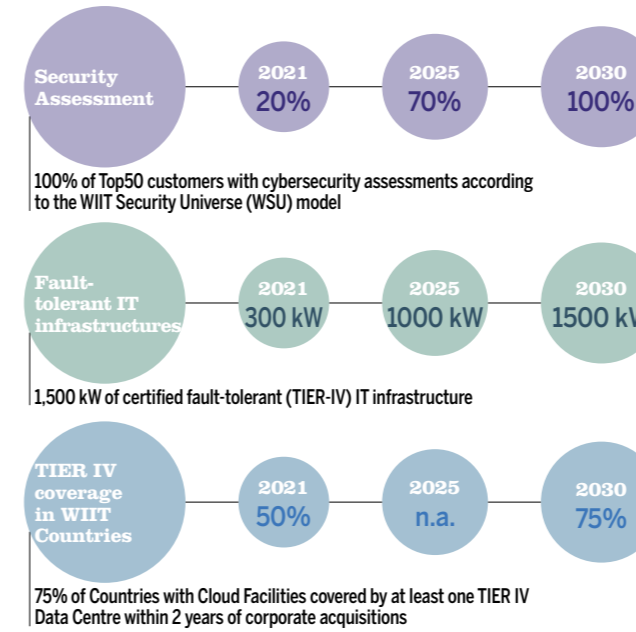PEOPLE INVOLVED IN TRAINING PROGRAMMES

2030 ESG Plan

WIIT's 2030 sustainability goals

WIIT's ESG Plan represents the Group's sustainability commitment from now until 2030. It is an ambitious plan consisting of **18 long-term, measurable goals with intermediate targets for 2025**, designed in harmony with the Sustainable Development Goals promoted by the United Nations as part of its 2030 Agenda.
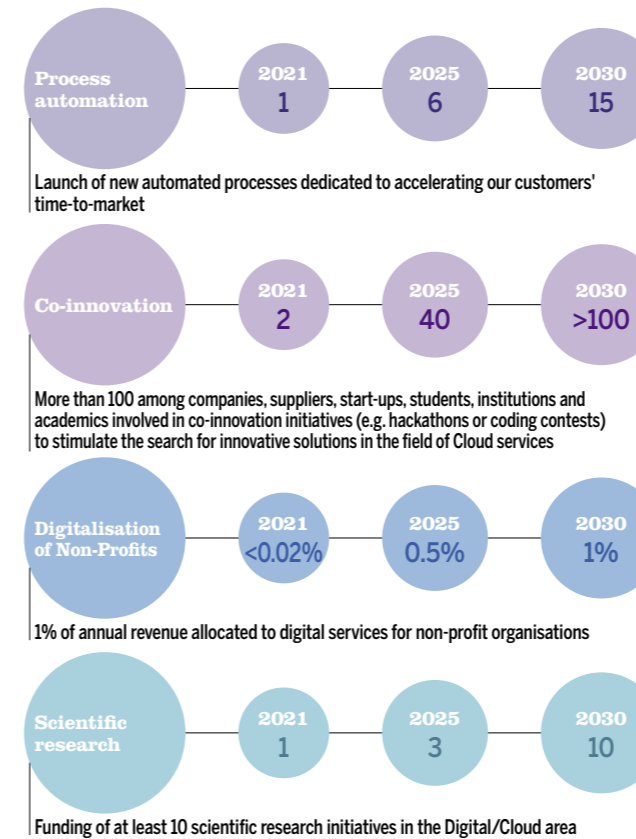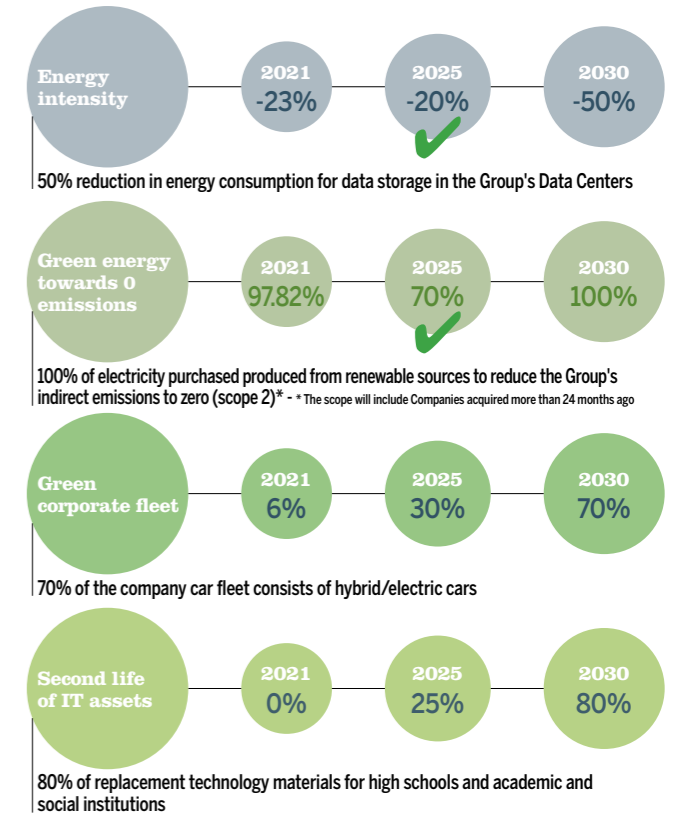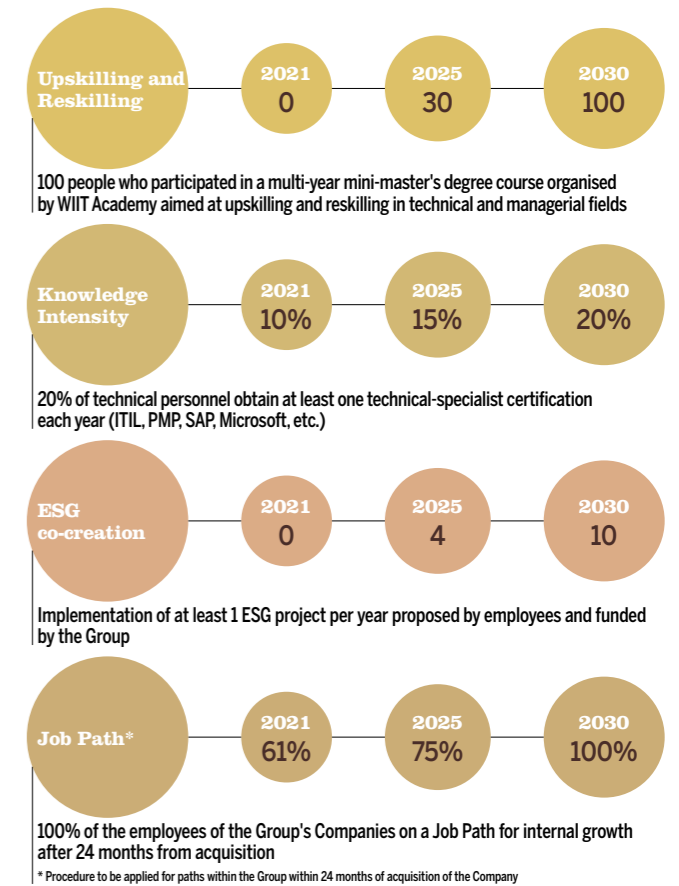
WIIT4 Data

	2021	2025	2030
Security Assessment	20%	70%	100%

100% of Top50 customers with cybersecurity assessments according to the WIIT Security Universe (WSU) model

	2021	2025	2030
Fault-tolerant IT infrastructures	300 kW	1000 kW	1500 kW

1,500 kW of certified fault-tolerant (TIER-IV) IT infrastructure

	2021	2025	2030
TIER IV coverage in WIIT Countries	50%	n.a.	75%

75% of Countries with Cloud Facilities covered by at least one TIER IV Data Centre within 2 years of corporate acquisitions

WIIT4 Climate

	2021	2025	2030
Energy intensity	-23%	-20% ✓	-50%

50% reduction in energy consumption for data storage in the Group's Data Centers

	2021	2025	2030
Green energy towards 0 emissions	97.82%	70% ✓	100%

100% of electricity purchased produced from renewable sources to reduce the Group's indirect emissions to zero (scope 2)* - * The scope will include Companies acquired more than 24 months ago

	2021	2025	2030
Green corporate fleet	6%	30%	70%

70% of the company car fleet consists of hybrid/electric cars

	2021	2025	2030
Second life of IT assets	0%	25%	80%

80% of replacement technology materials for high schools and academic and social institutions

The Premium Cloud

	2021	2025	2030
Women in the Board of Directors	33%	30% ✓	45%

45% of the Board of Directors of WIIT S.p.A. is composed of women

	2021	2025	2030
Women in Senior Management	25%	20% ✓	30%

30% of the Senior Management of WIIT S.p.A. is composed of women

	2021	2025	2030
ESG goals in Senior Management MBOs	63%	50% ✓	100%

100% of Senior Management with at least 1 ESG goal in their MBOs

WIIT4 Innovation

	2021	2025	2030
Process automation	1	6	15

Launch of new automated processes dedicated to accelerating our customers' time-to-market

	2021	2025	2030
Co-innovation	2	40	>100

More than 100 among companies, suppliers, start-ups, students, institutions and academics involved in co-innovation initiatives (e.g. hackathons or coding contests) to stimulate the search for innovative solutions in the field of Cloud services

	2021	2025	2030
Digitalisation of Non-Profits	<0.02%	0.5%	1%

1% of annual revenue allocated to digital services for non-profit organisations

	2021	2025	2030
Scientific research	1	3	10

Funding of at least 10 scientific research initiatives in the Digital/Cloud area

WIIT4 People

	2021	2025	2030
Upskilling and Reskilling	0	30	100

100 people who participated in a multi-year mini-master's degree course organised by WIIT Academy aimed at upskilling and reskilling in technical and managerial fields

	2021	2025	2030
Knowledge Intensity	10%	15%	20%

20% of technical personnel obtain at least one technical-specialist certification each year (ITIL, PMP, SAP, Microsoft, etc.)

	2021	2025	2030
ESG co-creation	0	4	10

Implementation of at least 1 ESG project per year proposed by employees and funded by the Group

	2021	2025	2030
Job Path*	61%	75%	100%

100% of the employees of the Group's Companies on a Job Path for internal growth after 24 months from acquisition
* Procedure to be applied for paths within the Group within 24 months of acquisition of the Company

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH
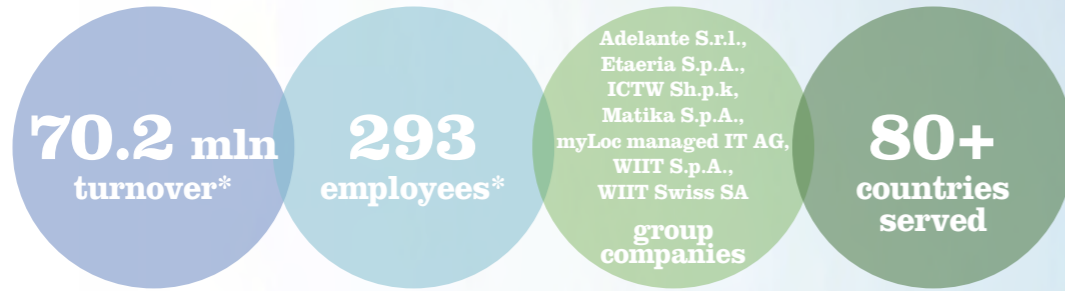
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

The Premium Cloud

Material topics
Responsible Growth
Responsible Governance

We offer a wide range of Business Continuity services for critical applications, deployed globally and aiming to harness smart integration between technologies, people and processes in organisations.

70.2 mln turnover*

293 employees*

Adelante S.r.l.,
Etaeria S.p.A.,
ICTW Sh.p.k,
Matika S.p.A.,
myLoc managed IT AG,
WIIT S.p.A.,
WIIT Swiss SA
group companies

80+ countries served

* The companies Boreus GmbH (and subsidiary Reventure), GECKO (and subsidiary Codefit) and Mivitec GmbH are not included in the reporting scope of the 2021 Sustainability Report, as they joined the Group during the year.

EUROPEAN HYBRID CLOUD LEADERS

The WIIT Group is one of Europe's leading providers of Hybrid Cloud services dedicated to companies that use premium services for critical applications in Business Continuity and Cybersecurity. On the market for over 25 years, WIIT was among the pioneers of the Cloud and the main promoters of the digital transformation of many Italian companies. **The range of Cloud Computing for companies includes a broad spectrum of services. They range from online data storage and the use of virtual machines,** configurable via software and manageable from a single centralised dashboard, **to the use of dedicated machines and equipment,** customised according to the specific needs of each company's applications. Cloud technologies are a formidable enabler of ICT services for business, made accessible via the

Internet and far from normal infrastructure. In this area, WIIT has specialised extensively in the Hybrid Cloud, a technology that continues to see high growth rates of up to +28% on the Italian market (2020 vs. 2019)[1].

THE HYBRID CLOUD **is a cloud computing environment half-way between a public-shared Cloud and a private Cloud**, combining the benefits of the various platforms. The Hybrid Cloud is a flexible solution that offers maximum scalability and, where necessary, that can combine the ad hoc configuration of private environments with public computing resources. These solutions make it possible to obtain – according to need and at low cost – services that would normally only be attainable through enormous investments in technology and skill development.

Over the past fifteen years, the Cloud has become a key ingredient in creating digital

business models. Thanks to this enabling technology, approaches to work have been radically transformed, driving digital innovation in companies and organisations.

The Cloud has strong ties to other emerging technology trends, such as Artificial Intelligence and Blockchain, making it a key competitive advantage for WIIT. During these two years of pandemic, companies have

radically changed their organisational models, for which Cloud and Cybersecurity have proven to be essential services.
Together with the enormous quantity of resources made available by Europe for the digital transformation, the pandemic has pushed organisations to accelerate the transition to **Cloud-Centred models**, making WIIT a valuable partner during a particularly complex time.

TECHNOLOGY

Companies on the Cloud Transformation path

- Cloud supported
- Cloud oriented
- Cloud centred
- Sample average

STRATEGIC GUIDELINES

ORGANISATION AND SKILLS

Levers for transformation to a Cloud-Centred business model

Evolution of applications towards a Cloud Native logic

Orchestration of hybrid and multi-Cloud ecosystems

Organisational change and IT skills

Overhaul of business processes to accommodate the Cloud

Senior management involvement

Strategies for managing Cloud-related costs

Source: Digital Innovation Monitoring Centres - Polytechnic University of Milan (www.osservatori.net)

> " The pandemic has started an irreversible transformation process for companies all over the world. In order to take advantage of the resources governments have put in place for digitalisation, companies and public administrations increasingly need reliable partners with whom to build long-term projects. "

Igor Bailo, *Group Chief Operating Officer*

1 - Cloud Monitoring Centre of the Polytechnic University of Milan, The Cloud Transformation in Italy in 2021, 2021

THE WIIT CLOUD

WIIT acts as a partner in companies' digital transformations. The Group has adopted a strategy that favours ongoing relationships with a range and an approach that tend to **create long-term value** for both customers and stakeholders. This goal is translated into the 5 values that guide what we do, how we do it and that represent us not only as a company but also as individuals:

Group Companies boast a total of more than **30 certifications** with various degrees of company specialisation – WIIT S.p.A. alone, for example, has obtained 6 from SAP – guaranteeing the highest standards in terms of ICT processes and compliance, with a strong specialisation in Enterprise Resource Planning (ERP) in PaaS mode and important references in SAP S/4HANA.

Our values

Integration
of people, skills, technologies and economic, environmental and social criteria in assessing the impact of our operations

Sustainability
as a lever for future development of the Group, both as an organisation and as a growing community of people

Reliability
towards our customers and associates, on the basis of which we can create stable, long-lasting relationships oriented towards shared growth

Professionalism
in developing the offering and providing services, in order to guarantee a continuous commitment to safety, excellence and innovation

Balance
from an economic, financial, organizational and personal point of view, in order to allow for the proper exploitation of assets, skills and technologies

Founded in 1996 on the intuition of Alessandro Cozzi, who identified the growing demand from Italian companies for Business Continuity and IT outsourcing services, the **WIIT Group has now become one of the organisations with the highest number of SAP certifications in the Cloud area in the world and one of the first providers in Italy with a Data Center with Tier IV Uptime Institute certification.**
The Group is young and dynamic, consisting of **7 Companies** – plus 3 Companies outside the scope of the 2021 Sustainability Report – with **293 employees**, a turnover of over **€ 70.2 million** and operations in **4 Countries**: Italy, Germany, Switzerland and Albania.
Three years after our début in the STAR segment of the Italian Stock Exchange, **in October we issued our first bond, raising over € 150 million on the market.** The bond was distributed on the Electronic bond market (Mot) organised and managed by Borsa Italiana.

The initiative was a great success: so much so that the offering closed early, confirming WIIT's growing leadership as an ideal partner for medium and large companies that have decided to transform their business by choosing a highly digital strategy.

Information is secure in WIIT's Tier IV Data Centers

The Tier system measures and ranks the **reliability** of a Data Center based on its ability to respond to different types of **faults** through component and system redundancy. The Uptime Institute has certified the WIIT's Data Center in Milan as Tier IV, the highest level attainable. In fact, it is a totally fault-tolerant structure in which every component is redundant – that is, it has a "copy" that works in parallel – including the power and cooling systems, guaranteeing an operating time, or **"uptime"**, of 99.995%.

Pure Cloud Player
With the highest level of dedicated services for Business Critical applications

Tier IV Data Center
Maximum reliability in order to guarantee Business Continuity for critical applications

End-to-end control of the value chain
Full internal control in order to ensure service performance

DISTINCTIVE FACTORS

Comprehensive Cybersecurity
A dedicated Cybersecurity framework that offers a constant guarantee to all Cloud services offered by WIIT

Leadership in SAP outsourcing services
One of the most certified SAP partner in the world

Leader in Business Continuity
The best service offering for business continuity: Disaster Recovery, Business Continuity and Smart Working as a Service integrated into a single model

Worldwide Cloud platform and 24/7 services
Globally distributed, easily expandable hybrid model with 24/7 support

Solid Group governance
Senior management teams of Group Companies guide growth in a coordinated way, with continuity, experience and expertise

Marked international growth
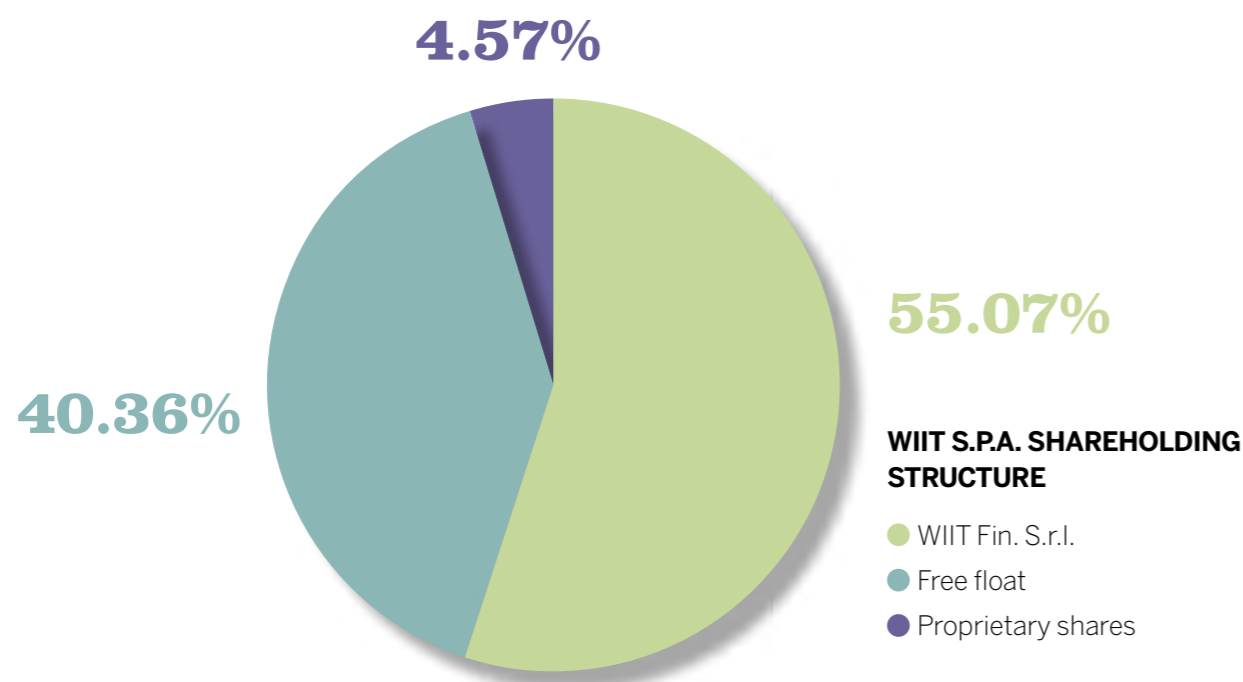Through mergers and acquisitions driven by a clear vision for growth

WIIT'S GOVERNANCE IS ALSO ESG

Since the IPO in 2019, **WIIT has been working constantly to improve its transparency and corporate governance performance**. Since then the Company has set up a series of ad hoc Committees of both internal figures and external independent members: examples of these are the Appointments and Remuneration Committee and the Control, Risk and Related Parties Committee.

The **Board of Directors** is also made up of members external to and independent of WIIT, with the aim of always bringing the requests of the Group's main categories of stakeholders to management's attention.

In order to achieve an increasingly integrated management, in view of the

4.57%

55.07%

40.36%

WIIT S.P.A. SHAREHOLDING STRUCTURE

- WIIT Fin. S.r.l.
- Free float
- Proprietary shares

rapid internationalisation of the Group, WIIT **established a German Holding Company called WIIT AG**, which gathers within it all its German Companies, namely myLoc and, from the second half of 2021, Mivitec, Boreus and GECKO, together with their respective Subsidiaries. The purpose of this initiative is to **forge a common corporate identity, enhancing the various cultures and skills present within the Group and creating a growing sense of belonging on the part of all those who work at WIIT.**

By creating its Code of Ethics, WIIT has established a set of principles and rules **of conduct** to be followed, valid for both the people who work within the Group and for its business partners. The Code of Ethics is signed by all WIIT associates and suppliers and is the document that governs the inter-company professional relationship. In addition, an Organisation, Management and Control Model has been adopted in accordance with Legislative Decree 231 of 2001 for preventive risk management and in order to ensure maximum transparency within the organisation.

With a further view to transparency, by publishing its first Sustainability Report

in spring 2020, **the Group has set up a solid non-financial reporting process**, a fundamental step in a gradual process of integrating sustainability into its growth strategy, identifying some key issues that, in parallel with the business, will guide the Group's long-term decisions.

In order to face today's great challenges, such as climate change, the development of cutting-edge technologies, the transformation of social relations and approaches to working, **an ESG strategy** has been built **on four pillars**, which represent the focal points of the Group's commitment to sustainability: **data security and resilience, environmental protection, promotion of innovation** and **human resource management**. Each of these actions requires, first and foremost, what we call **Responsible Governance and Growth**: a robust, accountable internal governance model on which to build the strategies and actions needed to compete by creating value over time.

In order to ensure oversight and build a solid strategy in this area, WIIT has also adopted an **ESG Policy**, approved by the Board of Directors on 26 June 2020. The Policy sets out the values

that guide the work of our companies and the commitments they intend to pursue in order to respond to the most important sustainability pressures on the business. The Policy forms the framework within which the Group and its people operate, in keeping up with the commitments made for the environment, society and governance.

This responsibility resulted in the formulation, in 2021, of the **2030 ESG Plan**, which lays down the commitment that WIIT has made for the coming years, ending in 2030. The plan consists of **18 long-term**, measurable **goals** with **intermediate targets for 2025**, in line with the Sustainable Development Goals promoted by the United Nations as part of its 2030 Agenda.

In each chapter of this Report, the progress towards each goal by 2021 is outlined, in order to provide a view as transparent as possible of how WIIT is striving to realise its sustainability ambition.

ROLES AND RESPONSIBILITIES FOR SUSTAINABILITY MANAGEMENT
The Group has set up an ESG Governance Model that provides for the assignment of roles and responsibilities for formulating, implementing and monitoring the organisation's sustainability strategy. The Model also includes a map of the skills needed by each body and role, useful to fostering an effective implementation of the ESG strategy. The Model was approved by WIIT's Board of Directors (BoD) on 26 June 2020 and will be subject to periodic review over the years, in order to assess its adequacy with respect to the organisation's changing context and goals.

When approving the Model, **WIIT also formed an ad hoc ESG Committee, responsible for overseeing the development of the sustainability strategy at Group level** and the achievement of medium-/long-term goals. The ESG Committee currently consists of 9 internal members and one independent, external member. In 2021, the Committee met twice to oversee and provide substantial input to the development of the Group's main sustainability activities.

THE ESG GOVERNANCE MODEL

ESG Board Member: assesses and makes strategic decisions on sustainability management within the Group, guiding the activities of the ESG Committee. Appointed by the Board of Directors and Chairman of the ESG Committee.

Sustainability Manager: proposes the Group's policy on sustainability, coordinates its formulation and oversees its implementation, supervising the execution of the ESG strategy and carrying out advocacy activities both within and externally to the Group. A member and Secretary of the ESG Committee.

ESG Committee: assists the Board of Directors with a proactive and consultative function regarding ESG issues relevant to the business. It oversees the Group's commitment to implementing its sustainability strategy, supervises stakeholder interaction activities, assesses ESG reporting documents and examines the trend of the environmental, economic and social scenarios affecting the company and its sector.

ESG Ambassador: they oversee the development of initiatives relating to the sustainability strategy assigned to them, collect information useful for the reporting process and play the role of ESG ambassadors internally and externally to the Group, spreading awareness of commitments and the results achieved in the field of sustainability.

ESG Board Member

Sustainability Manager

ESG Committee
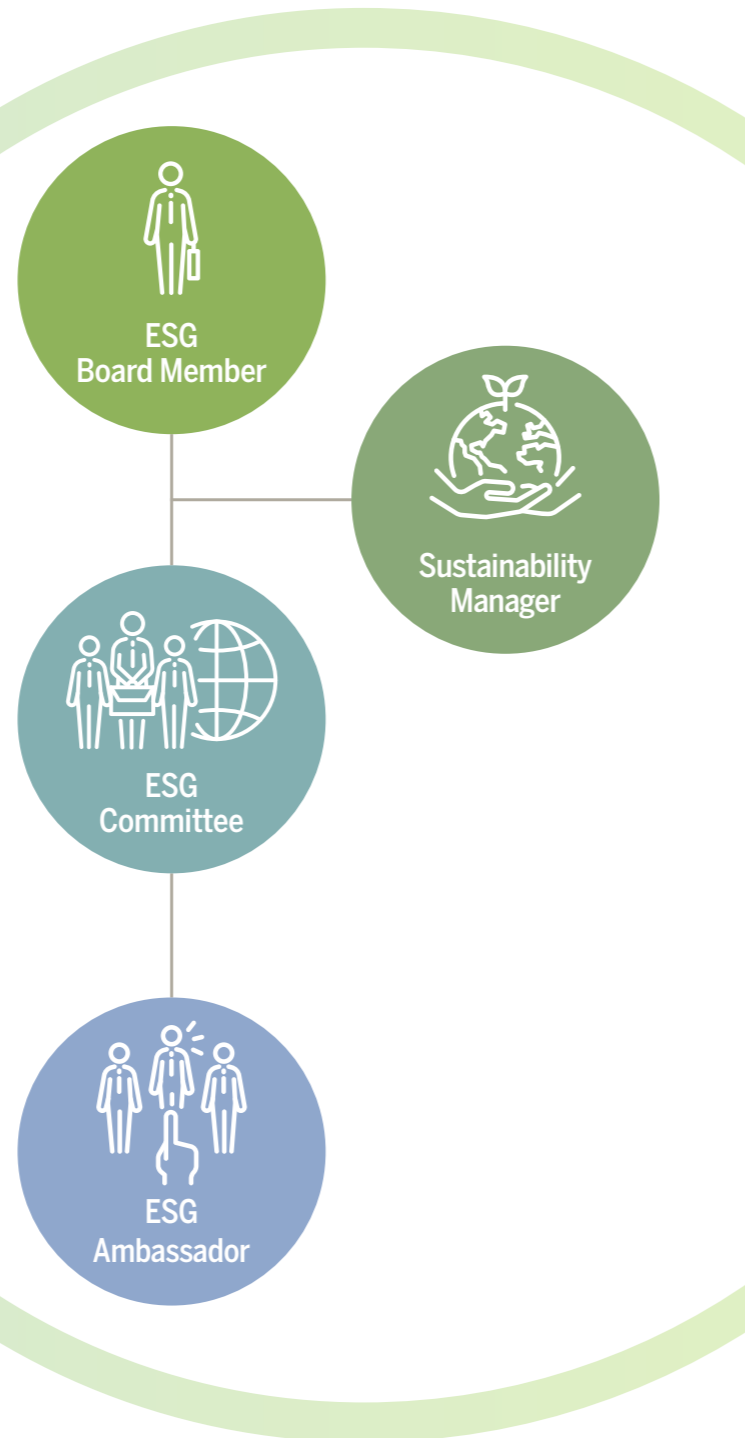
ESG Ambassador

THE ROLE OF ESG AMBASSADORS

Drivers of sustainability

They are tasked by the ESG Committee with responsibility for coordinating the implementation of initiatives and projects related to the implementation of the sustainability strategy.

ESG Sentinels

They promptly inform the ESG Committee of any changes that would make it necessary to reconsider the timing or the nature of the assigned activities.

Sustainable antennae

Once a year they meet with the Committee to convey any needs related to the Companies' business or the expectations of various stakeholders.

Real ambassadors

They encourage the spread of a culture of sustainability within the Group, underscoring the commitment to all their colleagues.

Data guardians

Responsible for collecting all data and information functional to the Group's annual ESG performance reporting process.

ESG RISK MANAGEMENT

The development of a governance model centred on the concept of responsibility and oriented towards growth, together with the Group's growing internationalisation, allowed WIIT to make risk management a priority issue in the conduct of its business.

To this end, in recent years, a risk management system has been formulated in line with the Enterprise Risk Management model, consistent with the complexity of the business and the Group's development strategy. **In 2020, WIIT had already revised its Risk Assessment with a view to sustainability, classifying 34 risks as ESG, including 11 new risks related to material topics** identified during targeted interviews with the Group's senior management. **In 2021, the scope of ESG risks was further refined**, more precisely delineating their definitions and identifying the mitigation actions in place.

The Risk Framework adopted by the Group involves the entire organisation, establishing specific tasks for each body and figure involved:

BOARD OF DIRECTORS:

sets guidelines for the risk management framework in order to identify, measure, manage and monitor key risks. The Board periodically assesses the adequacy of the risk management framework adopted.

CHIEF EXECUTIVE OFFICER:

responsible for establishing and maintaining the internal control and risk management system.

MANAGEMENT:

plays an essential role in the operational risk management process, developing appropriate corrective actions in coordination with the Risk Framework in order to mitigate the negative consequences of risk events. The Risk Assessment methodology adopted is in line with the main national and international best practices and is inspired in particular by the

framework of the Committee of Sponsoring Organizations of the Treadway Commission, one of the most important international references since 1985.

ESG COMMITTEE:

sets strategic guidelines for managing environmental, social, and governance risks, ensuring that they are properly identified, adequately measured, managed, and monitored.

ESG BOARD MEMBER:

oversees the strategic choices made by the ESG Committee.

INTERNAL AUDIT:

verifies the operation and suitability of the internal control and risk management system according to an audit plan approved by the board of directors, based on a structured process of analysis and prioritisation of the main risks.

SUSTAINABILITY MANAGER:

coordinates the functions involved in integrating ESG risks into the risk identification, assessment and management model. Oversees the process of periodically aligning the ESG Committee, to which the Sustainability Manager provides full disclosure on the course of the Company's sustainability risk profile.

RISK OWNER:

the company figure who, by competence, is tasked with managing and monitoring one or more risks.

WIIT's 2021 ESG Rating

Since its IPO, WIIT has been looking with growing interest at the world of sustainable finance, aware that ecological transition and social development cannot be separated from the financial sector's ability to direct capital towards sustainable investments.

For this reason, and in order to seize the related opportunities, in 2020 the Group started an annual sustainability performance assessment process, engaging Sustainalytics, one of the most authoritative ESG rating agencies at the global level.

An ESG Rating is a tool that measures a company's exposure to long-term environmental, social, and governance risks that are often not highlighted in traditional financial assessments but that can have negative implications in terms of attracting investment. This exposure is set against the company's ability to mitigate and manage these risks.
According to the picture provided by Sustainalytics, WIIT is a company that, due to its sound management of material sustainability topics, demonstrates a reduced risk profile in terms of the possibility of experiencing significant impacts from non-financial factors. In addition to not being subject to ESG controversies, **WIIT stood out for its strong performance in the corporate governance area, receiving a rating of 14.8, equal to an ESG Risk of "Low"**, the second tier on a 5-level scale ranging from "Negligible" to "High".

In 2021, WIIT was recognised by Sustainalytics as an ESG Industry Top Rated company, i.e. one of the top 50 companies in the Software and Services sector.

> *WIIT's Sustainability Report is in line with market best practices, signalling a strong sense of responsibility towards stakeholders. The company demonstrates robust management of material ESG topics and the related risks. In addition, the company's ESG issues are overseen by the Board of Directors, demonstrating integration into the company's core business strategy and an excellent overall management of material ESG topics.*
>
> **Sustainalitycs,** *September 2021*

LISTENING TO STAKEHOLDERS AT THE HEART OF WIIT'S STRATEGY

Since the beginning of its sustainability integration path, and in line with the relevant standards and best practices, **WIIT has always actively involved its external stakeholders to get their point of view on its priority ESG issues.**

The first Stakeholder Day, involving 16 different stakeholders, was held in 2020. Starting from a short list of potentially relevant issues, each stakeholder was asked to indicate those they considered most important. **By comparing their views with those of the company's management, 9 "material" topics** – the sustainability issues that are priorities for both our stakeholders and our managers – were identified.

The result of this process has allowed us to formulate WIIT's ESG strategy, as an essential basis for preparing the first edition of the Group's Sustainability Report and, consequently, for developing the Policy with which we laid the foundations of our commitment in this area.
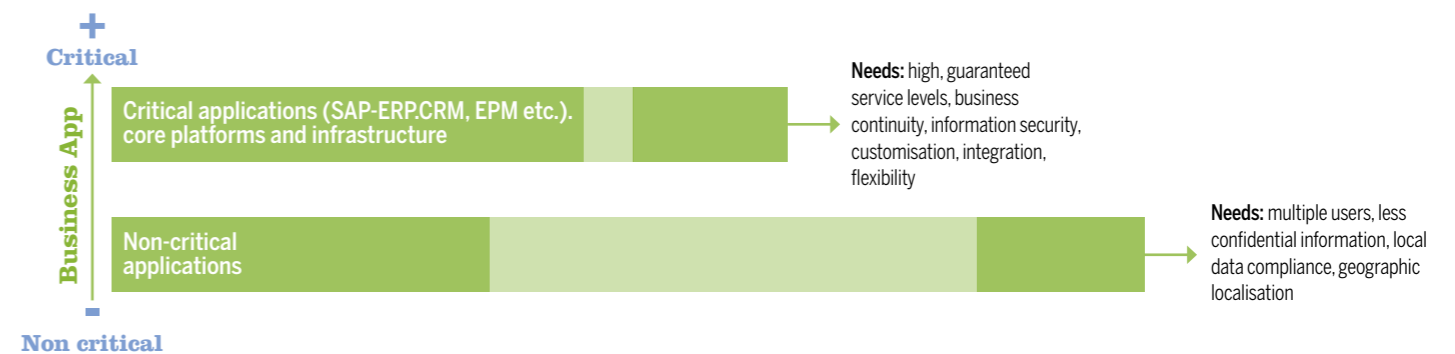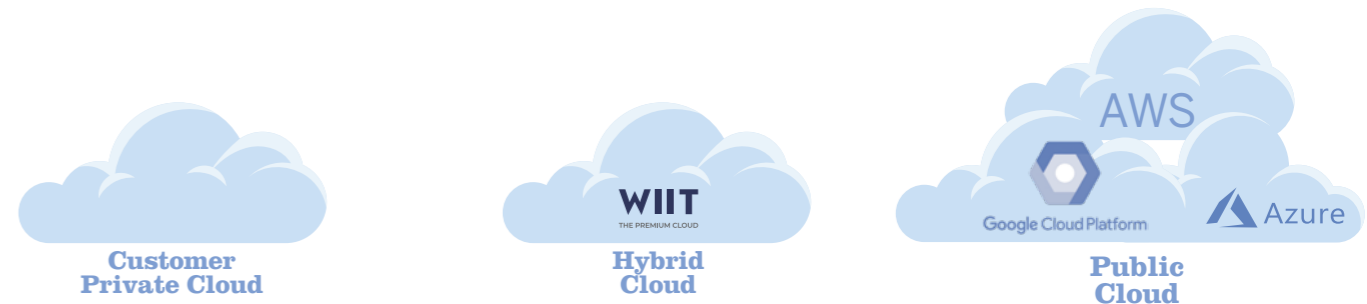
A year later, in 2021, we brought together 15 stakeholders to discuss setting sustainability goals for 2030. During the meeting, those present provided suggestions on how to achieve the goals proposed by WIIT, indicating any additions to the targets and lines of action identified in the ESG Plan.

Finally, **in 2022 we identified 4 external Key Opinion Leaders to interview for a privileged view of the scenario relevant to the 4 thematic pillars of our ESG strategy.** The interviews, which will introduce the 4 chapters of the document, provided valuable insights to further contextualise the priorities related to our material topics and intended commitment to sustainability.

THE LONG-TERM VALUE UNDERLYING OUR STRATEGY

The goal that drives our strategy and business decisions is **creating long-term value for both our customers and our stakeholders**. This is why we strive daily to improve the quality of our operating model and services, through an expert combination of people and technological assets.

We believe that the key to success lies in the ability to offer customers access to a multi-country network of structured services through an organisation composed of highly professional resources (managers and technicians), operating according to proven procedures and certified on the basis of the main standards of reference (ITIL, ISO, ISAE, SAP, NIST, etc.) and with the best technologies on the market.

Business Continuity

Managed Services

WIIT Delivery Platform

AWS

Google Cloud Platform · Azure

WIIT

Customer Private Cloud

Hybrid Cloud

Public Cloud

+ Critical

Business App

− Non critical

Critical applications (SAP-ERP.CRM, EPM etc.). core platforms and infrastructure

Needs: high, guaranteed service levels, business continuity, information security, customisation, integration, flexibility

Non-critical applications

Needs: multiple users, less confidential information, local data compliance, geographic localisation

TOWARDS EUROPEAN LEADERSHIP IN CLOUD SERVICES

WIIT enjoyed another year of growth in 2021, welcoming 5 new companies into the Group. In particular, we consolidated our growth in Germany, a country where we are strengthening our presence with top-tier assets, in order to ensure the highest levels of resilience for our customers in the Hybrid Cloud environment.

The Group currently consists of 12 Companies specialised in Cloud Computing and digital transformation services, allowing WIIT to constantly expand its activities by investing in a unique European presence.

M&A JOURNEY

2015

Visiant

Development of a long-term partnership and strong synergies with infrastructure consolidation in WIIT's Data Centers.

2018

Adelante and ICT Watchers

Presence in the Tuscan luxury district. Upselling opportunities with critical services provided by WIIT; expansion of service portfolio including remote monitoring of technology infrastructure.

2019

Matika

Strong synergies and high upselling potential with Matika's customer base in the Triveneto region; expansion of the service portfolio.

2020

Etaeria and Aedera

Strong presence in Piedmont and in Emilia-Romagna. High-quality customer portfolio. Proprietary technology platform that integrates WIIT's document management assets.

myLoc

Private and Public Cloud services with Data Centers located in Düsseldorf. Strong positioning in the Central Western Germany market as a platform for growth throughout Continental Europe.

2021

July 2021 Mivitec*

German Cloud provider specialising in managed services for companies.

November 2021 Boreus (Reventure) and GECKO (Codefit)*

Reinforcement on the German Cloud market. Solid know-how in developing DevOps solutions for Kubernetes technologies.

WIIT has always approached its organisational expansion process with a strong focus on socio-economic impacts, while consistently seeking to protect the interests of its stakeholders. In order to best govern the Group's growth, ensuring the best possible synergies and protecting its human capital, WIIT has created channels for dialogue and continuous exchange between the senior management of the companies dedicated to operational and managerial integration initiatives.

* Companies not included in the reporting scope of the 2021 Sustainability Report
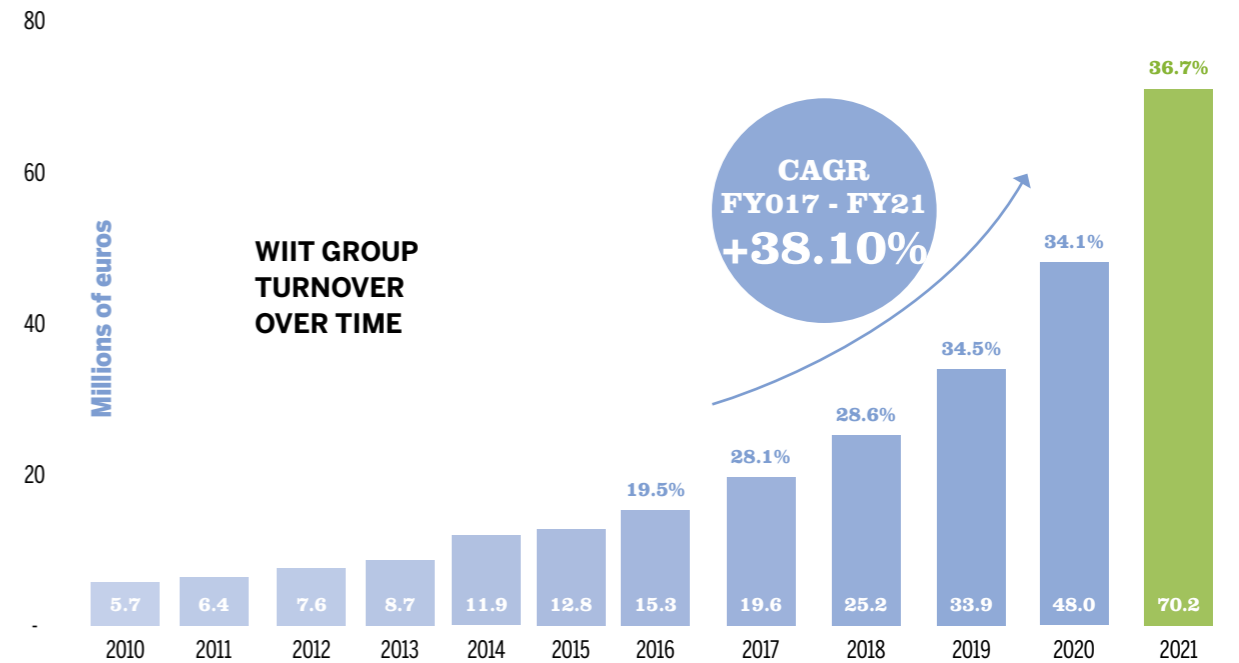
Organic Growth

based on the spread of Hosted Private and Hybrid Cloud, Business Continuity, Cybersecurity and Big Data services

Increased market share

on the Italian domestic market inorganically through acquisitions

Inhousing process

of the company, through the acquisition and integration of other companies in Europe

WIIT GROUP TURNOVER OVER TIME (Millions of euros)

CAGR FY017 - FY21 +38.10%

Year	Value	%
2010	5.7	
2011	6.4	
2012	7.6	
2013	8.7	
2014	11.9	
2015	12.8	
2016	15.3	19.5%
2017	19.6	28.1%
2018	25.2	28.6%
2019	33.9	34.5%
2020	48.0	34.1%
2021	70.2	36.7%

Results on operations (€/k)*	2021	2020	2019
Turnover	70,200	48,539	33,911
EBITDA	21,459	14,349	12,129
Operating margin	5,902	4,077	5,226

* The economic data shown in the chart and table refer to the reporting scope of the 2021 Sustainability Report, which includes the following companies: Adelante S.r.l., Etaeria S.p.A., ICTW Sh.p.k, Matika S.p.A., myLoc managed IT AG, WIIT S.p.A. and WIIT Swiss SA.

The Premium Cloud
2030 SUSTAINABILITY TARGETS

Target	Current situation	2021	2025	**2030**
Women in the Board of Directors	3 of 9 WIIT Board members are women	33%	30% ✓	**45%**
Women in Senior Management	2 of 8 Senior Managers are women	25%	20% ✓	**30%**
ESG goals in Senior Management MBOs	5 of 8 Senior Managers have one ESG goal in their MBOs	63%	50% ✓	**100%**

45% of the Board of Directors of WIIT S.p.A. is composed of women

30% of the Senior Management of WIIT S.p.A. is composed of women

100% of Senior Management with at least 1 ESG goal in their MBOs

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
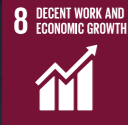
WIIT4
Data

Material topics
Cybersecurity
Data Resiliency

WIIT
THE PREMIUM CLOUD

DATA SECURITY: FROM LEGAL TREND TO MARKET TREND

A discussion with Ms. Nadia Martini

Graduated cum laude from the Faculty of Law of the University of Milan, she has been a member of the Milan Bar Association since 2006. Ms. Martini is a partner at Rödl&Partner, Head of Data Protection, IP and Cybersecurity.

She has over ten years of experience in providing counsel to Italian and foreign customers in and out of court in all issues of data protection, Copyright and Industrial law. She is a Certified Privacy Officer according to the ISO/IEC 17024:2008 standard and a certified Data Protection Officer according to the 11697:2017 standard. She holds three Master's degrees in Intellectual Property, Information Technologies and Privacy. She is the author of several publications and holds seminars and refresher courses on privacy in Italy and abroad.

On the issues of cybersecurity and data management, European legislation plays, and will continue to play, an increasingly strategic role. The main current references are the data protection regulation – GDPR (May 2018) and the NIS directive (June 2018) for cybersecurity: two separate but interlocking pieces of legislation.
The main change brought on by the two regulations lies in the adoption of a process approach, leading organisations to adapt their data protection and security activities not according to a minimum legal standard but to an internal analysis of the risks concerning data, networks and systems. In doing so, each entity will have to adopt the most appropriate measures based on the characteristics of its business activity, according to a principle of accountability.

It can thus be said that since 2018 the approach to regulation on these issues has changed radically, with an increasing integration between two distinct aspects: legal and technical. It is reasonable to expect that in the coming years this integration – accelerated in the last two years by the pandemic crisis – will become increasingly evident. The sharp increase in connections due to remote work has once again shifted the spotlight to the importance of data protection.

> " **During the pandemic we observed a level of responsiveness in regulatory processes that we would not have previously believed possible** "

Since the start of the pandemic, we have seen a significant increase in *ransomware* and *phishing* attacks that have exploited the weakness of remote networks. The progression of this threat has brought together two approaches that until recently had remained distant: the legal privacy community has finally understood the importance of data protection, including
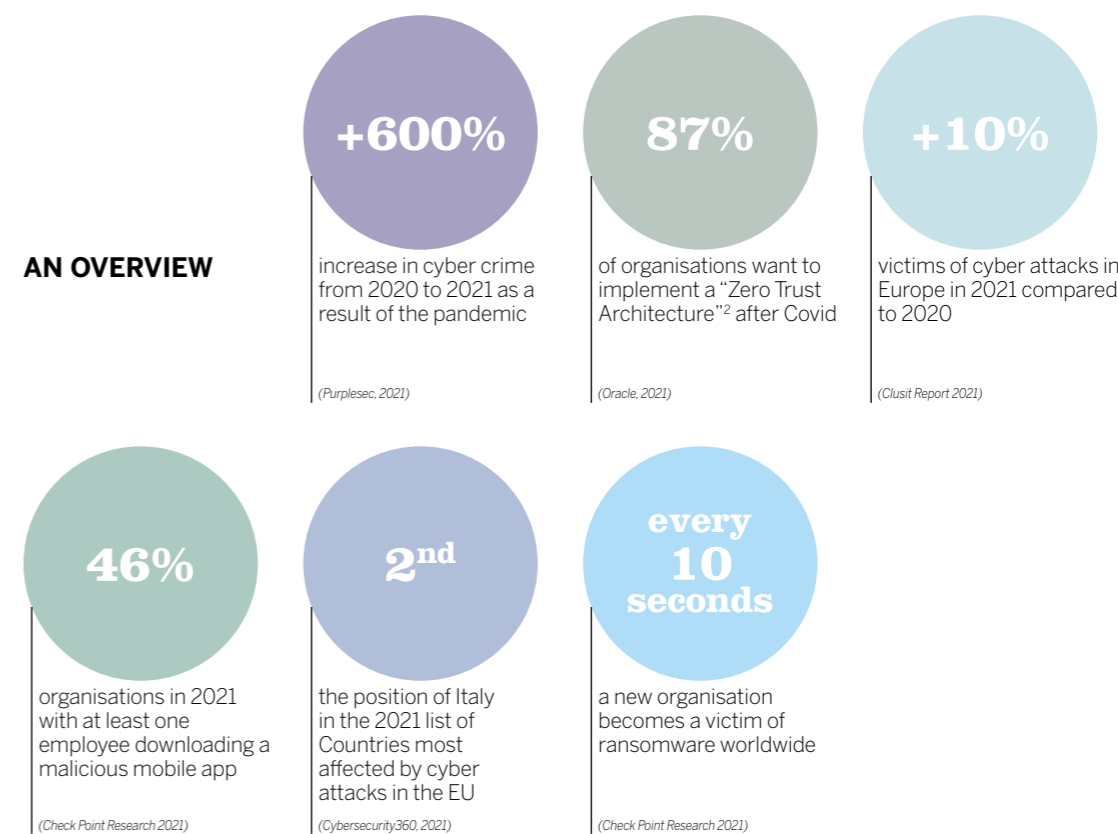
from a technical point of view, and the IT cybersecurity community has recognised data as an element to be protected.
The regulation will never be able to respond to market needs in a timely manner. Legislators, by nature, have approval rates very different from the speed at which these issues evolve. Nevertheless, **during the pandemic we observed a level of responsiveness in regulatory processes that we would not have previously believed possible**. The push towards the *digital market* is testing national and European legislators who, despite their natural reaction times, continue to evolve, seeking to legislate as best they can within the complex digital arena. While the law does come late, it is increasingly more responsive and faster.

It is important to highlight here the urgency of increasing the effectiveness of managing these issues, also and especially in the face of the **increase in the economic value of data**, generated mostly by two factors.

- The constant development of cybersecurity technologies has made hackers increasingly aware of the real value of data, giving rise to the phenomenon of *double extortion*: a double ransom demand both to recover encrypted data and to prevent it from being released to the public, thus causing an increase in economic value.

- The implementation of the European directive on digital content and services will regulate the transfer of data as a commodity, formalising its economic value. The law will attempt to give the data value as a bargaining chip, countering the black market in data by hackers and allowing consumers to pay for products and services with their personal data.

The sum of these factors will lead to a progressive monetisation of personal data, giving shape and structure to an economic trend that, to date, has always remained in a grey area.

AN OVERVIEW

+600%
increase in cyber crime from 2020 to 2021 as a result of the pandemic
(Purplesec, 2021)

87%
of organisations want to implement a "Zero Trust Architecture"[2] after Covid
(Oracle, 2021)

+10%
victims of cyber attacks in Europe in 2021 compared to 2020
(Clusit Report 2021)

46%
organisations in 2021 with at least one employee downloading a malicious mobile app
(Check Point Research 2021)

2nd
the position of Italy in the 2021 list of Countries most affected by cyber attacks in the EU
(Cybersecurity360, 2021)

every 10 seconds
a new organisation becomes a victim of ransomware worldwide
(Check Point Research 2021)

2 - Strategic approach to cybersecurity that protects an organisation by eliminating implicit trust and continuously validating each step of a digital interaction.

Cybersecurity is the ability to protect networks, Data Centers, infrastructure and data from unauthorised access or criminal use, in order to ensure the confidentiality, integrity, and availability of organisations' information assets. Cybersecurity processes – along with securing data storage infrastructure – are critical in ensuring data resiliency, both digitally and physically.

A GROUP POLICY FOR COMPANY SECURITY

Although the pandemic has been an opportunity for many companies to accelerate their digitalisation path, for many companies that have had difficulty in achieving their business goals due to the crisis, choices in the digital field, such as the move to the Cloud, have represented, and continue to represent, a potential economic and organisational stressor. Once again – and particularly at this time of history – **cybersecurity is among the most important problems for companies and organisations**. The Clusit Report 2021 confirms the "digital Wild West" situation the world is experiencing, with **estimated losses due to cyber attacks of about $ 1 trillion in 2020 and $ 6 trillion in 2021.**

Italy boasts unenviable results for 2021, occupying the **2nd position among the most affected EU Countries**[3] after Spain and the **4th position among the Countries most impacted in the world by cyber threats** due to the circumstances caused by the pandemic, after the United States, Germany and Colombia[4].

According to data from the Italian Ministry of the Interior, **hacker attacks in Italy detected by the postal police increased tenfold in one year**, from 460 recorded between 1 August 2019 and 31 July 2020 to 4,938 certified as at 31 July 2021. Alerts issued increased from 84,606 to 102,517[5].

In this scenario of increasing fragility of organisations in the IT field, **WIIT is working to rationalise and continuously integrate its service offers in the cybersecurity field**, in order to help mitigate the emerging risks to which companies are exposed with ever greater effectiveness.
In this regard, in 2021 WIIT formulated a **Policy that sets ambitious data security standards for all Group companies**, in order to introduce a single, cross-Country cybersecurity governance model.

OTHERS: **29.20%**

UNITED STATES: **35.90%**

SPAIN: **2.50%**

ITALY: **3%**

COLOMBIA: **10.50%**
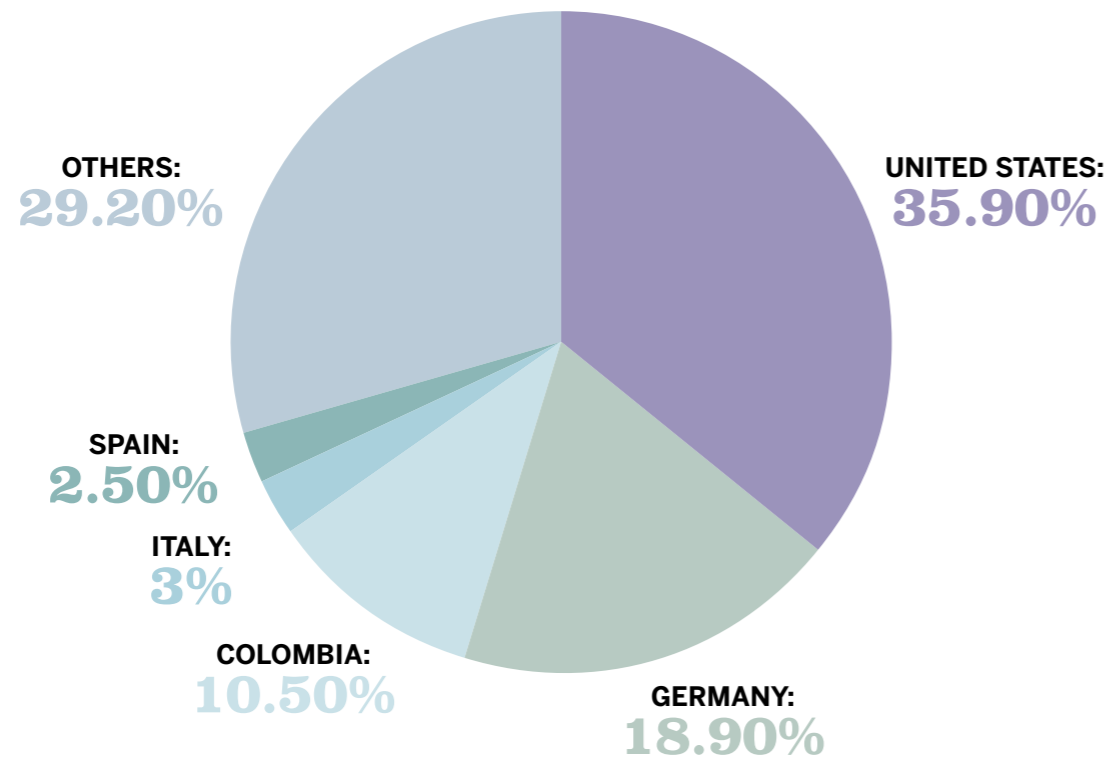
GERMANY: **18.90%**

Figure 1: Countries most affected by cyber threats (TrendMicro, Attack from all angles, 2021)

3 - Check Point Research
4 - TrendMicro, Attack from all angles, 2021
5 - Ministry of the Interior Report dated 15/08/2021

+973%

460 Attacks from 08/2019 to 07/2020

4938 Attacks from 08/2020 to 07/2021

Each year the Group invests in processes and infrastructure to extend the backups of its customers' data, supporting them in the pursuit of increasingly levels of resilience.

WIIT already performs a continuous backup of its customers' data, guaranteeing a **"second copy"** in case of any malware attacks or server faults.

Starting this year, WIIT's offer has been further expanded to include an additional option for its most critical customers: a backup that ensures a **"third copy"** of the most sensitive data, relocated in another Country.

The decentralisation of servers and the redundancy of data storage in the various Countries in which the Group operates ensure greater continuity of the services offered.

Hacker attacks detected in Italy 2019-2020 and 2020-2021 (Ministry of the Interior Report dated 15/08/2021)

Cybersecurity is evolving toward new paradigms aimed at protecting the hybrid multicloud. This evolution poses new challenges for organisations and requires additional expertise from Chief Information Security Officers (CISOs), who are required to set new common security baselines for heterogeneous Cloud infrastructures. This is in addition to the importance of knowing the location of business data and its criticality to the business.

Giuseppe Colosimo,
Cyber Security Director

SECURITY AT THE HEART OF OUR MODEL

Using Cloud solutions for core and mission-critical applications provides excellent levels of security, with higher standards than on-premise deployments and at significantly lower costs. According to RapidScale, 94% of companies experienced improved security after moving to the Cloud[6].

The topic of security has grown in importance in recent years due to ongoing cyber threats. As a result, WIIT concentrates much of its investments every year on **developing** high-performance **cybersecurity products and services** for all types of customers. In addition, the Group has renewed and established new partnerships in 4 main areas:

Endpoint Detection and Response, (EDR), in order to monitor and respond to cyber threats constantly;

Vulnerability Management, for a constant, timely overview of the attack surface;

Security Operations Centre (SOC), used to enhance products and services of excellence in the technological field;

Privileged Access Management (PAM), in order to better control user and account permissions and systems in the WIIT environment.

The Group's security model is defined in the WIIT Security Universe (WSU), a defence system consisting of:
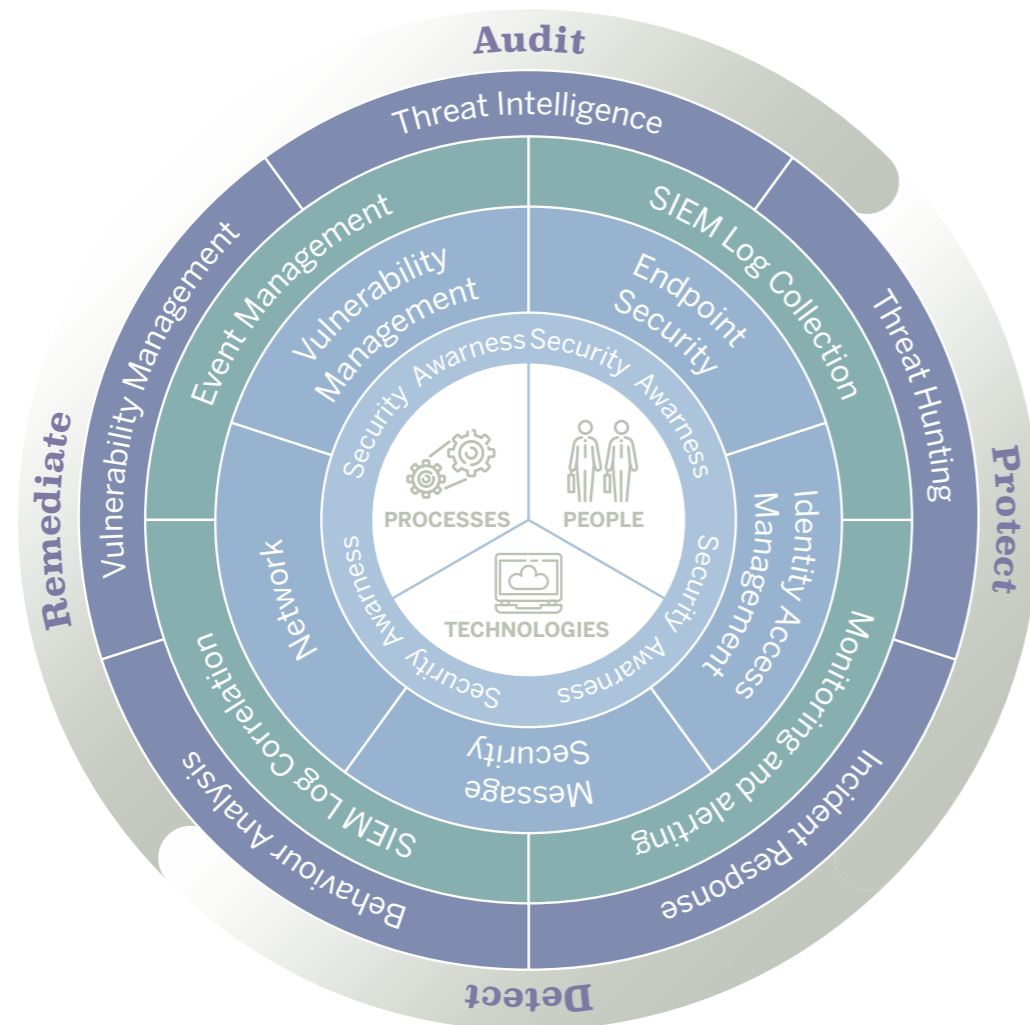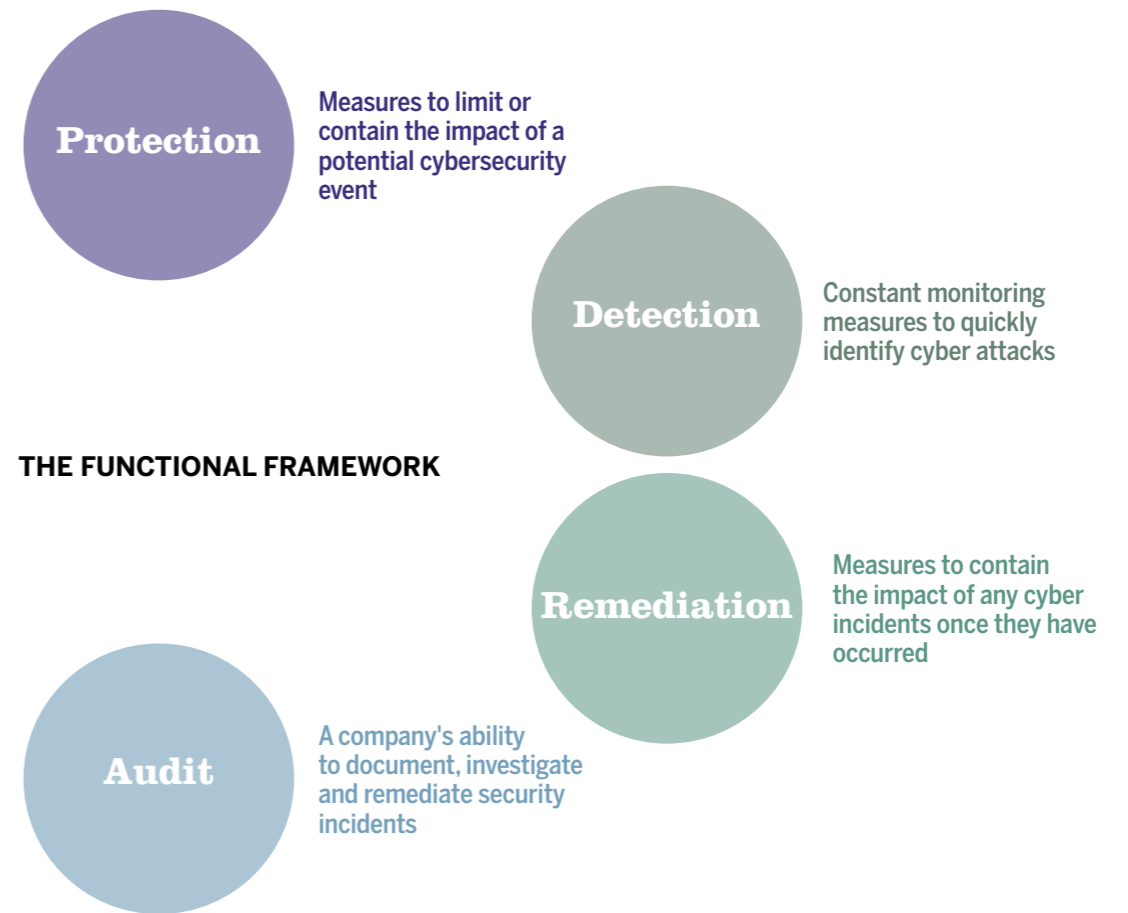
A FUNCTIONAL FRAMEWORK, that makes it possible to analyse the company's coverage of the 4 main phases of security: audit, protection, detection and remediation, while also planning improvement actions;

A multilevel **TECHNOLOGICAL FRAMEWORK**, complete and consistent with the main world standards (NIST), divided into 5 macro areas: network, vulnerability and security management, endpoint protection, identity access management and messaging security, analysed with the help of 178 variables overall;
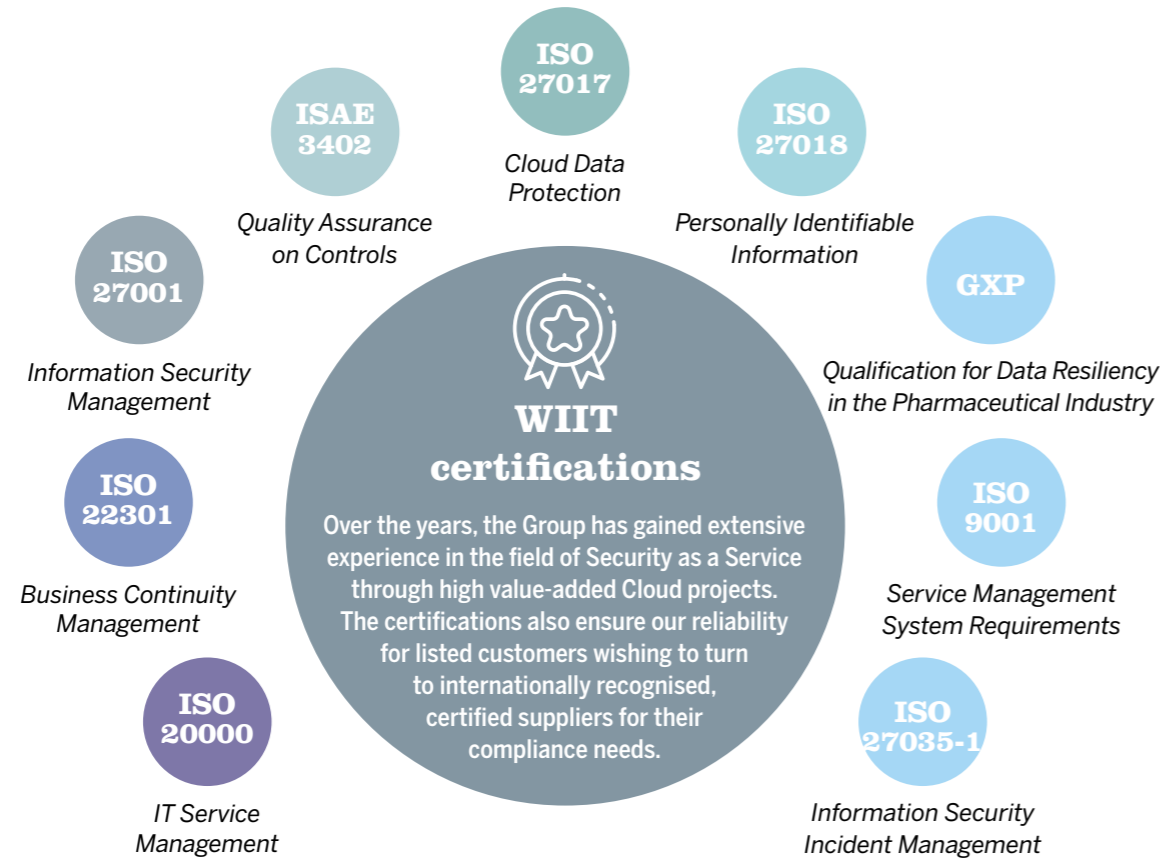
A COMPLIANCE FRAMEWORK to measure alignment of business procedures with the GDPR, ISO 27001 and NIST.

Protection — Measures to limit or contain the impact of a potential cybersecurity event

Detection — Constant monitoring measures to quickly identify cyber attacks

THE FUNCTIONAL FRAMEWORK

Remediation — Measures to contain the impact of any cyber incidents once they have occurred

Audit — A company's ability to document, investigate and remediate security incidents

In particular, the **WIIT Security Universe offers versatile and vertical services, distinguished by a tailor-made approach**. All solutions interact and work with each other in order to support implementation and integration of old and new applications, without constraints in terms of compatibility with the existing technologies. WIIT's approach best addresses the constantly evolving nature of cyber attacks, which increasingly require a rapid ability to develop flexible, effective defensive tools. **Risk Management** in cybersecurity is a process for preventing, identifying, analysing and addressing cyber threats and involves a large commitment of resources to support the entire system operationally. **WIIT's services meet this need, eliminating for the customer the costs of a dedicated infrastructure without compromising on the optimal defence of the customer's systems.**
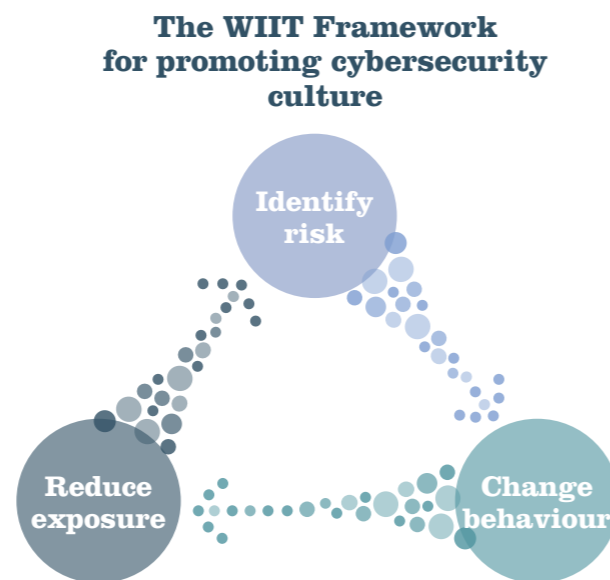
6 - Salesforce, 12 Benefits of Cloud Computing, 2021

WIIT certifications

Over the years, the Group has gained extensive experience in the field of Security as a Service through high value-added Cloud projects. The certifications also ensure our reliability for listed customers wishing to turn to internationally recognised, certified suppliers for their compliance needs.

ISO 27017 — Cloud Data Protection

ISAE 3402 — Quality Assurance on Controls

ISO 27018 — Personally Identifiable Information

ISO 27001 — Information Security Management

GXP — Qualification for Data Resiliency in the Pharmaceutical Industry

ISO 22301 — Business Continuity Management

ISO 9001 — Service Management System Requirements

ISO 20000 — IT Service Management

ISO 27035-1 — Information Security Incident Management

CYBERSECURITY STARTS WITH PEOPLE

According to company IT security managers, **one of the biggest cyber risks is phishing**[7]: a type of attack in which the attacker, posing as a trusted entity, tricks a victim into opening an e-mail, an instant message or a text message, with the goal of compromising user data.
It is estimated that **91% of hacker attacks originate with a phishing e-mail**[8]. It is therefore clear **that the human factor plays a central role in cybersecurity**. Companies and organisations need to make their employees and contractors aware of the significance and danger of the threats they are exposed to, in order to correct the riskiest individual behaviour and reduce exposure to personal and corporate cyber dangers. In order to support organisations in their digital literacy efforts, **WIIT's services include cybersecurity awareness programmes for employees of client firms**, in order to help people understand and address the technical and emotional aspects behind cyber attacks. Through an online platform with ad-hoc learning processes and "skin in the game" techniques, **WIIT transforms the main entry point for cyber attacks into the company's most powerful line of defence**.

In addition, given the importance of individual behaviour, and in order to further increase business awareness of these issues, in 2021 WIIT created the **WIIT IT Security Bulletin**: a monthly newsletter dedicated to informing customers of trends and updates on the main critical vulnerabilities to ensure a continuous awareness of organisations in this area.

The WIIT Framework for promoting cybersecurity culture

- Identify risk
- Reduce exposure
- Change behaviour

7 - Deloitte, Financial Cyber Survey, 2021
8 - Agari Cyber Intelligence Division, Anatomy of a Compromised Account, 2021

THE WIIT SECURITY INDEX

Several incidents that occurred in 2021 make it increasingly clear that, **in order to ensure business continuity, both public and private organisations must be increasingly prepared for the cyber attacks to which they are exposed**.
On 4 August 2021, the **Region of Lazio** suffered a hacker attack on its Data Center. According to the Clusit 2021 Report, the risk was foreseeable considering that by 2020 the public sector was among the targets most affected by cyber crime. The attack originated from a remotely working employee's malware-infected computer, which encrypted a huge amount of data and documents. The Region risked losing much of its information assets, because it did not have an offline backup and hackers were able to delete the online one.
The private sector also saw similar episodes: in July 2021, **Eataly** suffered a cyber attack that forced the company to shut down its systems, including e-commerce; in November 2021, **Mediamarkt**, the Dusseldorf-based Company that owns Mediaworld, was hit by a hacker attack, receiving a ransom demand of $ 50 million.
In order to assess the readiness and impact of cybersecurity initiatives, the Group created the **WIIT Security Index, an indicator based** on a specific assessment that offers a comprehensive view of all dimensions of security. The charts present the examples of 3 customers from different sectors – Manufacturing, Energy and Services – with different initial situations (represented by the orange line): after applying the initiatives of the WIIT technology framework, each of them saw a general and significant improvement in performance in all areas of corporate cybersecurity (blue line).
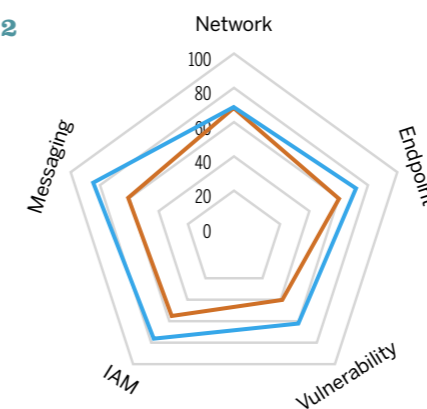
UseCase 1 Manufacturing
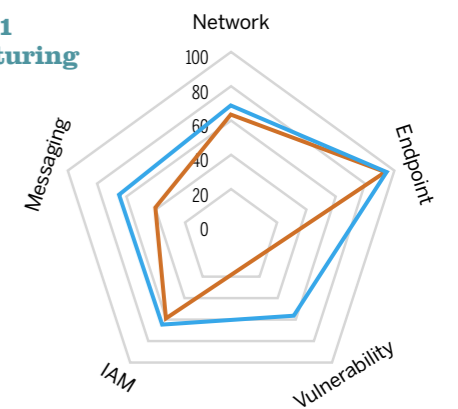
| INITIAL WSI | 62 |
| WSI WIIT IMPROVEMENT | 72 |

- Cryptolocker impact mitigation measure
- Advanced Anti-malware
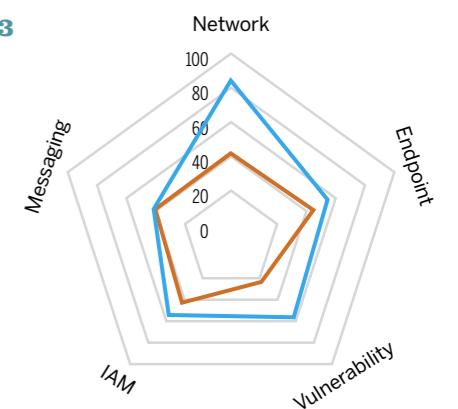- Sandboxing (wild fire)
- SIEM

UseCase 2 Energy

| INITIAL WSI | 58 |
| WSI WIIT IMPROVEMENT | 71 |

- Advanced Anti-malware
- Sandboxing (wild fire)
- SIEM
- Privileged Acces Management
- Erp Hardening
- Network Behauvior

UseCase 3 Servizi

| INITIAL WSI | 39 |
| WSI WIIT IMPROVEMENT | 64 |

- Traffic shaping
- DDos mitigation
- Network micro-segmentation
- SIEM
- Privileged Acces Management

Figure 3: The WIIT Security Index and an example of the results obtained

WIIT EMERGENCY-PROOF SERVERS

In recent years we have seen how natural disasters, terrorist attacks and other extraordinary events are occurring more and more frequently, putting companies' IT infrastructures and the information assets contained within them at risk.

Incidents that can occur in even the smallest intervals of time can cause the loss of huge amounts of data or take offline services used by millions of people. In a world that is increasingly dependent on digital, **it is important for companies to be prepared for cyber crises, ensuring continuity of processes, accessibility to systems, and protection of data**.

According to some internal estimates, the **operating costs of an on-premise Data Center are likely to quadruple** due to the risks associated with increasingly frequent extraordinary adverse events. For organisations, the Cloud therefore represents a unique opportunity in terms of data resiliency, as it allows them to reduce data protection risks by moving all or part of their data into more secure facilities specifically designed to offer the highest degree of resilience.

WIIT assures its customers the highest possible security through state-of-the-art technologies and backup systems capable of guaranteeing business continuity. **At its Milan Data Center, which has obtained Tier IV level certification** – the highest obtainable from the Uptime Institute – **data is stored in a server infrastructure of the highest quality; in the face of the 99.9999% availability of storage guaranteed by the vendors, 100% availability was achieved in 2021**.

With the purchase of the German companies – Mivitec, myLoc, Boreus and GECKO – WIIT has expanded its network of Data Centers on a European scale, so as to guarantee the storage and duplication of data at a total of 12 Data Centers, in addition to the two new Data Centers certified Tier IV by Uptime. In particular, **the DUS2 Data Center in Düsseldorf will be the first project of this level under construction in Germany**.

Moreover, at the end of its construction, the **MIL2 Data Center in Milan** – which has already achieved Uptime Design Tier IV certification – will make WIIT the **first Cloud provider in Italy – and one of the three in the world – able to offer high system reliability at two Uptime Tier IV DCs in a truly synchronous way**, that is, without delays due to geographical latency.

80
Petabyte (+138%)

Data backed up in WIIT's Data Centers

WSU: A FRAMEWORK TO SUPPORT THE COMPANY'S CYBERSECURITY STRATEGY

In 2021, several law firms turned to WIIT to increase their cybersecurity efforts, reflecting a growing awareness of the need to implement **processes and technologies to protect their intellectual assets**.
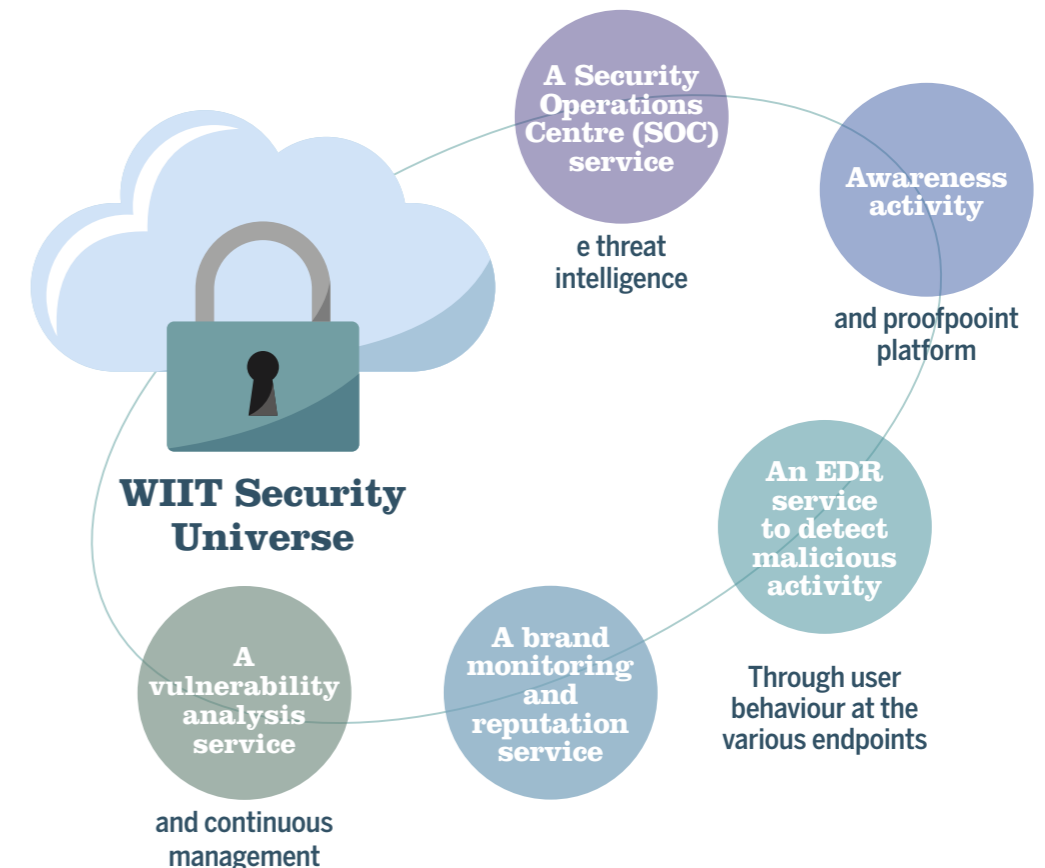
In particular, a leading Italian law firm requested the **WIIT Security Universe** (WSU) **assessment**. The analysis showed that the organisation needed to strengthen its defensive measures in order to implement a level of security that would protect the information assets that are the core asset of its business. As indicated by the findings of the WSU, there was a need to implement security operations centre (SOC) tools and processes, Endpoint Detection and Response (EDR) solutions, Vulnerability Management processes and Backup-as-a-Service solutions.
Among the first activities, an **EDR pilot project** was launched, enabling the detection of significant security anomalies and the prevention of cyber attacks. Acknowledging the value of the WSU assessment, the Firm recognised the validity of the cybersecurity actions and projects proposed by WIIT and launched a **multi-year remediation plan**.

One of the most important steps in the plan is the implementation of a **Security Operations Centre (SOC) as a Service**, which, combined with additional cybersecurity technologies and Backup as a Service, **enables the implementation of an appropriate level of security to protect the Firm's intellectual assets**.

In conclusion, in order to address these needs, we applied our **WIIT Security Universe** and introduced the following services:

- SOC (Security Operations Centre) and threat intelligence;
- Vulnerability Management;
- EDR to protect critical endpoints and servers;
- The addition of Backup-as-a-Service Solutions.

A Security Operations Centre (SOC) service
e threat intelligence

Awareness activity
and proofpooint platform

An EDR service to detect malicious activity
Through user behaviour at the various endpoints

WIIT Security Universe

A vulnerability analysis service
and continuous management

A brand monitoring and reputation service

WIIT4 Data

2030 SUSTAINABILITY TARGETS

Target		Current situation	2021	2025	**2030**
Security Assessment		An increasing sensitivity among a portion of Top50 customers to identifying their own cybersecurity posture was seen in 2021	20%	70%	**100%**
100% of Top50 customers with cybersecurity assessments according to the WIIT Security Universe (WSU) model					
Fault-tolerant IT infrastructures		The construction of the second DC in Milan has been awarded Uptime TIER IV Design certification	300 kW	1000 kW	**1500 kW**
1,500 kW of certified fault-tolerant (TIER-IV) IT infrastructure					
TIER IV coverage in WIIT Countries		The project of the second DC in Milan has been awarded Uptime TIER IV Design certification	50%	n.a.	**75%**
75% of Countries with Cloud Facilities covered by at least one TIER IV Data Centre within 2 years of corporate acquisitions					

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

WIIT4
Climate

Material topics
Cloud Carbon Positivity
Technology for climate

WIIT
THE PREMIUM CLOUD

DIGITAL AND CLIMATE: CHALLENGES AND OPPORTUNITIES OF A DISRUPTIVE TRANSITION

A discussion with Riccardo Luna

Born in Rome in 1965, he has been writing for the newspaper La Repubblica for over fifteen years.
Specialised in issues related to technological innovation and the Internet, he was the first editor-in-chief of the Italian edition of Wired and the promoter of the candidacy of the Internet for the Nobel Peace Prize in 2009.

From 2014 to 2016, he was the Italian government's "Digital Champion", promoting its digital agenda in EU Member States. Coordinator of the Innovation Advisory Board of Expo2015 and board member of Oxfam and Building Green Futures, he directed Agenzia Giornalistica Italia from October 2016 to June 2019.

Today, he is the director of Italian Tech, the GEDI Group's new portal dedicated to technology and innovation.

There is a great deal of discussion of the environmental impact of digitalisation. On 13 December 2021, the current Minister of Ecological Transition Roberto Cingolani, during a virtual meeting with over 17,000 high school students, stated that digital is now responsible for 4% of global CO_2 emissions, while also underscoring its strategic role in combating climate change. If the event had been held in person, the emissions would have been much higher, given the transport needed for people to get to the meeting place.

The COVID-19 pandemic has accelerated digital transformation at unimaginable rates, with significant environmental impacts as well. The economies around the world continue to function behind screens, while children receive education through interactive group platforms. An iconic image of this acceleration is that of the Italian President of the Republic Sergio Mattarella, immortalised last November downloading a digital certificate from the Internet through the National Registry's new platform. **Services like these, scaled to millions of citizens, will have a huge impact in terms of both emissions reduction and dematerialisation, making it clear, once again, that digitalisation is an essential means of supporting the green transition.**

> **We need to work together to break down inequalities between Countries globally; the fight against climate change cannot be won without an active contribution from developing Countries**

This is where decision-makers come in. The current climate and political situation is more complex than presented in town squares during *Fridays for Future*, but also much more urgent than as portrayed by governments. In spite of some unfulfilled expectations, COP26 managed to keep Countries – including developing countries, normally on the margins of the debate – united on the issue of climate change. The climate crisis is now firmly at the top of political agendas and a concrete response to the promises made so far will soon be needed. In this context, **finance has been charged with leading the change, seeking to steer investments increasingly towards sustainable activities:** from *"follow the money"* to *"follow the green"*.
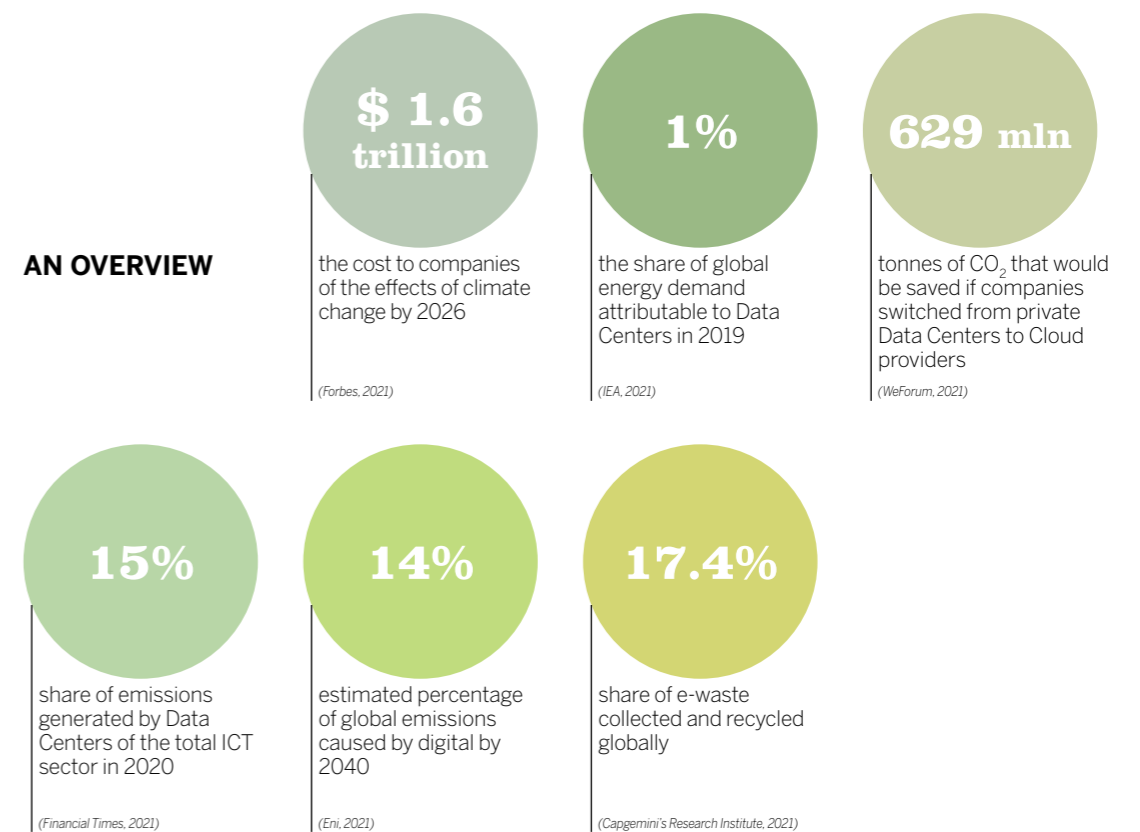
Looking forward, the aspect I find most exciting is the disruptive way in which technology will accelerate the sustainable transition. We are living through a time similar to that of Silicon Valley in the 90's with the dot-com boom and the birth of the companies that went on to change global industries and markets. However, it is also important to take into account the negative aspect relating to the increase in inequalities between Countries, given the competitive advantage of Western ICT companies over the rest of the world. **The transition will have to follow a different path; the fight against climate change cannot be won without an active contribution from developing Countries.** A collaborative approach will be needed to help Countries that are lagging behind, reducing inequalities and promoting the necessary technological leap forward.

In this context, ICT companies are playing, and will continue to play, a decisive role. In addition to the **adoption of sustainable solutions, such as low-emission data storage in Data Centers powered by 100% renewable energy and using energy-efficient technologies**, a portion of our resources will need to be allocated to raising the population's awareness of digital, encouraging the development of new skills and literacy.

Digital has changed, and continues to change, our lives radically by making tasks that previously would have taken much more time and resources quick and easy. Nevertheless, **the pandemic has shown the need to find an incentive to disconnect again, helping us to truly understand the limits of digital in our lives and getting back to thinking ahead, for ourselves and the planet we live on.**

AN OVERVIEW

$ 1.6 trillion
the cost to companies of the effects of climate change by 2026
(Forbes, 2021)

1%
the share of global energy demand attributable to Data Centers in 2019
(IEA, 2021)

629 mln
tonnes of CO_2 that would be saved if companies switched from private Data Centers to Cloud providers
(WeForum, 2021)

15%
share of emissions generated by Data Centers of the total ICT sector in 2020
(Financial Times, 2021)

14%
estimated percentage of global emissions caused by digital by 2040
(Eni, 2021)

17.4%
share of e-waste collected and recycled globally
(Capgemini's Research Institute, 2021)

Cloud Computing can play a key role in reducing energy consumption related to computing and data storage by companies and, as a result, make a crucial contribution in achieving the goals set by the ecological transition.

TOWARDS ZERO IMPACT

WIIT is aware that the ICT sector is responsible for an increasing share of electricity consumption needed to power Data Centers and IT infrastructure. This means that for a business that offers Cloud services, the most significant environmental impacts come from indirect emissions from the supply and consumption of electricity, which are, on the whole, more significant than direct emissions.
The Group is therefore committed to reducing its atmospheric emissions as much as possible, contributing concretely to the ecological and sustainable transition. WIIT's ambition is to **reduce its indirect CO_2 emissions to zero by 2030**, while also carrying out a series of projects aimed at minimising direct impacts, in order to get as close as possible to **Carbon Neutrality**.
The **Italian Companies of the WIIT Group – with the exception of Adelante and Matika – have chosen Dolomiti Energia as their supplier**, a company that has made its commitment to the environment as its distinctive asset. In fact, since 2017, **Dolomiti Energia has guaranteed a 100% green energy fuel mix, offsetting the CO_2 produced by the gas consumed by its customers**, effectively making its energy supply a zero-emissions service. Thanks to this choice, the Parent Company has been certified with the **100% Clean Energy mark**, a Guarantee of Origin[9] which attests that all the energy consumed comes from renewable sources. At present, therefore, 4 of the 7 Companies within the reporting scope have signed 100% renewable energy supply contracts. ICT Watchers, Matika and myLoc remain excluded; in line with the 2030 ESG

30%
energy savings thanks to new generation processors

Plan, they will commit in aligning with the goal of purchasing 100% of their energy from renewable sources, thus reducing their indirect emissions to zero.
As far as consumption reduction goes, WIIT continues the process of expanding its storage with all-flash units by introducing data compression and deduplication technologies that allow a **33% disk savings**, with the related decrease in consumption.
The introduction of more energy-efficient servers has also seen an increase in new elements. **The purchase of systems with new generation processors has made it possible to reduce the total number of servers required by 30%, with directly proportional energy savings**, bringing the number of new generation systems from 25% of the installed base at the end of 2020 to 66% at the end of 2021.
WIIT's commitment to contributing to the ecological transition is not limited to managing Data Center energy consumption and, therefore, indirect impacts. The Group is also paying increasing attention to its direct impacts by encouraging, for example, an **increasingly paperless working approach**, made possible through document dematerialisation processes. This is in addition to the goal of **progressively renewing the company car fleet, reaching 70% hybrid and electric vehicles by 2030**.

" *The Cloud is a technology with strong potential for sustainability: a true side effect of the shift from onsite Data Centers to Cloud Computing. WIIT, leader in the offering of Hybrid Cloud services, thus plays a leading role in the sustainable, digital transition of Italy and Europe. Our ambition is to spread this technology to all organisations, helping to generate a positive impact on the environment.* "

Leonardo Federighi,
Presales Director

THE CLOUD AT THE SERVICE OF THE ENVIRONMENT

With Cloud systems, companies can hand over the burdens and responsibilities of operations related to Data Center management to external companies, which, in turn, have a strong interest in becoming more energy-efficient. **Migrating organisations' data to Public or Hybrid Cloud models can reduce CO_2 emissions by 59 million tonnes per year**, the equivalent of removing 22 million cars from the roads[10]. This is a great example of dematerialisation, which allows more goods and services to be produced and managed while using less energy and resources.

Never before has the Cloud led the digital transformation of organisations as in these two years of the pandemic crisis. **Today, around 7 in 10 companies have achieved at least half of their dematerialisation goals[11]**. The distribution of online computing, storage, and communication services has created new organisational models for companies around the world. With this shift, cellular connectivity will be an increasingly strategic factor for managing remote work optimally. In addition to saving on office maintenance, companies can easily set up new branches, hire personnel abroad or run a global e-commerce business based on Cloud solutions. New balances that ensure more rational commuting will bring an increasing reduction in transport-related emissions.

New energy saving solutions

In continuity with WIIT, the German company **myLoc** offers Private and Hybrid Cloud services for companies and individuals, hosting their data in **7 Data Centers** located in Düsseldorf.

In order to reduce the energy consumption of its infrastructures, **myLoc has installed a co-generation plant for the production of electricity** that feeds the refrigeration systems inside the Data Centers through heat recovery systems. Cooling generation in heat recovery systems is an energy-efficient solution that has enabled myLoc to **cut down on electricity consumption for cooling, reducing the primary energy required to power IT infrastructure by about 30%**. The company was thus able to **reduce its CO_2 emissions by around 830 tonnes per year**, while also saving on electricity costs.

The revolution is in progress; the Cloud is accelerating it and WIIT is leading the way, guaranteeing all its customers continuous service on which to build applications capable of reducing the ICT sector's environmental impact.

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9 - Guarantees of Origin (GO) are international certificates awarded to power plants that possess certain environmental sustainability characteristics. Established in 2009, they are now the main tool for ensuring the traceability of the energy produced and support the promotion and development of a voluntary market for clean energy produced from renewable sources.

10 - Accenture, The green behind the cloud, 2020
11 - Ericcson, Ericsson Consumer & IndustryLab report, 2021

SHARED SOLUTIONS FOR A GREEN CLOUD

The storage of data at the Group's Data Centers guarantees the security of the information assets of WIIT and its customers and allows for **substantial energy savings thanks to the exploitation of economies of scale in data processing and management**, offering flexibility and allowing for more efficient management of work peaks.

More and more companies are moving the storage and management of their data from proprietary Data Centers to shared solutions such as the Cloud, with the additional aim of decreasing energy consumption. In 2021, **WIIT saw a 28.6% increase in data allocated to its virtual servers and it increased Data Center storage capacity by 45%**, in order to adequately meet market needs. At the same

time, the data contained in virtual machines allocated in customer sites, managed and integrated into WIIT's infrastructure, also increased by 44%.

According to an internal estimate, the overall reduction in installed capacity achieved by customers through the use of WIIT's infrastructure yields **energy savings of approximately 1,100,000 kWh per year.**

1,100,000 kWh
total customer energy savings thanks to WIIT's infrastructure

THE DIGITALISATION OF COMPANIES

In recent years, the evolution of IT technologies and processes has shifted "monolithic" application and infrastructure solutions towards more streamlined **Digital Business Solutions** models. In this context, the ICT sector faces many daily challenges

arising from factors such as: the management of data security, constant performance peaks, the reality of BYOD (Bring your own device), smart working and the absolute need to effectively manage big data and process digitalisation towards **Paperless Company** model.
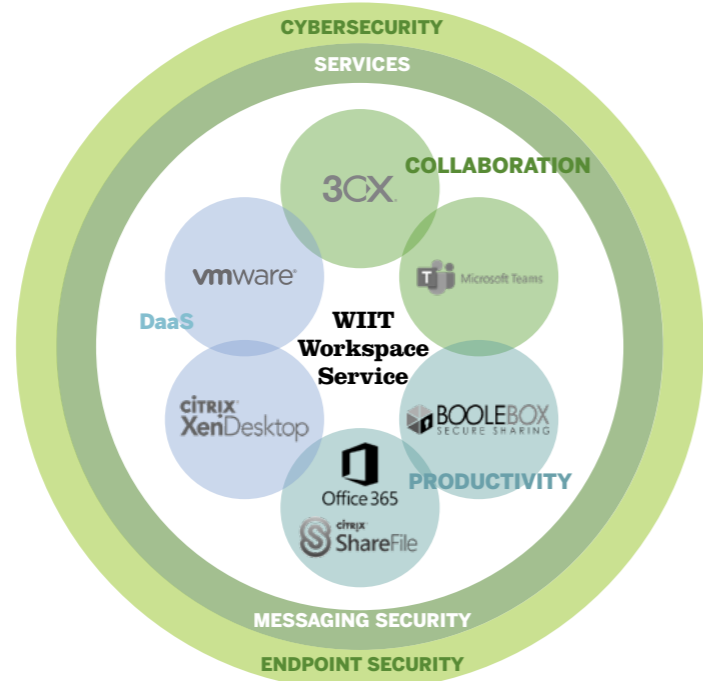
Our **Document Business Process Outsourcing** (BPO) and **Enterprise Information Management** services are integrated with all international Enterprise Resource Planning (ERP) platforms, making all business documents immediately available at all times, and thus eliminating the need for print. We guarantee online, offline and fully mobile service to meet all needs in full compliance with current regulations. **The volume of the BPO services provided by WIIT grew up by 41% compared to 2020.**

WIIT also provides support to companies in their digital transformation, with tools dedicated to the dematerialisation of their collaboration and document archiving processes. Thanks to its dedicated Private Cloud and Digital Transformation Outsourcing service, WIIT's Enterprise Information Management (EIM) service offers companies a document management platform to simplify and make paperless their processes of collection, sharing, approval, consultation and substitute storage of documents, speeding up processes and ensuring that all information is always accessible.
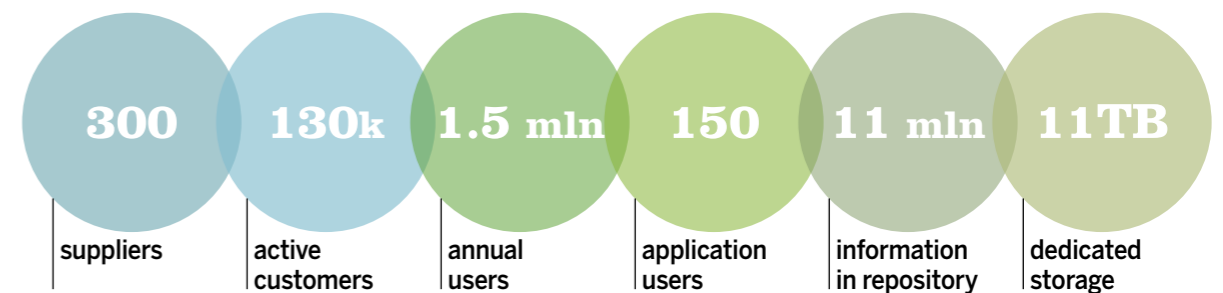
One example of the impact of the adoption of technologies like this is Consorzio Nazionale Imballaggi (CONAI), a private, non-profit consortium established by Legislative Decree 22/97, now Legislative Decree 152/2006, as amended, in implementation of the relevant European legislation. CONAI is one of the largest consortia in Europe, with about 735,000 members, and is made up of producers and users of packaging in order to implement an integrated management system based on the recovery and recycling of packaging waste. The

CONAI system is integrated with the activities of the seven Supply Chain Consortia to which producers and importers of packaging and/ or raw materials used for the production of packaging belong. Given the impressive size of its organisation, **each year CONAI manages a significant number of paper documents relating to over 300 suppliers and 130,000 members.**

Thanks to a completely tailor-made Cloud-based service, designed and built by WIIT (11 terabytes of dedicated space for over 150 application users), the Consortium has been able **to reduce the paper-based management of information by over 90%** through the digitalisation of Inbound and Outbound correspondence and communication process with its process stakeholders (members, associations, suppliers, etc.).

A second example of the potential of the WIIT Cloud is ITT, a leading diversified manufacturer of critical engineered components and custom technology solutions for the energy, transport and industrial markets. Building on its heritage of innovation, ITT works with its customers to provide lasting solutions to the key industries that underpin our modern lifestyles. The Company is headquartered in White Plains, N.Y. and is active in more than 125 countries, with revenues of approximately $ 2.5 billion. For ITT, WIIT also designed a Cloud repository of about 1 TB, suitable for containing and managing the company's great wealth of information – **more than one million pages** and 50,000 invoices between customers and suppliers archived every year, managed by **more than 500 active users.**

THE CONAI CLOUD IN NUMBERS

300	130k	1.5 mln	150	11 mln	11TB
suppliers	active customers	annual users	application users	information in repository	dedicated storage

WIIT AND ARPA LOMBARDIA TOGETHER FOR THE ENVIRONMENT

The Regional Agency for Environmental Protection (ARPA) of Lombardy has various responsibilities, ranging from preventing extreme weather events and fighting air pollution in protecting surface and groundwater and investigating soil contamination.

For years, ARPA Lombardia **has been working with WIIT on a process of migration towards a Hybrid Cloud environment, for the design and management of Disaster Recovery (DR) solutions**, with a particular focus on the management of critical systems.

The model implemented by WIIT guarantees the Agency a wide set of resources in fully on-demand mode, for both its ERP system and the entire Disaster Recovery aspect. If, for example, we consider that the latter would only be used less than 3% each year, we can see how this choice allows the customer to avoid investing in a continuous infrastructure that would be strongly underutilised, generating negative environmental impacts on the production chain and on the disposal at the end of the components' life cycle.

WIIT thus plays an essential role as a strategic partner of ARPA Lombardia which, in safeguarding and protecting the environment, has swift access to high-performance Disaster Recovery infrastructures, which would be difficult to achieve with the traditional model of dedicated on-premise systems.

ARPA LOMBARDIA
Agenzia Regionale per la Protezione dell'Ambiente

WIIT4 Climate
2030 SUSTAINABILITY TARGETS

Target	Current situation	2021	2025	**2030**
Energy intensity	Today WIIT consumes 56.9 MWh per petabyte of data stored in its Data Centers	-23%	-20% ✔	**-50%**
Green energy towards 0 emissions[12]	Among the companies present in the group for more than 24 months, only ICT Watchers does not use energy from renewable sources	97.82%	70% ✔	**100%**
Green corporate fleet	Of 67 company cars, 4 are hybrids	6%	30%	**70%**
Second life of IT assets	During 2021, no high-tech equipment suitable for schools or charities was replaced	0%	25%	**80%**

50% reduction in energy consumption for data storage in the Group's Data Centers

100% of electricity purchased produced from renewable sources to reduce the Group's indirect emissions to zero (scope 2)*
* The scope will include Companies acquired more than 24 months ago

70% of the company car fleet consists of hybrid/electric cars

80% of replacement technology materials for high schools and academic and social institutions

12 - Target updated since the publication of the 2020 Sustainability Report

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

WIIT4 Innovation

Material topics
Innovation as a Service

WIIT
THE PREMIUM CLOUD

INTEROPERABILITY AND MODULARITY: KEY LEVERS FOR THE CLOUD

A discussion with Professor Alfonso Fuggetta

Alfonso Fuggetta is Tenured Professor of Computer Science at the Polytechnic University of Milan and has been a Faculty Associate at the Institute for Software Research, University of California, Irvine.

As CEO and Scientific Director of Cefriel (since 2005), he is in charge of guiding the strategies of the centre in research and innovation projects and stimulating the connection between academia, institutions and companies.

He is currently part of the Industrial Policies and Enterprise 4.0 Technical Group of Assolombarda and member of the Education-Business Committee of the UNESCO National Commission.

GAIA-X is one of the most important, ambitious projects under development at European level. A Cloud platform with the threefold goal of spreading Cloud technologies and services, re-establishing compromised European technological sovereignty and, above all, supporting and promoting the EU's economic and industrial development. **In order to best frame the initiative, it is useful to compare the two development visions being discussed today, which I refer to as "Airbus" and "GSM".** The Airbus vision proposes GAIA-X as a market player capable of competing with the main private Cloud players at international level, just as in aeronautics Airbus is competing with the American Boeing. This position, supported primarily by France, requires significant investment and is currently difficult to apply. On the other hand, the GSM vision presents GAIA-X in the role of market standard, in which players freely offer their products and services, similar to the GSM telephony standard. **As of today, the GSM vision seems to be ahead**, offering a functional market model for B2B digital products that defines rules and software architectures for distributing and exchanging digital products, usable in different environments and not dependent on a single operator. Should this actually be the development trajectory, **Cloud service providers will have the opportunity to offer their services in a freer, more standardised and interoperable market.**

> **Italy needs to establish an organic network for research, innovation and technology transfer**

Turning from ICT infrastructure development to general innovation at the service of business competitiveness, we would be remiss not to discuss Open Innovation. In Italy, **we have too often interpreted this paradigm in an immature way.** Call4ideas, call4startups or hackathons often turn out to be mere marketing operations with an inadequate technical and scientific contribution and the

risk of depressing the market. Open Innovation involves knowing how to govern a technology scouting process, looking for actors to help companies build new products and services. Innovation companies thus need a business model to help them with this.

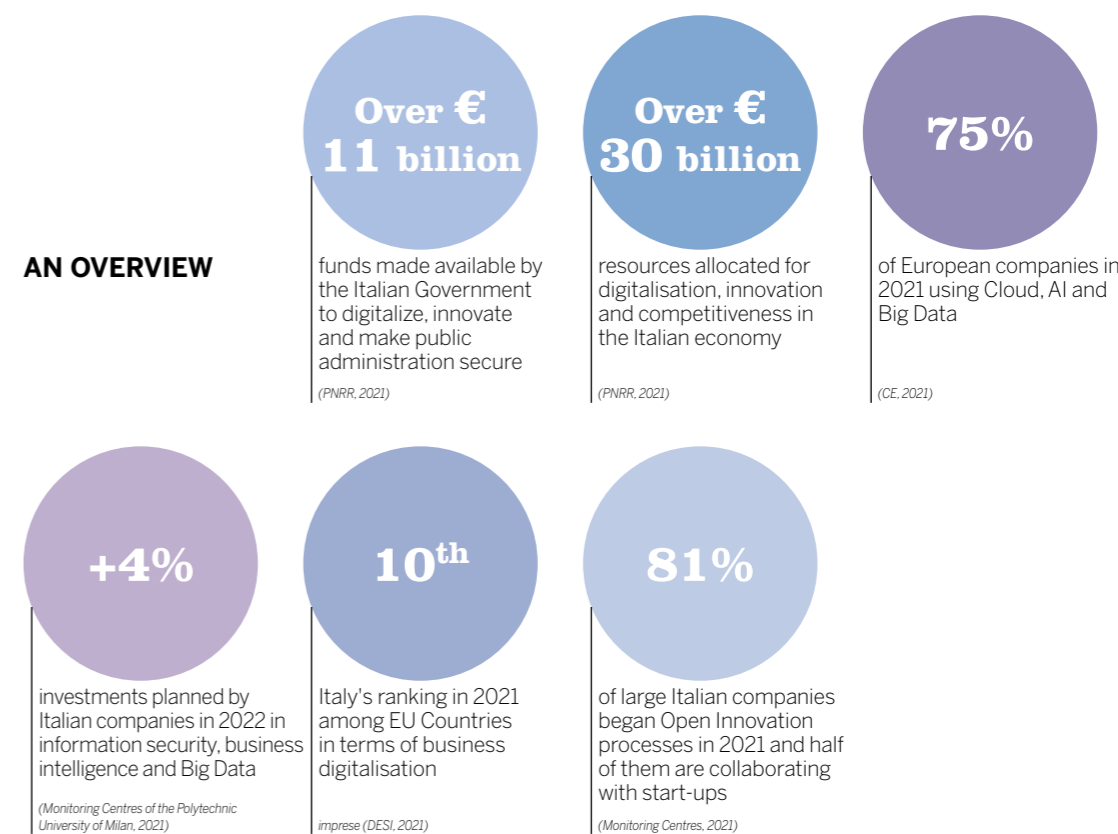There are currently three main existing business models for technology transfer:

- **Research centres**, which perform technology brokering services, almost always without a clear business model and supported mostly by national and international research funds;
- **Innovation centres**, true innovation consultants, with different specific qualities and growth paths, receive government grants, participate in tenders and sign contracts with the private sector;
- **Competence centres**, service platforms for the diffusion of innovation, offering technology transfer and training solutions to companies.

Italy needs to establish an organic network for research, innovation and technology transfer: a network capable of facilitating effective Open Innovation processes that help companies take the great leap into innovation and digital transformation.
In this context, Cloud service providers will play the role of innovation enablers for both public and private companies. However, in order to do so they will have to offer quality service, understood as the ability to protect data security and ensure high standards in terms of performance of products and services offered, as well as ease of enablement on demand.

A quality Cloud must ensure transparent, simple and fast modular application, in order to best meet companies' diverse needs. This will allow companies like WIIT to carve out a role of strategic partner, enabling the services of entire districts in a standardised, fluid and elastic way to allow all stakeholders to interact with each other.

AN OVERVIEW

Over € 11 billion
funds made available by the Italian Government to digitalize, innovate and make public administration secure
(PNRR, 2021)

Over € 30 billion
resources allocated for digitalisation, innovation and competitiveness in the Italian economy
(PNRR, 2021)

75%
of European companies in 2021 using Cloud, AI and Big Data
(CE, 2021)

+4%
investments planned by Italian companies in 2022 in information security, business intelligence and Big Data
(Monitoring Centres of the Polytechnic University of Milan, 2021)

10th
Italy's ranking in 2021 among EU Countries in terms of business digitalisation
imprese (DESI, 2021)

81%
of large Italian companies began Open Innovation processes in 2021 and half of them are collaborating with start-ups
(Monitoring Centres, 2021)

Innovation means making new products and services accessible to companies by transforming organisations' internal processes. In order to be increasingly ready for the market's needs and changes, WIIT works to expand its range with the innovations promoted by Group Companies.

BUSINESS INTEGRATION AT THE SERVICE OF INNOVATION

WIIT has always made the ability to innovate one of the strategic assets for the development of its business. Since 2019, the Group has had a figure dedicated to managing processes related to internal innovation, the Director of Business Integration and Innovation, reporting directly to the Chief Operating Officer. This function is tasked with managing the innovative offers of the various WIIT Companies, integrating them as effectively as possible with the related business models, directing internal Open Innovation processes, rationalising the range and creating cross-company synergies.

For some years now **WIIT has been working to build centres of excellence and specialisation in the various countries** – for example SAP in Italy and Openstack in Germany – in order **to exploit the technological heritage and internal skills contributed by the Companies acquired over the last few years**, integrating them into offering for customers to the fullest possible extent.
In order to stay always up-to-date, WIIT has set up a precise innovation process that orchestrates input from both inside and outside the company. In particular, the ability to listen to and draw on the organisation's environment is an essential asset in order to being able to take useful cues and ideas to trigger effective innovation processes.

INSIDE MARKET TRENDS
In order to ensure the best technological solutions for our customers, all Group Companies must always be up-to-date and **have access to privileged observation points from which to monitor the market.** WIIT is therefore committed in participating in the main sector initiatives and events, such as **VM World**, one of the most authoritative world conferences on Cloud Computing and virtualisation, hosted by VMware, during which key market trends and innovations developed by technology providers are presented.

In 2021, we took part as a partner in SAP Now, an event dedicated to the Italian SAP business community and organised in partnership with Il Sole 24 Ore. During the two days-event, WIIT took part in the organisation of a panel in partnership with an important customer. During the meeeting, information was presented on how WIIT contributed in supporting the company's path towards an omni-channel approach, thanks to the Cloud infrastructure and the implementation of the SAP S/4HANA platform.

A POLYTECHNIC LOOK AT THE MARKET
Our goal **is to develop, together with our customers, technological solutions able to meet their needs, while also innovating their business models.** In order to distinguish ourselves from our competitors, we take advantage of our ability to create tailor-made solutions, adapting our technologies and services to the customer's actual needs.

In order to strengthen its ability to understand companies' needs, in 2021 WIIT confirmed its partnership with the Polytechnic University of Milan, renewing its **participation in the Cloud Monitoring Centre and joining the Cybersecurity Monitoring Centre.** These networks are important centres of discussion and dialogue between companies and institutions and aim to spread knowledge about the opportunities and impacts of digital technologies on companies, Public Administration and citizens.

WITH SUPPLIERS FOR INNOVATION
Each day we try to introduce new products and services for our customers. One of the **key aspects we look for in the suppliers and technology partners we work with is the ability to activate research and development processes**, in order to create useful synergies to trigger the development of new IT solutions.

In the light of the Group's recent acquisitions and international expansion, **we are committed to standardising our supplier selection criteria** to provide all customers with the best hardware and software technology solutions available on the market.

READY TO CAPTURE NRRP TRANSFORMATIONS
Among the major challenges outlined in the National Recovery and Resilience Plan (NRRP) there is the digitalisation of Public Administration. The NRRP has allocated more than € 6 billion to Digital Public Administration 2026. From upgrading infrastructure with the move to the Cloud to launching new services, such as Mobility as a Service, public agencies are making an enormous effort to meet the needs of a changing world. **In order to support institutions in this transformation, WIIT obtained IaaS** (Infrastructure as a Service) **qualification, in order to become an accredited supplier and a potential technological partner** to offer services to the Public Administration and develop innovative projects.
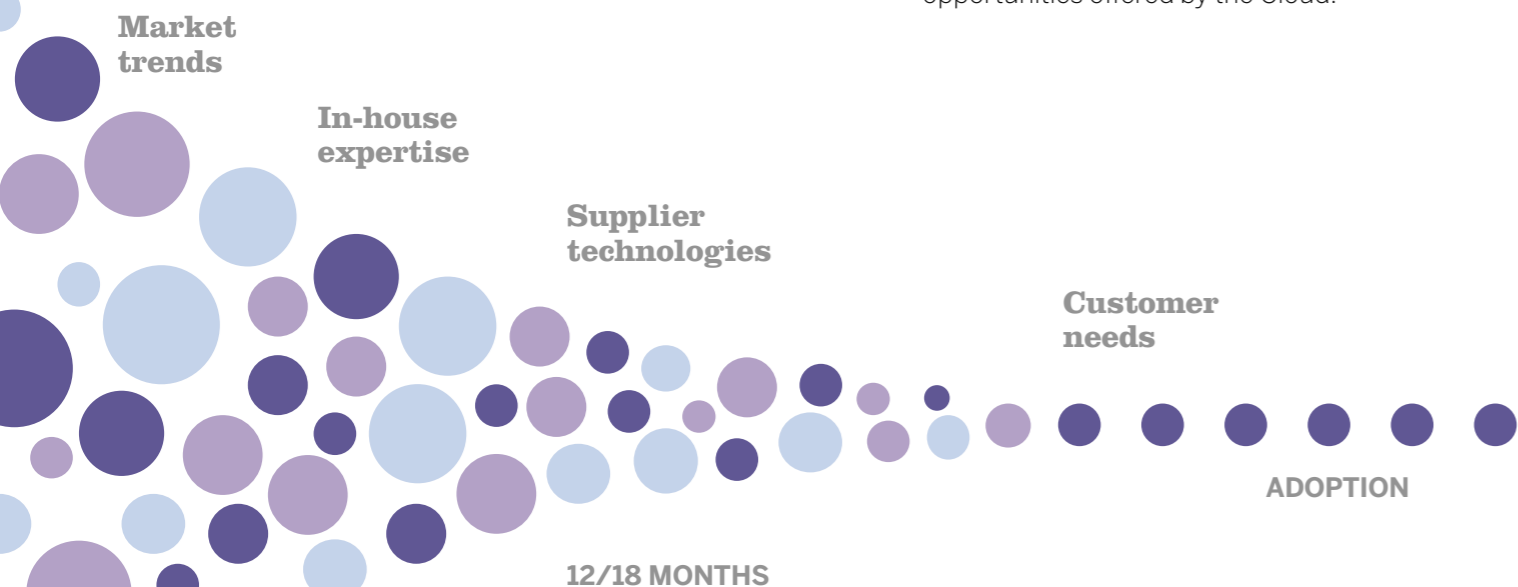
We are harmonizing our skills within the Group, organising them into national centres of excellence aimed at building an increasingly comprehensive, innovative offering for our customers.

Davide Capozzi,
Director of Business Integration and Innovation

HOW WE TRANSFER INNOVATION FROM THE MARKET TO THE CUSTOMER

For WIIT, innovation does not necessarily mean looking for disruptive services and technologies with which to overturn traditional business models. Our contribution in terms of innovation lies in our **ability to combine and adapt the solutions on the market to the services in our portfolio, with the aim of always responding to the real needs of our customers and, where possible, anticipating them.**

THE INNOVATION FUNNEL

Market trends

In-house expertise

Supplier technologies

Customer needs

ADOPTION

12/18 MONTHS

2/3 YEARS

WIIT intercepts the main trends and technological innovations and when they have reached the due maturity on the reference markets (adoption rate of at least 20%) it prepares to introduce them to the Italian market together with its own suppliers, building tailor-made services for its customers.

In this regard, **WIIT operates as a facilitator, intermediating supply and demand, creating high value-added services from existing mature technological innovations.** The Group's offering makes available cutting-edge technologies and tools that can bring value to business processes through digitization and automation at a reasonable and scalable cost. We have identified three main themes as priorities for the three-year period 2021-2023: **cybersecurity, DevOps and Hybrid Cloud automation**, three technology solutions that, working on the front end of security, accelerated development and automated integration of multiple services, making it possible to take full advantage of the opportunities offered by the Cloud.

THE GUARANTEE OF ALWAYS BEING SECURE

WIIT's priorities have always included IT security. For years, we have been offering our customers cutting-edge solutions through integrated as-a-Service technologies across all Cloud services. **Our protection offerings consist of three elements: a functional framework** to analyse the coverage of the company, **a multi-level technology framework**, consistent with the main global standards and a **compliance framework** to measure the alignment of business procedures with security standards.

A whole **"suit of armour" that companies can wear to secure their equipment**, constantly monitoring possible software vulnerabilities, checking and authenticating access to platforms, messaging, and networking. All with a **focus on people**, because IT systems operators are the most exposed and vulnerable element that hackers look to when targeting IT infrastructure.
Our cybersecurity services, therefore, allow companies to address security through a comprehensive and integrated approach, ensuring secure, constant access to services capable of eliminating risks for those who choose to move to the Cloud.

ACCELERATED DEVELOPMENT

DevOps is a software development methodology that has grown in tandem with the spread of Cloud collaboration technologies. This approach **aims to reduce the time required to develop new software**, accelerating the design, testing and release of company application solutions and enabling developers to communicate more effectively with operations personnel. Thanks to the skills gained through the recent acquisitions, WIIT also offers complete methodological support in this area, along with a deployment and assistance service, acting as a contact interface.

The quality of our work has also been recognised by **SAP**, which in 2021 **confirmed WIIT as holding one of the 20 certifications in DevOps issued so far, making our Parent Company the only Italian company with this recognition.**

THE CLOUD OF THE FUTURE IS HYBRID

Hybrids are any IT architecture that works across two or more environments, distributing workloads and tasks. In order to govern the complexity of these "hybrid maps" and support all the infrastructures involved in a consistent and integrated way, automation must be implemented: standardized, reliable and fast rules and processes independent of the human operator. **Hybrid Cloud automation makes it possible to enjoy all the benefits of Cloud flexibility by reducing errors, speeding up processes and freeing up human labour for higher value-added activities.**

The case histories presented below follow the innovation process designed by our funnel and, in an Open Innovation perspective, they have seen **our customers and suppliers work on a six-handed basis with WIIT in order to conceive, conceptualise and design technological solutions.** Both projects were selected as finalists in the Digital 360 Awards for innovation.

CYBERSECURITY IN SUPPORT OF INDUSTRY

WIIT has provided support to a **leading Italian kitchen manufacturer**, with about 60,000 units manufactured each year and an automated plant that produces 1,000,000 panels per year. After developing a state-of-the-art Industry 4.0 production system, where data is fed into IT systems for every order and product, **the company decided to secure its operations by applying security-by-design principles to Operational Technology (OT) as well**. The solution developed by WIIT included the implementation of a single **Security Operations Centre** (ONE SOC) with integrated visibility of both IT and OT infrastructures through the following technology:
IBM SIEM QRadar (OT + IT): a service with expanded scope to monitor and analyse events and threats on IT infrastructures supporting production.

Thanks to the new SOC, the company now has an **integrated vision of communication between IT and process technologies, which can be used to correlate security events across the entire company infrastructure**. In particular, as the production area is concerned, with more than 150 PLCs and 30 supervision servers located at 8 production plants and an automated warehouse of 12,242 sqm cover all company departments: semi-finished products, warehouse, production, logistics, management, showroom and lacquering. It took approximately 3 months to perform the following activities:

• DMZ (Demilitarized Zone) creation;
• configuration of the ports on which to install the network analysis devices (appliances);
• installation of security solutions on endpoints;
• configuration of the commands and alerts to be notified with reference to the production operators' machines.

AN INTELLIGENCE SERVICE TO DETECT CYBER THREATS

The project was developed in partnership with an **international law firm** operating in Italy, in the EU, in the UK, in the Middle East and in Africa. The firm's main need was to identify an **easy, immediate and effective solution to collect intelligence on cyber or reputational threats, including from the dark web and deep web.**

WIIT proposed a solution to contextualise the cyber threats detected, assigning a degree of priority and criticality and making available the appropriate countermeasures – automatic or activated on demand – to counter or eliminate the threat in a very short time. The goals of the project were:

• **monitoring and checking content not present on the clear web** for any company information that can be linked to a potential (or actual) cyber threat;
• **anticipating and preventing possible attacks** and damage to image and theft of sensitive data;
• **promptly implementing defence and monitoring actions** for company assets of key people, company Internet domains, accounts traceable to people in the organisation and financial data (in view of fraudulent activities).

The solution implemented takes advantage of an **innovative SaaS platform able to probe different types of content** related to different business contexts (e.g. keywords, Internet domains, corporate e-mail accounts, social accounts and technologies in use) in the deep and dark web, not reachable via traditional analysis and research tools. WIIT then provided **specialised remediation support with an eight-hour Service Level Agreement (SLA).**

In the start-up phase, the project had a very limited impact on the Customer's operational processes and technologies due to the reduced invasiveness of the SaaS platform used, making it highly scalable within the organisation.

MAKING A DIFFERENCE WITH THE INNOVATION AWARD

In order to stimulate innovation within the company, WIIT has launched the Innovation Award, **a competition aimed at gathering ideas from employees useful for innovating existing services and company processes, developing new ones and launching projects with positive repercussions in the ESG sphere as well.**

All employees, excluding executives, were able to apply by forming **teams of two** and submitting their own ideas. A mixed jury composed of **7 people** from different backgrounds, 2 of whom were external to WIIT, assessed the **8 ideas** collected, deciding on the best one and also **awarding a prize for the idea with the greatest impact in terms of sustainability.** The best idea was rewarded with a trip of the employee's choice worth up to € 5,000.

Assessment parameters

● **Originality/innovation**
● **Relevance of the benefits provided**
● **Feasibility**
● **Implementation time/cost**
● **ESG impact**

The innovative scope of ideas

● **Process innovation or internal organisation**
● **Improvements to existing services**
● **Implementation of new services according to customer needs**

WIIT4 Innovation

2030 SUSTAINABILITY TARGETS

Target	Current situation	2021	2025	2030
Process automation Launch of new automated processes dedicated to accelerating our customers' time-to-market	WIIT extended the myLoc automation platform to Etaeria to manage the marketplace for channel.	1	6	15
Co-innovation More than 100 among companies, suppliers, start-ups, students, institutions and academics involved in co-innovation initiatives (e.g. hackathons or coding contests) to stimulate the search for innovative solutions in the field of Cloud services	WIIT involved a major international law firm and a leading kitchen manufacturer in two co-innovation projects. The two projects were submitted on 21 June 2021 and were selected as finalists for the Digital 360 Awards for innovation.	2	40	>100
Digitalisation of Non-Profits 1% of annual revenue allocated to digital services for non-profit organisations	WIIT began to collaborate with ITS Rizzoli of Milan, where it carried out cybersecurity training activities.	<0.02%	0.5%	1%
Scientific research Funding of at least 10 scientific research initiatives in the Digital/Cloud area	During 2021, WIIT contributed to the financing of the activities of the Monitoring Centres of the Polytechnic University of Milan.	1	3	10
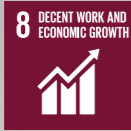
WIIT4
People

Material topics
WIIT Academy
Key People Attraction and Retention

HOW WORK IS CHANGING: TOWARDS CONNECTED PEOPLE CARE

A discussion with Professor Mariano Corso

Mariano Corso is Professor of Leadership and Innovation at the School of Management of the Polytechnic University of Milan and is part of the core faculty of the MIP Graduate School of Business.

Co-founder of the Digital Innovation Monitoring Centres, he has promoted and coordinated international research on Innovation Management, Digital Innovation and Knowledge Management.

He is Chairman and Scientific Director of Partners4Innovation, a company that offers advisory services to support digital innovation for companies and public administration.

We are living through an exceptional period of history: the pandemic has accelerated ongoing trends, above all in the workplace. **Over the last two years, people have re-assessed their careers, taking a critical look at working conditions and professional goals.** In many sectors, especially in the U.S., the phenomenon takes the form of Great Resignation or Big Quit, an exponential increase in voluntary resignations by employees in thousands of companies. Even Italy, which initially seemed relatively excluded, saw the same trend occur in 2021. According to a research presented before the summer by Randstad, 21% of workers were planning to change jobs, a percentage that rises to 30% among those who contracted the virus, due to post-traumatic stress caused by the disease[13].

> **Creating a strong level of engagement and effective Connected People Care requires companies to act on people's uniqueness**

In this context of extreme uncertainty, companies and organisations need to rethink their attraction and retention processes, designing them differently depending on the Country and culture of reference. In Italy, for example, there are 5 factors that appear most relevant today:

1. Work-life balance and integration.
2. A pleasant and inclusive work atmosphere, especially from a relational standpoint.
3. Compensation and company benefits.
4. Clarity in terms of professional development and business strategy.
5. Training, increasingly seen as a total reward factor to preserve employability.

This highlights how workers have reclaimed much of their bargaining power, choosing their employer based on what is offered to them, with smart working among their main demands. Only 14% of workers who tried remote work during the pandemic want to return to working fully in-person. As for the rest, 53% want a balance between in-person

and remote work, while 33% want to adopt it full time even once the pandemic is over[14]. These "enthusiasts" of remote working have often changed residences, tried new hobbies or gotten a pet – a growing segment of people seem unwilling to return to the traditional model.
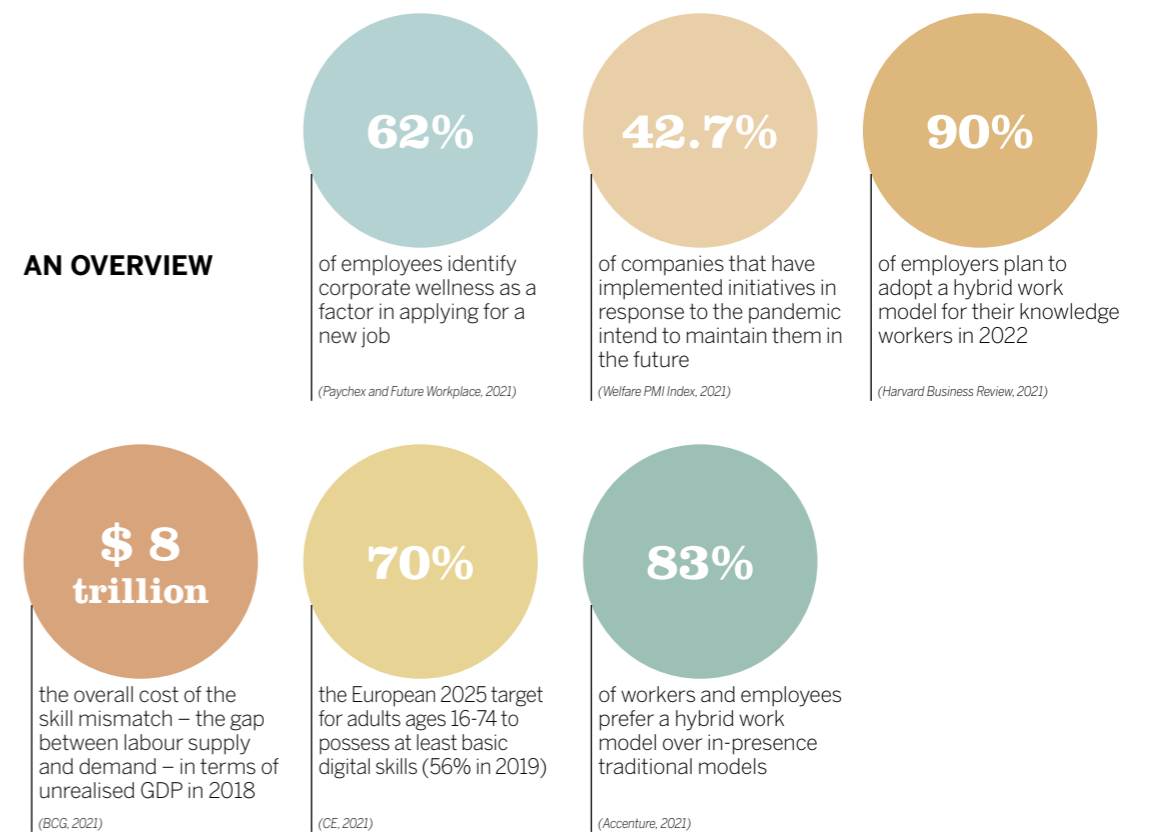
In response to a revolution of this magnitude, companies must learn to stay connected to those who work remotely, focusing on Connected People Care, HR practices that, through digital, can address the specific needs of individuals, improving their engagement and work experience within the organisation. **Today, it is anachronistic to speak of telework. Available technology allows us no longer to be teleterminalists who simulate presence, but to create multi-channel contexts to stay in constant contact with colleagues and customers.**
In order to create a strong level of engagement and effective Connected People

Care, companies must act on people's uniqueness, helping them in their "search for meaning". I believe that now, more than ever, we need to find the courage to abandon the narrative, so dear to companies today, of protecting diversity and inclusion.

These two terms imply that there is a normalcy from which an individual deviates and a boundary within which it is to be enclosed. No one is normal and we are all special, with specific characteristics and weaknesses that should not be hidden in order to play a role in our work environment.

When employees are engaged, they enter a position of psychological safety that allows them to feel safe and experience the organisation authentically, resulting in more efficient and innovative employees. Even in the workplace, people need to feel at home. This is not possible if workers are forced to wear a mask and play a role at work every day.

AN OVERVIEW

62%
of employees identify corporate wellness as a factor in applying for a new job
(Paychex and Future Workplace, 2021)

42.7%
of companies that have implemented initiatives in response to the pandemic intend to maintain them in the future
(Welfare PMI Index, 2021)

90%
of employers plan to adopt a hybrid work model for their knowledge workers in 2022
(Harvard Business Review, 2021)

$ 8 trillion
the overall cost of the skill mismatch – the gap between labour supply and demand – in terms of unrealised GDP in 2018
(BCG, 2021)

70%
the European 2025 target for adults ages 16-74 to possess at least basic digital skills (56% in 2019)
(CE, 2021)

83%
of workers and employees prefer a hybrid work model over in-presence traditional models
(Accenture, 2021)

13 - Randstad, Why do Italian employees want to change jobs?, 06/05/2021

14 - Remote Working Monitoring Centre data, Polytechnic University of Milan, 2021

People play a key role in strengthening and developing an organisation's culture. The management of internal resources is a fundamental element for a company that places innovation at the heart of its business, attracting the best talent, helping them grow and growing alongside them.

WIIT4FUTURE, THE HR FRAMEWORK TO SUPPORT INTERNATIONAL GROWTH

We believe that WIIT's success is closely linked to the value contributed by our people, in all Countries where we operate.

In order to better address the Group's international expansion by guaranteeing a structured and transversal HR approach, **WIIT has established a German Holding Company named WIIT AG**, which brings all the German companies under one roof: Mivitec and myLoc (in addition to Boreus and GECKO, acquired in November 2021). The holding company aims **to create a single presence in Germany, ensuring strong coordination between the various Companies, guided by a single Group HR strategy to the fullest possible extent**. In 2021, a coaching process was thus activated for the Parent Company's executives with the ultimate goal of **setting up a matrix of essential skills that characterise the company's managerial figures, giving rise to the "WIIT Manager"** with unique, shared values and behaviours. In 2022, the initiative will be extended to all Group Companies.

In its hiring policy, WIIT seeks to **favour permanent and full-time employment contracts**. Almost all employees working at Group companies are currently employed on a full-time basis and part-time contracts are limited to people who have explicitly requested them for personal reasons.

In order to support business growth through stable resource management, we prepared **WIIT4Future**, an HR framework that stands on three pillars:

DEVELOPMENT OF NEW PROCESSES to strengthen the corporate functions in support of the internationalisation path that the company has started;

TALENT MANAGEMENT to better manage internal resources, developing the most talented individuals through internal growth;

293 people   **100%** permanent   **93%** full time

HR PROCESSES to support organisational change and the growth of the Group as a whole, through the formulation and diffusion of shared policies and processes.

The first lines of the Group are constantly committed to ensuring that all the affiliated companies follow the WIIT4Future guidelines, in order to ensure that the human resource management policies implemented by the Group HR Director are increasingly uniform. The framework makes it possible to build a common identity capable of combining the peculiarities of the various organisations in the WIIT universe, creating a single corporate culture that increasingly focuses on people and their well-being.

In order to reinforce coordination and the sense of corporate belonging, the Group's HR initiatives fall under the **WIIT4People** "brand", which has a well-defined form and internal identity, an ad hoc logo and a dedicated e-mail account.

WIIT 4 PEOPLE

THE CONSTANT CHALLENGE OF ATTRACTION AND RETENTION
The complex specificity of our activities and the high demand for personnel in the ICT sector have always been an obstacle in the search for talented new candidates to join the company.
Today, the Cloud market is characterised by the presence of major multinationals with which WIIT Companies must compete, including in terms of attracting high-level personnel.

The Parent Company thus began **to collaborate with the Rizzoli Superior Technical Institute (ITS) of Milan**, where some people from WIIT, including its Cybersecurity Director, lectured on cybersecurity, with the aim of recruiting talented young people for internships and apprenticeships. As a result of this partnership, four young people were hired in the company in 2021.

In addition, in June 2021, WIIT launched its **Referral Programme**, an initiative designed to provide financial compensation to employees who refer or suggest a person who is then hired. WIIT's people thus become the main protagonists in telling the company's story to the outside world, nurturing a sense of belonging and encouraging the attraction of talent. In just six months, **18 candidates** were referred internally, **9** of whom were hired, making up approximately 30% of all 2021 hires.

Each year, we continue to invest in the training and growth of our personnel. Each person in WIIT has the opportunity to improve their professional career in both technical and managerial areas. **Career pat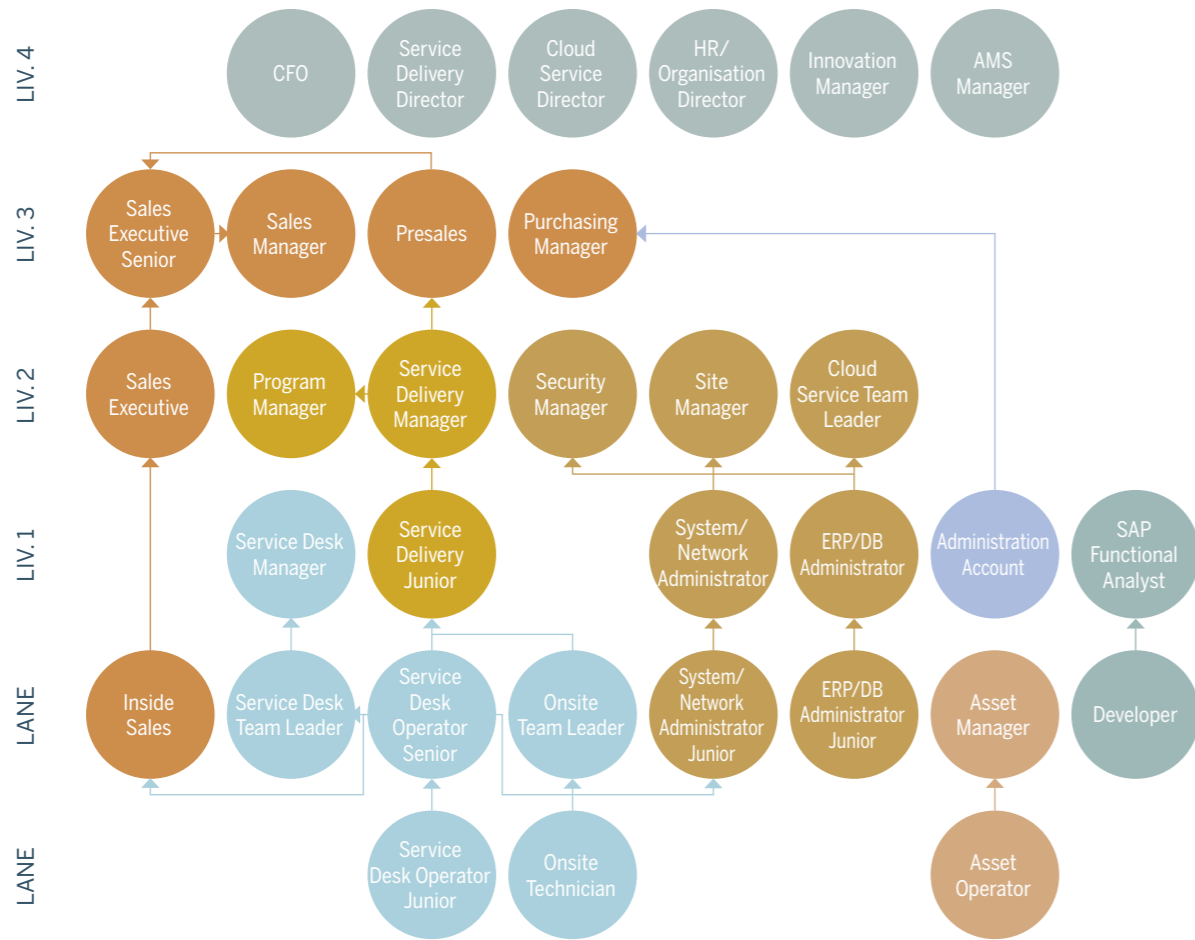hs are determined by a precise internal Job Path** that clearly shows opportunities for growth. Given WIIT's speed of growth and dynamism, the Job Path is a constantly evolving tool, capable of responding to the Group's various, emerging needs over time. In fact, in view of progressive, organisational integration, a new plan for increasingly transversal professional growth is envisaged for 2022.

50% share of recruited candidates submitted through the Referral Programme

"The pandemic has allowed us to rethink traditional HR processes. The challenge is no longer to organise work remotely but to create more and more Connected People Care services, thus taking care of people remotely while keeping them connected to the company's soul and culture. "

Sarah Galli,
Group HR & Organization Director

WIIT's Job Path includes both horizontal and vertical growth paths

COVID-19 AS AN OPPORTUNITY TO RETHINK WORK

The theory that seemed like a hypothesis just a year ago was confirmed in 2021: **combining in-person and remote work is sustainable and can help increase productivity**. People are looking for a balance between the autonomy of working from home and the social interactions that come with in-person work, and **this balance is assured in WIIT**.

New hybrid work methodologies have always allowed for continuity of services; however, we do not believe that in the future there will exclusively be remote work. In fact, the concept of **smart working** should not be confused with just remote working. Rather, it makes it possible to **experience work in**

a way that optimises the balance between **personal and professional life**, without sacrificing important moments at the company together with colleagues and customers.

In addition, **insurance covering Covid-19 infection was made available** to benefit all WIIT people. In 2021, this coverage was also extended to include members of each employee's household.

Retention: some examples of tools used by WIIT

STAY BONUS: salary increases are tied to people staying with the company and favour those who choose to stay for more than 3 or 4 years, depending on the role.

STOCK GRANTING: individuals with long-term tenure and in management positions are granted shares of the company. In addition, in order to broaden the pool of beneficiaries and improve the retention rate, additional resources with specialist roles have been identified to benefit from a restricted stock unit, entitling them to receive shares over 4 years.

SMART WORKING: smart working has become a permanent possibility and makes it possible to hire talent in a completely decentralised

way, identifying people even from outside the traditional geographical recruiting pool.

WELFARE PROGRAM: in 2021, after a few years, the portfolio of welfare services was formalised. The regulation was applied on a trial basis to the executive population, which will assess its effectiveness next year, so that it can be extended to the entire corporate population in the future.

In terms of company climate, WIIT guarantees all its people a **pleasant, serene and stimulating working environment**. We constantly encourage collaboration among colleagues, creating a team spirit that – despite the distance imposed by the pandemic – we believe is a determining factor for business growth.

	Men	Women	< 30 years	30 ≥ years ≤ 50	> 50 years
Hours	2783	317	733	1841	526
People	245	48	84	171	38
H/people	11.3	6.6	8.7	10.7	13.8

CONTINUOUS UPDATED SKILLS

According to the OECD, only 21% of Italians have an adequate level of digital literacy[15], while the DESI 2021 report ranks Italy 20th among the 27 EU Member States in terms of the level of digitalisation of its economy and society[16]. Italy does not appear ready to face the digital challenge, and the Italian population risks remaining on the margins of an increasingly automated and technologically advanced working world.

Technology and innovation companies should take the lead in facilitating the spread of STEM (science, technology, engineering, and mathematics) **and computer science disciplines** by actively contributing to the training of new sectors professionals. WIIT invests in the growth of its resources, increasingly encouraging the **development of technical and soft skills** and promoting an environment based on **responsibility, entrepreneurship and autonomy**. Outside the company scope, WIIT is committed to bringing its **expertise to society and the marketplace** to make citizens and companies more receptive to innovation and ready to face the future.

THE WIIT ACADEMY
At WIIT, everyone has the opportunity to grow, enhancing their professionalism through horizontal and vertical structured career paths. As proof of this, WIIT's ranks include technical resources who, over time, have taken on new tasks and responsibilities, up to managerial positions.
In order to better direct career paths within the company, WIIT offers both employees involved in coaching processes and some candidates for open positions the chance to take an **I-profile test**. Through an analysis of the main behavioural traits, this tool makes it possible to **identify the areas for which people appear most predisposed and those in which they have potential room for improvement.**
WIIT's approach to training is based on technical foundations, and then extends **into a softer line of managerial skills**.
From the first day of employment, employees begin a professional growth process that starts with contact with the customer to learn, from the outset, to understand the needs of the market and specific business, extending to more important positions over time, both in the technical field – within Systems/Application Structures – and in the managerial field – such as Service Delivery Managers.

The WIIT Academy was established to support and accompany employees' growth. In 2021, it developed 3 different mini-master's courses, in collaboration with external partners, involving a total of 46 resources:

EXECUTIVES: the course lasts 15 months and involves a total of 8 participants. The mini-master's course aims to identify the distinctive competencies of executives that are considered critical to achieving excellent results in the short and long term.

MANAGERS & TEAM LEADERS: the mini-master's course lasts a total of 18 months and involves 12 participants, with the aim of developing distinctive skills for People Management culture and personnel management.

SALES & SERVICE DELIVERY MANAGERS: the course lasts 15 months and involves 26 people. The mini-master's course aims to develop Sales and Delivery figures with transversal managerial skills.

The WIIT Academy translates into a training commitment structured around a wide range of courses. Over the last year, **over 3,000 hours of training were provided** through technical/specialist training courses (certifications, use of new technologies and tools) and soft skills (diction, negotiation, conflict management and project management), **with an average of around 11 hours of training per person.**

WIIT
THE PREMIUM CLOUD

Our publications
WIIT contributes to the scientific literature on the topics of Cloud and digital thanks to the internal expertise of its personnel. Over the years, WIIT has published numerous articles and white papers on its website. The top 10 publications are:

- GDPR-proof data-driven company
- How to make your SAP systems GDPR-compliant in 7 steps
- SAP S/4 Hana and the train not to be missed (even if you are only boarding now)
- Everyone gets the Cloud they deserve. Do you know how to recognise the right one for your business?
- Outsourcing IT infrastructure to improve business processes: costs and benefits. The WIIT model
- Cloud Transformation: the 3 missing ingredients
- Smart working and business continuity: how companies that never stop must be protected
- White Paper - Cybersecurity and Data Protection for Fintech - The Intelligent Security Awareness method
- White Paper - Fashion tech
- White Paper - Business Resilience - From Business Continuity to Brand Reputation

AT THE FOREFRONT OF PROMOTING ICT SKILLS

WIIT is constantly committed to training and developing people, even beyond the company's borders. The new digital technologies – and in particular the Cloud – represent the future of the working world, creating a need for appropriate professional figures. Accordingly, during 2021, the **Group Company Etaeria continued to work on developing two training courses together with external partners, which will contribute to the training of new professional figures.**

The first one, the Reskilling Programme, in partnership with Confindustria Cuneo, is a programme dedicated to ICT personnel who over the years have not been able to keep up with the times and the latest skills. The course aims to make these professionals competitive again, in order to facilitate their return to the labour market.

The second programme is the result of a partnership with Checkpoint, a leading global vendor of new generation cybersecurity solutions applied in highly critical contexts. The partnership gave life to the Network & Security Engineer Academy, a training course designed to provide future cybersecurity experts with both advanced technical skills to counter the latest generation of cyber threats and a path to a career as a Security Engineer.

Thanks to its commitment, Etaeria allows the entire Group to **get in touch with potential candidates to fill extremely important roles at the company, while also supporting and promoting the development of ICT skills in our Country.** On the basis of the results we are achieving, the Group is committed, in the coming years, to expanding on these initiatives with further similar programmes in other areas of Italy, to make a real difference in society.

WIIT4 People

2030 SUSTAINABILITY TARGETS

Target	Current situation	2021	2025	**2030**
Upskilling and Reskilling 100 people who participated in a multi-year mini-master's degree course organised by WIIT Academy aimed at upskilling and reskilling in technical and managerial fields[17]	During 2021, 3 mini-master's degree courses were launched for specific categories of employees considered particularly strategic (executives, managers and team leaders and sales delivery personnel), for a total of 46 people involved who will achieve certification in 2022/2023	0	30	100
Knowledge Intensity 20% of technical personnel obtain at least one technical-specialist certification each year (ITIL, PMP, SAP, Microsoft, etc.)	By 2021, 10% of technical personnel have earned at least one technical-speciality certification	10%	15%	20%
ESG co-creation Implementation of at least 1 ESG project per year proposed by employees and funded by the Group	In 2021, the Innovation Award was held, with the collection of a series of ideas suggested by employees also in the ESG area, implementation of which will be assessed in 2022	0	4	10
Job Path* 100% of the employees of the Group's Companies on a Job Path for internal growth after 24 months from acquisition	During 2021, the Job Path was extended to all employees of the Italian companies of the WIIT Group, with the possibility of intra-group growth	61%	75%	100%

17 - Target updated since the publication of the 2020 Sustainability Report

* Procedure to be applied for paths within the Group within 24 months of acquisition of the Company

Thanks to the contribution of our stakeholders, we continue to propel WIIT into the future, sharing priorities and long-term objectives to ensure the sustainable and lasting development of the business

Methodology

HOW THIS DOCUMENT WAS CREATED

The third edition of WIIT's **Sustainability Report** aims to present and report the results achieved in 2021 with regard to the Group's priority sustainability issues to stakeholders. The information in the document refers to fiscal year 2021 (1 January - 31 December) and, where possible, is compared to the figures for 2020 and 2019. This document describes the companies and the services of Adelante S.r.l., Etaeria S.p.A., ICTW Sh.p.k, Matika S.p.A., myLoc managed IT AG, WIIT S.p.A. and WIIT Swiss SA.

The document has been prepared according to the "core" option of the Global Reporting Initiative's **GRI Standards**, now considered the most authoritative and widely used non-financial reporting standard, both nationally and internationally.

In accordance with the GRI Standards, the Sustainability Report was built around **9 material topics identified through the materiality analysis** conducted for the purpose of preparing the 2019 Sustainability Report. In particular, materiality analysis is the process of establishing a threshold beyond which a topic is considered important enough to be reported on. For GRI, **material topics** represent those topics deemed important to reflect the economic, environmental, and social impacts generated by the organisation and, therefore, capable of influencing stakeholder decisions and corporate strategy.
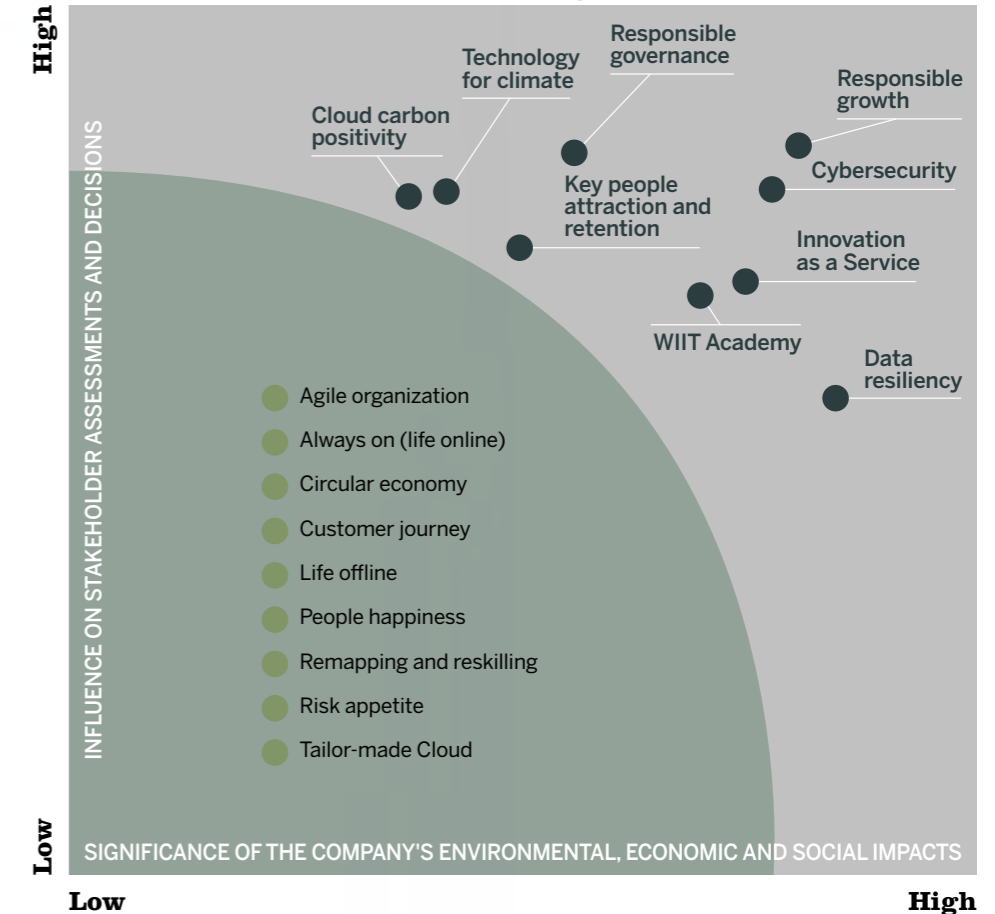
The material topics were identified in January 2020 thanks to the involvement of **16 external stakeholders**, starting from a **context analysis** on the reference sector, the international standards on the subject and the sustainability reporting of companies considered best practices at national and international level. In particular, starting from an **initial shortlist of 18 potentially relevant topics**, material topics have been identified according to the significance and assessment of their impact in the conduct of the Group's activities and that perceived by its stakeholders. In October 2021, WIIT's ESG Committee reconsidered the materiality analysis, deeming it also valid for this edition of the document, while reserving the possibility of updating it in the coming years. Moreover, in order to better understand and deepen the development of the scenario with respect to the macro-topics that constitute the Group's sustainability strategy, in 2021 WIIT decided to involve four external experts, whose interviews have been presented at the beginning of each chapter.

The **GRI Content Index** below provides a list and an analysis of the impacts associated with the material topics covered in this document and their correlation to specific aspects of the GRI Standards.

The information and data reported in the 2021 Sustainability Report was collected in collaboration with all WIIT functions, each for the activities within its purview, constituting a timely, exhaustive flow of information that ensured the robustness of the reporting model at the Group level, under the coordination and supervision of the *Operations* function. For any further information, please contact us at the e-mail address: **esg@wiit.cloud**.

The materiality matrix

INFLUENCE ON STAKEHOLDER ASSESSMENTS AND DECISIONS

High

Technology for climate

Responsible governance

Cloud carbon positivity

Responsible growth

Key people attraction and retention

Cybersecurity

Innovation as a Service

WIIT Academy

Data resiliency

- Agile organization
- Always on (life online)
- Circular economy
- Customer journey
- Life offline
- People happiness
- Remapping and reskilling
- Risk appetite
- Tailor-made Cloud

Low

SIGNIFICANCE OF THE COMPANY'S ENVIRONMENTAL, ECONOMIC AND SOCIAL IMPACTS

Low   High

WIIT'S 9 MATERIAL TOPICS

RESPONSIBLE GROWTH

For a company, growing responsibly means being able to **take advantage of all the opportunities in the market, without forgetting the social and environmental implications of being one of the main players in its sector**. A responsible company sets its growth strategy by ensuring that it is **long-lasting and governed** in a way that maximises the interest of all of the organisation's stakeholders.

CYBERSECURITY

Cybersecurity is the set of devices and technologies aimed at **protecting computer systems and data** in the digital ecosystem. Intellectual property, bank accounts, electronic transactions, sensitive personal data and much more information is now contained in Data Centers. In order to ensure that it is protected, regulators ask ICT companies to **adopt ad hoc procedures and defence systems**, but often it is not enough: data are the "new capital" and protecting them requires deployment of increasingly sophisticated technological and organisational defences.

RESPONSIBLE GOVERNANCE

The governance of a company must be based on a solid system of rules and organisational structures aimed at guaranteeing **ethics in the management** of the business and **protection of the interests** of all stakeholders. It means taking a long-term view, **going beyond compliance**, building transparent and fair relationships with all stakeholders. This is made possible by aligning and **empowering** all people in the organisation.

INNOVATION AS A SERVICE

This means the ability to **transform innovation into one of the elements that characterise the company** and, therefore, its products and services. In an increasingly international and competitive market, ICT companies must be able to seize technological innovation, making it their own, so that it is **immediately available** to customers. This is why it is important to identify the best available solutions to develop **services that align with customers' needs** to support their business.

TECHNOLOGY FOR CLIMATE

Technological development has had a disruptive impact on society, enabling people to do things that were previously unthinkable, changing lifestyles and consumption. Thanks to technology, people are moving less (e.g., smart working) and more efficiently (e.g., smart mobility). Moreover, in business operations, as well as in everyday life, an **intelligent use of the available technologies already enables us to reduce our environmental footprint**, contributing to the fight against climate change.

WIIT ACADEMY

ICT companies struggle to find the people they need due to a **strong skills mismatch in the labour market**. They must therefore facilitate the **spread of STEM disciplines** (science, technology, engineering and mathematics), actively contribute to the training of professionals required internally and on the market, attract talent and invest in the growth of their personnel. The development of technical skills and soft-skills, in a context based on **responsibility and autonomy**, allows everyone to be involved in achieving company goals.

DATA RESILIENCY

In an increasingly interconnected world, natural disasters, small and large incidents, terrorist attacks, and other extraordinary events are becoming more frequent and have shown us that they can **jeopardise ICT infrastructures and disrupt business processes**. Infrastructure resiliency is measured through the ability to **keep data processing, transmission and, most importantly, storage capacity active at all times** for the delivery of many essential services that run on the Internet.

CLOUD CARBON POSITIVITY

The Earth's temperature has been steadily increasing since the early 1800s and is causing major changes in climate. The **increasing concentration of CO_2** in the atmosphere is cited as the main cause of this phenomenon. In order to reduce its impact and become carbon neutral or carbon positive, a company can **source its energy from renewable sources**, or purchase **green certificates**, financially supporting companies that produce "green" energy. Reducing emissions is a challenge that requires **awareness** both inside and outside the company.

KEY PEOPLE ATTRACTION AND RETENTION

A central aspect for high-growth companies is the ability to **maintain a firm grip on leadership along the way**. For this reason, it is important to ensure the **continuity of key figures** for the organisation, who play a strategic role both internally, motivating and guiding the company, and in the relationship with stakeholders. To best manage all circumstances, strong retention mechanisms should be implemented and the company's Key People should effectively distribute not **only roles and responsibilities** but also **specific know-how**.

GRI CONTENT INDEX
"IN ACCORDANCE - CORE" OPTION

2016 General Standard Disclosures

Disclosure		References and notes
Organisation profile		
102-1	Organisation name	WIIT S.p.A.
102-2	Activities, brands, products and services	§ The Premium Cloud; European Leaders in the Hybrid Cloud
102-3	Location of head office	Via dei Mercanti, 12 - 20121 Milan
102-4	Location of activities	**WIIT** Via Muzio Attendolo detto Sforza n. 7 - 20141 Milan Piazza della Serenissima, 20 - 31033 Castelfranco Veneto (TV) Via Ercolano Salvi, 12 - 00143 Rome Via delle Magliaie, 12 - 41012 Carpi Via della Magnina, 1 - 12020 Cuneo **Adelante** Via Sandro Pertini, 7 - 50012 Bagno a Ripoli (FI) **Etaeria** Via XX Settembre, 17 - 10121 Turin (TO) **Matika** Viale Arnaldo Fusinato, 8 - 36100 Vicenza **ICTWatchers** Rr. Brigada VIII no. 16 - Kati 5, Apt. 29 1019 Tirana (Albania) **WIIT Swiss** Bleichewef, 5 – CH-5605 Dottikon (Switzerland) **myLoc Managed IT AG** Am Gatherhof 44 – DE-40472 Düsseldorf (Germany)
102-5	Ownership and legal form	S.p.A. Listed (shareholders)
102-6	Markets served	§ The Premium Cloud; The WIIT Cloud
102-7	Size of the organisation	Next table

Size of the organisation [GRI 102-07]

Information	Year 2021
Total number of employees	293
Total number of transactions	20 - Marketing and Sales; Business Development; Administration Finance and Control; Presales; Purchasing; Legal; Innovation; Organization and HR; Security; Information Systems; Delivery Management; Service Desk; Cloud Services; Cybersecurity; BPO; Digital Process Outsourcing; Digital Transformation; Application Management Services; Software Development.
Net revenues	€ 70,200,311
Total capitalisation, broken down into debt and equity	Capitalisation: € 1,004,260,454 Payables due to Banks: € 16,682,275

Quantity of products or services provided	• Infrastructure as a Service: delivery and management of infrastructure (physical or virtual) from WIIT, Third-Party or on-Premise DCs.
	• Platform as a Service:
	  • SAP and non-SAP applications - Management service for SAP environments (including DB management, SAP Basis, procedure management, OS and virtualiser and underlying HW) and non-SAP applications (e.g. Oracle DB, IBM Middleware, etc.);
	  • SAP and non-SAP Disaster Recovery as a Service (including management of all DB, middleware, OS and virtualiser elements and replication mechanisms and underlying HW);
	  • BackUp as a Service;
	  • Gaming - GAMING environment management service.
	• Software as a Service: Software delivery service at WIIT DC (e.g. Digital Platform, ECM, Digital Signature). The service includes the management of the DBs, digital platform, OS and the virtualiser and the underlying HW.
	• Colocation: Data Center space rental service. The service includes Data Center facilities (space, electricity, cooling, etc.).
	• Cybersecurity: Firewall, Antivirus, Endpoint Detection Response console management, Cybersecurity Awareness, SOC SIEM, Vulnerability Assessment/Penetration Test, Other Cybersecurity services (console management of specific products, such as e-mail security, MFA).
	• Pure managed services: Infrastructure management; Desktop management, SaaS Management (management of 3rd party SaaS, e.g. O365), Disaster Recovery Management, Database Administrator Management, ERP Management – Management of ERP service at system level (SAP Basis, AX basis, …) on proprietary or customer owned technologies or in Public Cloud, DevOps Management.
	• Software Management: Software development, Application Management.
	• Extended Core: Workstation Management, Professional Services, Volume Consumption, Reselling, BPO, telcos.

102-8	Information on employees and other workers	Next table

Employees and other workers [GRI 102-08]
a) Total number of employees by type of contract (permanent or fixed-term) by gender

Information	2021			2020[18]			2019		
	Men	**Women**	**Total**	**Men**	**Women**	**Total**	**Men**	**Women**	**Total**
Total number of permanent employees	245	48	**293**	167	50	**217**	137	37	**174**
Total number of fixed-term employees	0	0	**0**	1	2	**3**	0	0	**0**
Total	245	48	**293**	168	52	**220**	137	37	**174**

18 - With respect to total 2020 employees, refer to the information provided under disclosure 102-48 "Revision of information"

b) Total number of employees by employment contract (permanent and fixed-term), by geographical area

Information	2021							
	WIIT (It)	Adelante (It)	Matika (It)	WIIT Swiss (Ch)	ICT Watchers (Alb)	Etaeria (It)	myLoc	Total
Total number of permanent employees	116	11	35	0	19	37	75	**293**
Total number of fixed-term employees	0	0	0	0	0	0	0	**0**
Total	116	11	35	0	19	37	75	**293**

Information	2020[19]							
	WIIT (It)	Adelante (It)	Matika (It)	WIIT Swiss (Ch)	ICT Watchers (Alb)	Foster (It)	Etaeria (It)	Total
Total number of permanent employees	102	12	34	-	31	-	38	**217**
Total number of fixed-term employees	2	0	1	-	0	-	0	**3**
Total	104	12	35	0	31	-	38	**220**

Information	2019							
	WIIT (It)	Adelante (It)	Matika (It)	WIIT Swiss (Ch)	ICT Watchers (Alb)	Foster (It)	Etaeria (It)	Total
Total number of permanent employees	97	14	38	2	23	-	-	**174**
Total number of fixed-term employees	0	0	0	0	0	-	-	**0**
Total	97	14	38	2	23	-	-	**174**

c) Total number of employees by type of employment (full-time and part-time), by gender

Information	2021			2020[20]			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Total number of full-time employees	236	37	**273**	164	43	**207**	134	29	**163**
Total number of part-time employees	9	11	**20**	4	9	**13**	3	8	**11**
Total	245	48	**293**	168	52	**220**	137	37	**174**

d) Incidence of non-employees

Information	2021	2020	2019
Incidence of non-employees	3%	3%	5%

e) Significant changes to the figures reported in previous reports: the most significant changes are due to the inclusion of myLoc in the Group

f) Methods of compiling data, including assumptions made: Cezanne HR, the HR management system from which the data is extracted. All data are updated to 31/12/2021

19 - With respect to total 2020 employees, refer to the information provided under disclosure 102-48 "Revision of information"
20 - With respect to total 2020 employees, refer to the information provided under disclosure 102-48 "Revision of information"

102-9	Supply chain	• **Provider of networking and connectivity services**: WIIT makes use of operators that offer telecommunications services through the use of advanced technologies (fibre optics, xDLS) capable of ensuring high standards of network security and reliability. WIIT works in particular with a telecommunications service provider, with which it has concluded a framework agreement. • **Hardware providers**: WIIT selects its suppliers taking into consideration the market-leading companies that provide high quality solutions, in line with the continuous evolution of the market and their commercial range. New hardware is purchased in bulk, with 3 to 4 bids per year for purchases, based on the company's needs and growth prospects. • **Speciality service providers**: WIIT uses specialised providers who provide services that are complementary to the Group's offerings in three cases, when they support the actual delivery of the service to the end customer, when they meet compliance (e.g., auditing) or operational needs (e.g., tax consultants), and when they serve to support the continuous improvement of the company (e.g., trainers). The assessment of the purchase of these services is based on compliance and business needs.
102-10	Significant changes to the organisation and its supply chain	No changes to report.
102-11	Precautionary principle	In assessing and managing economic, environmental and social risks, WIIT adopts an approach based on the precautionary principle.
102-12	External initiatives	• In 2021, WIIT renewed its support through a donation of € 12,000 to the non-profit organisation *I Bambini delle Fate*, a charity that since 2005 has been providing economic support to social inclusion initiatives and projects managed by local partners for the benefit of families with autism and other disabilities. For more information on the association's activities, please visit the website: www.ibambinidellefate.it • In 2021, WIIT contributed € 5,000 for the sponsorship of a golf sporting event to finance the Theodora Onlus foundation, which has been providing support for hospitalised children since 1995. For more information on the association's activities, please visit the website: www.it.theodora.org • In December 2021, WIIT renewed its commitment to social issues through a solidarity initiative by purchasing Christmas gifts through the Theodora foundation for a total of € 7,420.
102-13	Membership in associations	None

Strategy		
102-14	Statement from a senior executive	§ Foreword

Ethics and integrity		
102-16	Values, principles, standards and rules of conduct	§ The Premium Cloud; The WIIT Cloud; WIIT's governance is also ESG

Governance		
102-18	Governance structure	§ The Premium Cloud; WIIT's governance is also ESG

Stakeholder engagement		
102-40	List of stakeholder groups	Next table
102-41	Collective bargaining agreements	88% of the workers are covered by the National Collective Labour Agreement for Commerce, 12% by the National Collective Labour Agreement for the Metalworking sector
102-42	Identification and selection of stakeholders	§ Methodology; How this document was created Next table
102-43	Approach to stakeholder engagement	§ Methodology; How this document was created Next table
102-44	Key topics and critical issues emerged	§ Methodology; How this document was created Next table

Stakeholder engagement [GRI 102-40; GRI 102-43; GRI 120-44][21]

Stakeholder Category	Topics of greatest interest	Key dialogue and engagement initiatives
Environment	• Environmental protection • Mitigation of environmental risks • Responsible use of electricity	• Sustainability Report • ESG Policy
Sector companies and competitors	• Respect for the rules • Transparency	• Financial statements • Sustainability Report • ESG Policy • Press releases • Website • Sector conferences • Cloud Monitoring Centre of the Polytechnic University of Milan
Business partners	• Business development in Italy • International growth • Compliance with contractual commitments • Relationship consolidation • Local investments	• Sustainability Report • ESG Policy • Financial statements • Press releases • Website • Sector conferences • Cloud Monitoring Centre of the Polytechnic University of Milan
Customers	• Customer satisfaction • Transparency and responsible marketing • Privacy and data security • Data protection and cybersecurity • *Business continuity*	• Sustainability Report • ESG Policy • Customer service • Website • Advertising campaigns • Cloud Monitoring Centre of the Polytechnic University of Milan
Control and regulatory bodies	• Customer satisfaction • Data protection and cybersecurity	• Financial statements • Sustainability Report • ESG Policy
Suppliers	• Compliance with contractual commitments • Relationship consolidation	• Financial statements • Sustainability Report • ESG Policy • Sector conferences • Cloud Monitoring Centre of the Polytechnic University of Milan
Institutions and Communities	• Support for solidarity initiatives • Relations with the community • Local investments and support for entrepreneurs • Protection of employment	• Financial statements • Sustainability Report • ESG Policy • ESG Risk Rating • Investor relations activities • Donations and social commitment • Press releases
People	• Economic and financial sustainability • Skills enhancement • Protection of employment levels • Internal growth • Occupational health and safety • Transparency	• Financial statements • Sustainability Report • ESG Policy • WIIT Academy

Reporting practices		
102-45	Parties included in the consolidated financial statements	Adelante S.r.l., Etaeria S.p.A., ICTW Sh.p.k, Matika S.p.A., myLoc managed IT AG, WIIT S.p.A. and WIIT Swiss SA
102-46	Definition of report content and scope of topics	§ Methodology; How this document was created Next table
102-47	List of material topics	§ Methodology; How this document was created Next table

21 - The table shows the categories of stakeholders most relevant to the WIIT Group, represented in alphabetical order, the topics of greatest interest to each category of stakeholder and the activities conducted with them in 2021.
The stakeholders to be involved in the initiatives were selected on the basis of their relevance to the activities carried out by the company.

Material topics [GRI 102-46; GRI 102-47]

Material topics	2016 GRI Topic Specific Disclosure	Where the impact is generated	The involvement of the organisation	Where we talk about it
Cloud carbon positivity	**103-1**: Explanation of the material topic and its scope **103-2**: The management method and its components **103-3**: Assessment of management methods **302-1**: Energy consumed within the organisation **302-3**: Energy intensity **302-4**: Reduced energy consumption **305-1**: GHG emissions from energy consumption (Scope 1) **305-2**: Indirect GHG emissions from energy consumption (Scope 2) **307-1**: Non-compliance with environmental laws and regulations	On the environment and the value chain	Direct and indirect *The company may choose to procure energy from clean sources and adopt policies to reduce its energy consumption and, consequently, the direct and indirect emissions generated*	§ WIIT 4 Climate; § Methodology
Cybersecurity	**103-1**: Explanation of the material topic and its scope **103-2**: The management method and its components **103-3**: Assessment of management methods **418-1**: Proven complaints regarding customer privacy breaches and loss of customer data	On customers	Direct and indirect *Security is largely dependent on internal security policies, processes, and management*	§ WIIT 4 Data § Methodology
Data resiliency	**103-1**: Explanation of the material topic and its scope **103-2**: The management method and its components **103-3**: Assessment of management methods **418-1**: Proven complaints regarding customer privacy breaches and loss of customer data	On customers	Direct and indirect *Continuity of service is ensured through real-time monitoring of facility operations and implementation of emergency management plans*	§ WIIT 4 Data § Methodology
Innovation as a Service	**103-1**: Explanation of the material topic and its scope **103-2**: The management method and its components **103-3**: Assessment of management methods **203-2**: Significant indirect economic impacts	On customers On business partners On sector companies and competitors	Direct and indirect *The technologies offered by WIIT allow client companies to develop new products and services, innovating the way they work*	§ WIIT 4 Innovation § Methodology
Key people attraction and retention	**103-1**: Explanation of the material topic and its scope **103-2**: The management method and its components **103-3**: Assessment of management methods **401-1**: New hires and turnover **404-3**: Percentage of employees who receive periodic performance and professional development assessments **405-1**: Diversity in governing bodies and among employees **405-2**: Ratio of base salary and compensation for women to men	On individuals	Direct *With its human resources management policies, WIIT can guarantee itself the best talent on the market*	§ WIIT 4 People § Methodology
Responsible governance	**103-1**: Explanation of the material topic and its scope **103-2**: The management method and its components **103-3**: Assessment of management methods **205-3**: Established incidents of corruption and actions taken **206-1**: Legal actions for anti-competitive behaviour, anti-trust and monopolistic practices **419-1**: Non-compliance with social and economic laws and regulations	On the entire value chain On business partners On customers On individuals	Direct *Transparent and accountable governance policies help contain corruption and irregularities*	§ The Premium Cloud § Methodology

Responsible growth	**103-1**: Explanation of the material topic and its scope **103-2**: The management method and its components **103-3**: Assessment of management methods **201-1**: Economic value directly generated and distributed	On the entire value chain On sector companies and competitors On business partners On customers On individuals	Direct and indirect *Through a well-governed growth, WIIT ensures that it has a positive impact on the ecosystem in which it operates*	§ The Premium Cloud § Methodology
Technology for climate	**103-1**: Explanation of the material topic and its scope **103-2**: The management method and its components **103-3**: Assessment of management methods **302-5**: Reducing the energy requirements of products and services	On the environment On customers	Indirect *Through the use of WIIT's Cloud services, companies can achieve economies of scale in their energy consumption*	§ WIIT 4 Climate § Methodology
WIIT Academy	**103-1**: Explanation of the material topic and its scope **103-2**: The management method and its components **103-3**: Assessment of management methods **404-1**: Average hours of training per year per employee **404-2**: Employee skills upgrading and transition assistance programmes	On individuals	Direct *Through the continuous training of its employees, WIIT ensures itself a qualified workforce with high job satisfaction*	§ WIIT 4 People § Methodology

102-48	Revision of information	Some employee data for 2020 has changed due to an updated calculation methodology of the Group's workforce information. In addition, please note that it was decided to exclude the COO of WIIT S.p.A. from the total workforce for both 2021 and the preceding reporting years as he also holds the position of Board Member.
102-49	Changes in reporting	No significant changes
102-50	Reporting period	§ Methodology; How this document was created
102-51	Date of most recent report	May 2021
102-52	Reporting frequency	Annual
102-53	Contact details for requesting information on the report	For any clarification or further information, please contact us at the e-mail address esg@wiit.cloud
102-54	Statements on reporting in accordance with GRI Standards	§ Methodology; How this document was created
102-55	GRI Content Index	§ Methodology; GRI Content Index
102-56	External assurance	§ Methodology

2016 Specific Standard Disclosures

Disclosure	*References and notes*

Cloud carbon positivity

302-1	Energy consumed within the organisation	Next table

Energy consumed within the organisation [GRI 302-1][22]
Energy consumption in kWh per year

Company	2021		2020		2019	
	Gj	kWh	Gj	kWh	Gj	kWh
WIIT (It)[23]	10,352.62	2,875,729.00	9,335	2,593,184	8,227	2,693,386
Adelante (It)	45.80	12,722.00	49	13,572	51	14,032
Matika (It)	380.72	105,755.66	288	80,075	152	42,194
ICT Watchers (Alb)	15.53	4,315.00	31	8,673	36	9,863
Etaeria (It)	88.31	24,530.00	109	30,354	-	-
myLoc (Ger)	130,399.21	36,222,002.00	-	-	-	-
Total	141,282.19	39,245,053.66	9,813	2,725,858	8,465	2,351,320

Total fuel consumption 2021	WIIT	Adelante	Matika	WIIT Swiss	ICT Watchers	Etaeria	myLoc	Totale
Diesel (I)	19,870.53	3,107.31	1,851.68	-	-	-	2,552.00	**27,381.52**
Diesel (GJ)	758.76	118.65	70.71	-	-	-	97.45	**1,045.57**

302-3	Energy intensity	WIIT consumes 56.9 MWh per petabyte of data stored in its Data Centers.
302-4	Reduced energy consumption	§ WIIT4Climate; shared solutions for a Green Cloud. In 2021, technology choices were made for computing systems (Servers and storage) in order to reduce consumption in relation to the amount of data processed and/or stored. The focus on reducing energy consumption was also one of the main drivers in the design of the two new DCs in Milan and Düsseldorf
305-1	GHG emissions from energy consumption (Scope 1)	Next table
305-2	Indirect GHG emissions from energy consumption (Scope 2)	Next table

GHG emissions from energy consumption (Scope 1 and Scope 2) [GRI 305-1 and 305-2]
Group emissions in tonnes of CO_2 e

Company	2021		
	Scope 1	Scope 2	
		Location-based[24]	Market-based[25]
WIIT (It)	52.71	747.11	-
Adelante (It)	8.24	3.31	-
Matika (It)	14.36	15.34	27.11
WIIT Swiss	-	0	-
ICT Watchers (Alb)	-	1.12	1.98
Etaeria (It)	-	6.37	-
myLoc (Ger)	2,835.69	8,952.73	-
Total	**2,929.00**	**9,725.98**	**29.09**

307-1	Non-compliance with environmental laws and regulations	No non-compliance to report

Cybersecurity and Data resiliency

418-1	Proven complaints regarding customer privacy breaches and loss of customer data	During the four-year period, the organisation received no substantiated complaints of customer data breaches, theft, or loss

22 - In the table is shown methane consumption for Matika and MyLoc . WIIT, on the other hand, uses fan coils, powered by electricity, in its premises on Via Muzio Attendolo. The Group's remaining locations are all leased and heated by a centralized system operated by the landlord of the premises, the cost of which is part of the lease; therefore, the relevant data are not available.
23 - Includes consumption by Foster, WIIT Swiss and some Etaeria locations.
24 - Emission factors from: ISPRA - Fattori di emissione atmosferica di gas a effetto serra nel settore elettrico nazionale e nei principali Paesi Europei, 2021; Terna confronti internazionali, 2019.
25 - Emission factors from: AIB - European Residual Mixes 2020.

Innovation as a Service	
203-2	Significant indirect economic impacts § WIIT4Innovation; An intelligence service to detect cyber threats

Key people attraction and retention	
401-1	New hires and turnover — Next table

New hires and turnover [GRI 401-1]

Information	2021			2020[26]			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Hiring	57	5	62	17	18	35	58	6	64
Terminations	59	5	64	22	14	36	7	2	9
Total	-2	0	-2	-5	4	-1	51	4	55
Hiring rate (Hiring/Total)		21%			16%			38%	
Termination rate (Terminations/Total)		22%			16%			5%	

404-3	Percentage of employees who receive periodic performance and professional development assessments	Next table

Percentage of employees who receive periodic performance and professional development assessments [GRI 404-3]

Information	2021			2020			2019		
Gender	Men	Women	Total	Men	Women	Total	Men	Women	Total
Employees who have had periodic performance assessments and professional development reviews	41%	52%	43%	52%	61%	53%	58%	32%	53%

Age group	< 30 years	30 - 50 years	> 50 years	< 30 years	30 - 50 years	> 50 years	< 30 years	30 - 50 years	> 50 years
Employees who have had periodic performance assessments and professional development reviews	17%	51%	63%	14%	53%	79%	22%	53%	56%

405-1	Diversity in governing bodies and among employees	Next table

Diversity in governing bodies and among employees [GRI 405-1]

a) Percentage of members of the organisation's governing bodies belonging to each of the categories representing diversity

Information	2021			2020			2019		
Gender	Men	Women	Total	Men	Women	Total	Men	Women	Total
Components of governing bodies	86%	14%	100%	87%	13%	100%	85%	15%	100%

Age group	< 30 years	30 - 50 years	> 50 years	< 30 years	30 - 50 years	> 50 years	< 30 years	30 - 50 years	> 50 years
Components of governing bodies	0%	69%	31%	0%	63%	37%	0%	66%	34%

b) Percentage of employees in each of the categories representing diversity

Information	2021				2020				2019			
	< 30 years	30 - 50 years	> 50 years	Total	< 30 years	30 - 50 years	> 50 years	Total	< 30 years	30 - 50 years	> 50 years	Total
Men	24%	48%	12%	84%	13%	50%	13%	76%	19%	61%	8%	88%
Women	5%	10%	1%	16%	9%	13%	1%	23%	3%	8%	1%	12%
Total	29%	58%	13%	100%	22%	63%	15%	10%	22%	69%	9%	100%

b.i.) Percentage of employees in each of the following diversity categories: gender

Information	2021		2020		2019	
Gender	Men	Women	Men	Women	Men	Women
Executives	85%	15%	100%	0%	100%	0%
Middle managers	86%	14%	85%	15%	93%	7%
White-collars	83%	17%	74%	26%	77%	23%
Total employees	84%	16%	76%	24%	79%	21%

b.ii.) Percentage of employees in each of the following diversity categories: age group

Information	2021			2020			2019		
Age	< 30 years	30 - 50 years	> 50 years	< 30 years	30 - 50 years	> 50 years	< 30 years	30 - 50 years	> 50 years
Executives	0%	85%	15%	0%	75%	25%	0%	67%	33%
Middle managers	0%	75%	25%	0%	90%	10%	0%	80%	20%
White-collars	33%	55%	12%	25%	60%	15%	24%	66%	10%
Total employees	29%	58%	13%	21%	64%	15%	21%	68%	11%

Ratio of base salary and compensation of women to men [GRI 405-2][27]

Remuneration information of Italian companies	2021
Type	Female base salary compared to male base salary
Executives	11%
Middle managers	-6%
White-collars	-4%

Responsible governance		
205-3	Established incidents of corruption and actions taken	Next table

Established incidents of corruption and actions taken [GRI 205-3]

Information	2021	2020	2019
Total number and nature of corruption incidents detected	0	0	0
Total number of proven incidents of corruption in which employees were dismissed or subjected to measures for corruption	0	0	0
Total number of established incidents of corruption for which contracts with business partners were terminated or not renewed due to corruption-related violations	0	0	0
Corruption-related public lawsuits brought against the organisation or its employees during the reporting period and the outcomes of those incidents	0	0	0

| 206-1 | Legal actions for anti-competitive behaviour, anti-trust and monopolistic practices | No legal action was taken for anti-competitive behaviour, anti-trust or monopoly practices during the three-year period. |
| 419-1 | Non-compliance with social and economic laws and regulations | No non-compliance detected |

Responsible growth

| 201-1 | Economic value directly generated and distributed | Next table |

Economic value directly generated and distributed [201-1]

Information	2021	2020	2019
Economic value generated	**€ 70,200,312**	**€ 48,538.964**	**€ 33,911,457.50**
Economic value distributed: operating costs, employee salaries and benefits, payments	**€ 55,438,479**	**€ 40,074,735**	**€ 25,234,487.70**
Operating costs	€ 32,770,702	€ 23,812,461	€ 15,225,261.84
Salaries and employee benefits	€ 14,303,050	€ 9,750,397	€ 6,228,704.50
Payments to capital providers	€ 4,055,667	€ 5,086,330	€ 2,539,196.61
Payments to the Public Administration by Country	€ 2,394,554	€ 809,032	€ 847,331.86
Investments in the community	€ 24,420	€ 112,000	€ 12,000.00
Other operating costs and charges[28]	€ 1,890,085	€ 504,515	€ 381,992.89
Economic value retained	**€ 14,761,833**	**€ 8,464,229**	**€ 8,676,969.80**

Technology for climate

| 203-2 | Significant indirect economic impacts | § WIIT4Climate; The Cloud at the service of the environment |
| 302-5 | Reducing the energy requirements of products and services | § WIIT4Climate; The Cloud at the service of the environment |

WIIT Academy

| 404-1 | Average hours of training per year per employee | Next table |

Average hours of training per year per employee [404-1]

Information	2021			2020			2019		
Average hours of training provided to employees	Men	Women	Total	Men	Women	Total	Men	Women	Total
Gender	11.3	6.6	**10.5**	21.4	7.2	**18**	7.8	4.3	**7.0**
Average hours of training provided to employees	< 30 years	30 - 50 years	> 50 years	< 30 years	30 - 50 years	> 50 years	< 30 years	30 - 50 years	> 50 years
Age group	8.7	10.7	13.8	11.8	21.8	10.8	4.2	6.8	6.0

| 404-2 | Employee skills upgrading and transition assistance programmes | § WIIT4People; The WIIT Academy; On the front line to promote ICT skills |

28 - It includes: miscellaneous office expenses, miscellaneous vehicle expenses, domain maintenance expenses, reimbursement of school and medical expenses, out-of-period expenses, penalties, bank charges, commissions on sureties, other taxes and fees.

Deloitte.

INDEPENDENT AUDITOR'S REPORT
ON THE SUSTAINABILITY REPORT

To the Board of Directors of
Wiit S.p.A.

We have carried out a limited assurance engagement on the Sustainability Report of the Wiit Group (hereinafter the "Group") as of December 31, 2021.

Responsibility of the Directors for the Sustainability Report

The Directors of the Wiit 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 "How this document was prepared" of the Sustainability Report.

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

The Directors are also responsible for the definition of the Group'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 *Code of Ethics for Professional Accountants* issued by the *International Ethics Standards Board for Accountan*ts, 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 Control 1* (*ISQC Italia 1*) and, accordingly, maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Deloitte.

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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 "ISAE 3000 *Revised*"), issued by the *International Auditing and Assurance Standards Board* (IAASB) for limited assurance engagements. The standard requires that we plan and perform the engagement to obtain limited assurance whether the Sustainability Report is free from material misstatement.

Therefore, the procedures performed in a limited assurance engagement are less than those performed in a reasonable assurance engagement in accordance with ISAE 3000 *Revised*, and, therefore, do not enable us to obtain assurance that we would become aware of all significant matters and events 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 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 disclosed in the Sustainability Report, with reference to the methods used for the identification and prioritization of material aspects for stakeholders and to the internal validation of the process results;
2) comparison between the economic and financial data and information included in the chapter "Building value over time" of the Sustainability Report with those included in the Company's Financial Statements;
3) 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 Wiit S.p.A. and MyLoc Managed IT AG 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 Company's activities and characteristics:

- at the Group's 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 Wiit S.p.A. and MyLoc Managed IT AG, which we selected based on their activity, their contribution to the performance indicators at the consolidated level and their location, we carried out remote meetings, during which we have met the management and have gathered supporting documentation with reference to the correct application of procedures and calculation methods used for the indicators.

Conclusion

Based on the work performed, nothing has come to our attention that causes us to believe that the Sustainability Report of the Wiit Group as of December 31, 2021 is not prepared, in all material aspects, in accordance with the GRI Standards as stated in the paragraph "How this document was prepared" of the Sustainability Report.

DELOITTE & TOUCHE S.p.A.

Signed by
Monica Palumbo
Partner

Milan, Italy
June 15th, 2022

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