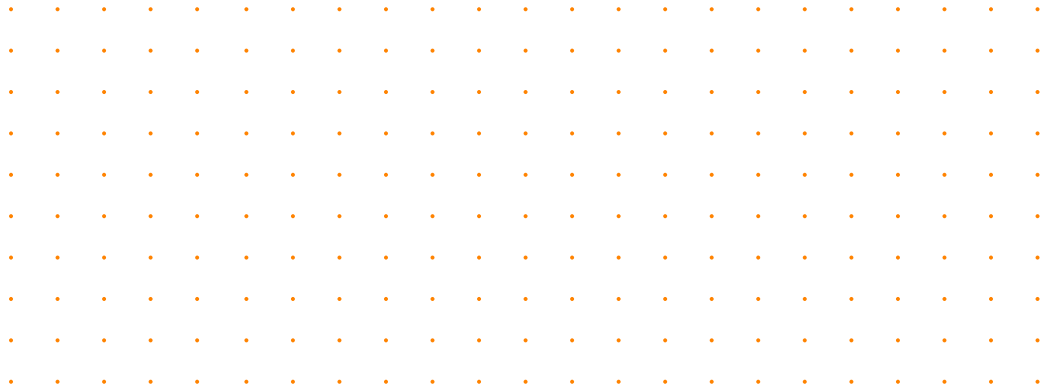# overIT

SUSTAINABILITY
REPORT
2022

Letter to Stakeholders

Dear Stakeholders,

We achieved significant milestones in 2022. It marked our first full year as an independent entity, which required us to take on a new level of responsibility and accountability. Additionally, we published our first Sustainability Report, which allowed us to assess our environmental, social and governance (ESG) performance and identify areas for improvement.

As we drafted the report, we became more acutely aware of our role in supporting the digital transformation of customers and partners as they embrace sustainability as their guiding principle. This realization presents us with two significant opportunities. First, to provide our customers with the technology and services they need to succeed in their sustainability journey, and second, to implement a - sustainability by design - approach to our own operations.

Today, OverIT serves more than 300 large enterprises and 180,000 users around the world, ensuring the safety, efficiency, and resilience of linear assets. Given the negative impact of inadequate infrastructure on the environment, some countries have invested heavily in Linear Asset Management, creating opportunities related to the ecological and digital transitions. As a result, OverIT is well-positioned to be the transformational partner of choice for mission-critical tasks. However, we believe we can do more from an ESG perspective by supporting companies that seek to adopt more sustainable strategies.

At OverIT, sustainability and 'tech for good', our philanthropic initiative, are at the heart of our strategic growth, and our entire leadership team plays an active role in driving these efforts. Our culture is built around delivering value and making decisions based on facts. Throughout the process of writing this report, we collaborated with all corporate departments to ensure concreteness and transparency, resulting in both this report and our first ESG Program, a roadmap that outlines our commitment for 2023-2025.

We have set ambitious goals for ourselves, including becoming a B Corp by 2025, and pursuing strategic certifications, such as ISO 14001, SA 8000 and PdR 125. These goals will enable us to unleash the power of technology to further support our sustainability objectives, aligning them with our business priorities. We prioritize reducing carbon emission, enhancing employee well-being, and promoting equal opportunity.

We acknowledge that 2022 is only the beginning of our journey, and there are still significant challenges ahead. Nonetheless, we are enthusiastic about our future accomplishments and the positive impact we can have on our employees, customers, partners, and the communities we serve.

Yours sincerely,

Paolo Bergamo
Chief Executive Officer

Chapter 1 - Who we are

Chapter 2 - Customer success and business accountability

Chapter 3 - People growth

Chapter 4 - Digital transformation in FIeld Service Management

Chapter 5 - Methodological note

Chapter 6 - GRI Index

Chapter **One**

Who We are

1.1 Company profile

GRI 2-1, 2-6, 2-7

OverIT (also 'the Company') is the parent company of an international group specializing in software solutions for Field Service Management (FSM), Field Collaboration, Mobile applications, and Geographic Information Systems (GIS).

The experience gained in more than 20 years of activity allows us to offer our expertise and know-how in a truly effective manner. We provide essential services to many of the world's largest and most critical businesses in the **Energy & Utility, Oil & Gas, Telco,** and **Transportation** ecosystem and we are widely recognized as 'Leaders' and 'Visionaries' by major IT consulting firms.

Over the years, we have successfully deployed our highly innovative technology, optimization tools and powerful insights, such as Augmented Reality and Machine Learning, to enhance Field Service for more than 300 large enterprises and 180,000 users. This has resulted in a significant operational performance improvement and, at the same time, a cost reduction for our customers.

We have transformed the Field Service operations and work experience of **multinational companies** by drilling in, enhancing their processes and empowering their people. Now they are ready to leap into a new Field Service Management era.

TIMELINE

1999

OverIT is established in Fiume Veneto as the technical spin-off specialized in logistic applications of a multinational food door-to-door sales company.

2020

Private equity funds NB Renaissance and Bain Capital acquire control over Engineering Group.

2022

Business model transition from system integrator to SaaS Company.

2004

We become part of Engineering Group.

2021

OverIT S.p.A. spin-off is completed, and Paolo Bergamo is appointed as new CEO. Launch of OverIT Next-Gen FSM Platform.

We are home to innovators, industry and Field Service Management experts, as well as to engineers, who are constantly dedicated to deploying groundbreaking technology and a suite of customized business offerings to support a smarter way of working for Field Service teams and to help our customers achieve even greater success.

We are radically changing our business model to become a world-class SaaS vendor, recognized as the best transformational partner by our customers.

OverIT is switching from system integrator to **Software-as-a-Service (SaaS)** provider. This means that our innovative Next-Gen FSM Platform is provided as a subscription service, hosted and made available through the Cloud. Yet, in order to meet the customers' needs we grant full flexibility in terms of hosting (see 2.3 Business Continuity and IT security).

Thanks to this switch, our customers can get the most out of our software solution even in terms of quality of service, since we ensure seamless access to our fully supported software application via the Internet, increasing our value creation and our market share rapidly.

On the other hand, from a revenue perspective, the new subscription-based business model allows us to make critical investment decisions with confidence.
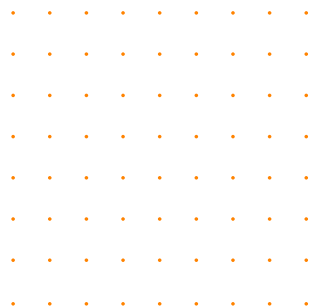
OverIT in numbers

4 legal entities in 4 different countries

634 employees

50+ million of production value (€)

300+ international customers

180,000+ Field Service Users

Average age of **35**

30+ countries

Analysts' recognitions

GARTNER

- Named Visionary in the Gartner Magic Quadrant for Field Service Management

- Included in the Gartner Critical Capabilities for Field Service Management

- Included in Hype Cycle for Frontline Worker Technologies

- Named Representative Tool Vendor in the Gartner Market Guide for Enterprise Wearable Solutions

- Named Representative Vendor in the Gartner Market Guide for Mobile Work Force Management Systems for Utilities

- Included in Emerging Technologies: Kick-Start Adoption With Essential Enterprise AR Business Practices

- Included in Emerging Technologies: Tech Innovators in Augmented Reality – Augmentation and Spatial Interaction Layer

- Included in Product Manager Insight: OEMs and ODMs Must Adopt a Platform Strategy for the Augmented Reality Market

- Included in Market Guide for Enterprise Wearable Solutions

IDC

- Named a Leader in the IDC MarketScape Worldwide Field Service Management Solutions for Utilities

- Included in IDC PeerScape Utilities Peer Insight for implementing Augmented Maintenance

- Named as a Major Player in the IDC MarketScape Worldwide Manufacturing Field Service Management Applications

FORRESTER

- Included as a Representative Vendor in How To Successfully Scale Your Augmented Reality Device Rollout

- Included as a Representative Vendor in The Forrester Tech Tide™: Extended CRM Technologies

- Interviewed in The Forrester Tech Tide Smart Manufacturing

1.2 Our global presence

GRI 2-1, 2-2, 2-6

OverIT is present in Europe and North America, and we aim to spread across the globe by leveraging our network of certified Partners worldwide.

The elite community of certified OverIT Partners worldwide helps us develop opportunities for a global audience and allows us to connect with customers in a completely enhanced way. OverIT Partners are trusted **independent software vendors, system integrators** and **commercial resellers** specializing in Field Service and Field Service Management. Partnerships are mutually beneficial to grow the business, drive innovation, exchange technical expertise, as well as to extend across diverse industries and regions.

This expanding network fuels our business growth, powers the brand's visibility in foreign markets and provides a massive opportunity to succeed, enabling OverIT to become a top global technology brand, blazing the trail to the Field Service Management of the Future.

OUR OFFICES

OverIT Group

- OverIT S.p.A., Italian parent company, fully controlling the foreign local entities
- OverIT International INC., a company established in the United States of America in 2017
- OverIT G.m.b.H., a company established in Germany in 2018
- OverIT U.K. Ltd., a company established in United Kingdom in 2022

USA
Miami (FL)
Boston (MA)

GERMANY
Munich

UNITED KINDOM
London

ITALY
Headquarters
Fiume Veneto PN

Rome
Milan
Udine

1.3 Corporate vision and values

VISION

We are recognized as transformational partners by our customers. Companies choose OverIT for their mission critical operations because of our innovative subscription-based platform, high-quality services, industry expertise, and focus on Sustainable Development Goals (SDGs).

We are known as a global top technology brand. Our value creation is stronger thanks to our vibrant ecosystem of partners.

Talents from all over the world want to join us. We believe in philanthropy and in giving back to the community as a positive force of change.

Our core values are our identity, they are paramount in building long-term success.

Trust – Nothing is more important than the reliability of our systems. We are trustworthy in every interaction with customers, partners, and co-workers.

Excellence – Every team and individual strive to be the best in class in everything we do. High quality requires collaborating with 'no-border' accountability. We leave no problem unsolved. We hold each other accountable.

Customer Success – We grow only if our customers grow. We act proactively and react fast to customer requests and issues. White glove experience differentiates us.

Simplicity – Simplification and optimization are paramount. We keep things simple and clear, so that we can move quickly and with urgency.

1.4 Field Service Management and value proposition

GRI 2-6

OverIT has become a pioneer in the market and **best-of-breed FSM software vendor**, supporting industry leaders in achieving excellence in Linear Asset Management (LAM).

The FSM market offers highly innovative software solutions, specifically devised to plan, optimize, and deliver the activities of field resources and teams working on site, on technical assets, or remotely.

FIELD SERVICE MANAGEMENT

| CRM |
| EAM |
| TICKETING |
| CONTACT CENTER |
| CUSTOMER APPS |
| IoT SENSORS |

ASSET MAINTENANCE > SCHEDULE OPTIMIZATION > MOBILE EMPOWERMENT

| ACCOUNTING |
| INVOICING |
| INVENTORY & STOCK |
| BILLING |
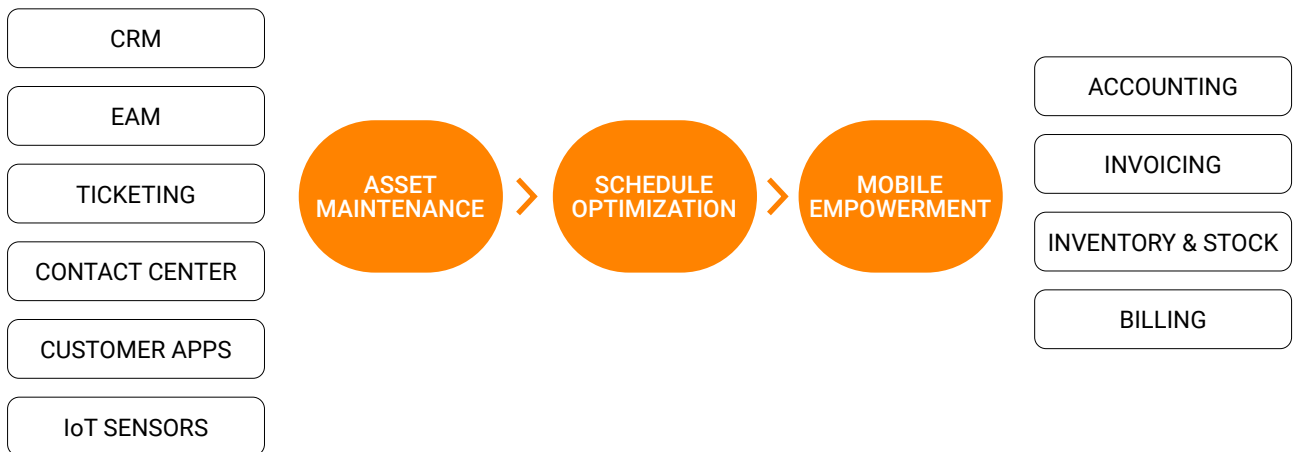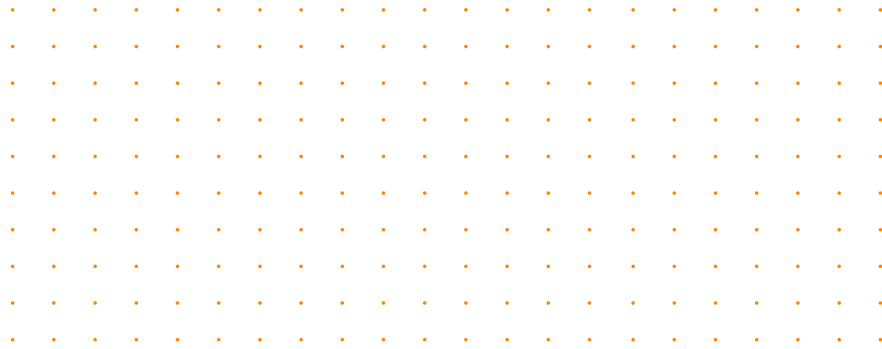
The range of activities covered by Field Service Management includes **support, installation, repair, inspection,** and **maintenance** tasks, which may be set out in a service or maintenance contract and require specific equipment and materials. Both internal and third-party personnel can view and collect the information about their tasks using a variety of mobile devices.

Providing software solutions to support FSM is an ever-changing, fast-growing, and rapidly evolving challenge. In this business, the ability to innovate quickly is essential. This is perfectly in line with OverIT's DNA and with its ambition to become a global Cloud company and SaaS provider, driving innovation and keeping its focus and priority on the customer and the people working in Field Service.

NEXT-GEN FSM PLATFORM

OverIT Next-Gen FSM Platform is the Company's most valuable asset. It can be configured and upgraded easily and seamlessly, with the option to extend features to the customers' liking.

Its most advanced connectors guarantee the smoothest possible integration with our customers' existing applications, being them Customer Relationship Management (CRM), Enterprise Resource Planning (ERP), Enterprise Asset

Management (EAM), Geographic Information Systems (GIS), and Internet of Things (IoT), unlocking the potential of modules specifically designed for Field Service Management processes and activities.

The Next-Gen FSM Platform supports the FSM process end to end, giving the organizations the freedom to decide which actions are necessary to manage and optimize their work in the field.

Our main product offerings

ASSET MANTAINANCE

Managing the maintenance processes of highly complex organizations, plants, and other assets, planning and tracking scheduled maintenance interventions (resources, timeline, warranties, materials).

OPTIMIZED SCHEDULING OF FIELD RESOURCES

Associating an appointment and arranging work on an asset with the technical assistance provider that best meets the overall requirements in terms of skills, optimized routing, materials and equipment, unexpected events, available or unavailable customers.

MOBILE EMPOWERMENT

Providing technicians with the mobile applications needed for the accurate and effective execution of work orders, as well as for collecting data, in a ceaseless drive to offer the best possible service.

We combine unparalleled expertise and state-of-the-art technologies to optimize the Field Service Management operations of leading companies, increasing their productivity, efficiency, and safety.

This means:

- Streamlined implementation
- Reduced delivery time
- Always updated features

In addition to:

- Unlocking the full potential of the most advanced technologies
- Partners gaining confidence with OverIT's extendable platform
- Customers taking advantage from an FSM platform that grows with them

1.5 Corporate governance

GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-15, 2-16, 2-17, 2-18, 2-23, 2-24, 2-25, 2-26, 2-27, 205: 3-3, 205-2, 205-3, 206: 3-3, 206-1

OverIT's organizational framework adheres to the principle of the separation of duties, roles and responsibilities between operational and control departments, as outlined in the Company's Organizational Chart.

The Board of Directors of OverIT S.p.A., the controlling entity of OverIT Group based in Italy, is the highest governing body and is granted the powers required for the ordinary and extraordinary administration of the Company. The **Board of Directors** is empowered to undertake any action deemed appropriate to fulfill the corporate purpose, with the sole exception of those expressly reserved by law to the Shareholders' General Meeting.

In accordance with the Italian Civil Code, the Board of Directors has delegated part of its management powers to the **Chief Executive Officer** and other designated officers on a specific competence basis, such as the **Chief Financial Officer**, the **Chief People Officer** and the **Senior Vice President Sales EMEA & LATAM.**

In implementing its decisions and managing the Company, the Board of Directors may, when deemed appropriate and within the limits laid down by the law and the bylaws:

- delegate powers to one or more Chief Executive Officers, jointly or separately, with specified terms;

- establish an Executive Committee, defining its powers, number of members, and the related operating procedures;

- appoint one or more General Directors, determining their duties and powers;

- appoint proxies – including among the same members of the Board of Directors – for specific operations and limited periods of time.

As per legal requirements, the Board of Independent Statutory Auditors monitors compliance with the principles of proper administration in the performance of corporate activities. Additionally, an accounting audit is carried out every three months by an external audit firm especially appointed for this purpose.

The Company also adopted an Organization, Management and Control Framework (OMC Framework) in compliance with Italian legislation on corporate liability and has appointed a **Supervisory Body** to ensure the OMC Framework's adequacy, correct implementation, and update.

COMPLIANCE, INTEGRITY, AND ANTI-CORRUPTION

OverIT OMC Framework encompasses a **General Part** and a **Special Part**. The General Part sets forth the principles of the legislation, the relevant crimes enlisted in the Italian Legislative Decree 8 June 2001, no. 231 (Decree 231/01) and subsequent amendments and additions, the purpose of the same OMC Framework, and its inspiring principles.
The Special Part is composed of as many sections as the sensitive activities are, as detected specifically for OverIT business.

To complement the OMC Framework, there are dedicated policies and function specific procedures; moreover, constantly updated information is made available to the whole organization about who has delegated powers and authority to regulate the corporate structure and handle critical processes.
The aim of the overall framework is to prevent the occurrence of any of the offenses identified by Decree 231/01 and avoid or neutralize any risk of conflicts of interest taking place within the Company's organization and in the relationships with external stakeholders.

Since business partners, suppliers and clients play a fundamental role in ensuring a lawful and secure environment, within this framework, a significant measure implemented by OverIT is a dedicated qualification process and safeguarding contract clauses (including i.a. audit and termination rights).

21

SUPERVISORY BODY

To ensure that the OMC Framework is consistent with and adequate for the Company's organizational structure and that it is regularly updated, effectively implemented, and enforced, OverIT has appointed a Supervisory Body with autonomous powers of initiative and control.

The Supervisory Body has two members, one internal to the Company organization to grant effective information flows, and one external, to ensure independence and transparency. It meets periodically and directly engages with the Company's managers and officers in oversight and verification operations according to a yearly planning.

In 2022, 100% of executives from the leadership team completed a specific training course on corporate liability and the OMC Framework. In 2023, a corporate training course on the OMC Framework will be held for the entire Group workforce. All employees have been made aware of the adoption of the OMC Framework and kept regularly updated and informed through corporate communication channels and the Company's intranet.

✓

There were no breaches of laws and/or regulations in OverIT during the reported period.

CODE OF ETHICS

OverIT guarantees respect for **ethical, social, and environmental principles** at all levels, in full compliance with the applicable laws. We firmly believe in the need to constantly raise our ethical standards and promote a culture of transparency and integrity in conducting business.

As previously mentioned, OverIT adopted an Organization, Management and Control Framework (OMC Framework) in compliance with Italian applicable laws, aimed at preventing crimes that could lead to corporate liability.

Alongside the OMC Framework, the Company's **Code of Ethics** sets the ethical principles, values, and rules of conduct by which the entire OverIT Group, and all those working for it, must abide. These values and principles are the foundation of our vision and business perspective. They include legality, respect of confidentiality and intellectual property as well as loyalty, transparency, honesty, and correctness.

Through the Code of Ethics, OverIT also commits to fundamental principles of respect for human rights, dignity, non-discrimination and health and environmental protection. Safeguard of competition, quality and sustainability are also essential principles of the Company's Code of Ethics.

As a further measure of social accountability, OverIT intends to start the process leading to the attainment of the SA 8000 international certification.

🔗

OverIT OMC Framework and Code of ethics

CORPORATE SOCIAL RESPONSABILITY GOVERNANCE

OverIT appointed a dedicated figure to develop a Corporate Social Responsibility (CSR) strategy, reporting directly to the Chief Legal Officer. The Legal Department provides expertise and conducts tasks related to the OMC Framework, the Quality Management System, compliance with the General Data Protection Regulation (GDPR), and Corporate Social Responsibility. The CEO relies on the measures proposed by this department when making decisions on environmental, social and governance (ESG) matters.

To foster awareness of sustainability, the entire Company and the leadership team attended an introductory session held by the CSR Specialist in 2022. Furthermore, OverIT is planning to launch a dedicated training course on the basics of Corporate Social Responsibility and unconscious bias.

Recommendations and concerns regarding the Corporate Social Responsability policies adopted by the Company can be sent to the dedicated inbox csr@overit.it

COMMUNICATION OF CRITICAL CONCERNS

Any violation or suspected violation of the OMC Framework by employees, members of management, customers, suppliers, and other stakeholders can be reported in various ways. A dedicated platform is provided for whistleblowers and alternatively a report can be sent to the Supervisory Body email account. Any report is visible only to the Supervisory Body members, in accordance with the principle of fully protecting the safety, confidentiality, and anonymity of the reporting party.

OverIT Whistleblowing Platform provides a secure multilingual digital channel for employees and third parties alike to report any irregular conduct. A whistleblower who uses this channel can also choose to remain anonymous. Whether anonymous or not, it is granted at any moment

throughout the entire procedure that the identity of the whistleblower remains confidential.

The Whistleblowing Platform guides the user in writing a detailed description of the specific and verifiable fact(s) that occurred, providing any supporting information and data. Reports concerning the conduct of a member of the Supervisory Body can be made directly to the Board of Directors via a dedicated e-mail account.

Local non-Italian legal entities abide by the same OMC Framework and controls to the extent applicable based on the local regulations and their organizational structure.

OverIT Whistleblowing Platform

ORGANIZATIONAL CHART *

CHIEF EXECUTIVE OFFICER
Paolo Bergamo

CHIEF FINANCIAL OFFICER

ADMINISTRATION & FINANCE
FINANCIAL PLANNING & CONTROLLING
IT
FACILITIES & PROCUREMENT

SVP SALES AMERICA

SALES AMERICAS, E&U
SALES AMERICAS, O&G
SALES AMERICAS, TELCO
SALES AMERICAS, T&I
SALES LATAM & IBERIA
SOLUTION ENGINEERING AMERICAS

SVP SALES EMEA & LATAM

SALES ITALY
SALES UKI
SOLUTION ENGINEERING EMEA
SALES DEVELOPMENT GLOBAL
SALES OPERATIONS GLOBAL

EVP GLOBAL ALLIANCES

ALLIANCES ITALY
ALLIANCES INTERNATIONAL
OPERATIONS

CHIEF CUSTOMER SUCCESS OFFICER

CUSTOMER SUCCESS, ENGINEERING DELIVERY
CUSTOMER SUCCESS, E&U
CUSTOMER SUCCESS, T&I
CUSTOMER SUCCESS, ENEL
CUSTOMER SUCCESS, SNAM & ENI
CUSTOMER SUCCESS, OPERATIONAL EXCELLENCE
SOLUTION CENTER GLOBAL

CHIEF TECHNOLOGY OFFICER

FOUNDATION & INFRASTRUCTURE
FSM PRODUCT
COLLABORATION PRODUCT
INFORMATION SECURITY

CHIEF PEOPLE OFFICER

HR OPERATIONS
TALENT ACQUISITION
LEARNING & DEVELOPMENT
EMPLOYER BRANDING

CHIEF MARKETING OFFICER

CORPORATE MARKETING
PRODUCT MARKETING
DEMAND GENERATION
FIELD MARKETING

CHIEF LEGAL OFFICER

LEGAL
CORPORATE SOCIAL RESPONSIBILITY
QUALITY SYSTEMS

CHIEF PHILANTHROPY OFFICER

*The image shows OverIT Organizational Chart as of December 31, 2022.

1.6 Stakeholder mapping and engagement

GRI 2-29

Engaging in dialogue with stakeholders is crucial for OverIT. This entails **comprehensive communication** aimed at identifying new needs, emerging requirements, and anticipating trends to maximize the satisfaction of all stakeholders.

The stakeholders of OverIT have been identified through the analysis of the Company's organization and business activities, its value chain, the network of corporate relationships, and through the direct engagement of its top management.

Dialogue with each **stakeholders group** is conducted using various internal and external communication methods. The chart below outlines the main communication and engagement activities carried out in 2022, along with the channels used and the average engagement rate.

Category	Type of communication	Average engagement rate
Employees	Dedicated meetings Intranet Platforms and social networks Internet communications Corporate newsletter	Punctual Continued Continued Frequent Frequent
Suppliers	Direct contacts Dedicated meetings	Frequent Punctual
Partners	Direct contacts Dedicated newsletter Social network Web channel	Frequent Punctual Continued Continued
Customers	Social network Web channel Direct contacts Dedicated events	Continued Continued Frequent
External advisors	Direct contacts	Frequent
Investors and Financial Institutions	Direct contacts Dedicated meetings	Frequent Periodical
Universities and research centers	Direct contacts Web channel Dedicated meetings and partnerships	Periodical Frequent Punctual
Media	Communications Corporate profiles Direct contacts Web channel	Frequent Continued Frequent Continued
Non Profit organizations	Direct contacts	Punctual
Public Institutions	Communications Direct contacts	Frequent Frequent

Employees

Partners

Suppliers

Customers

External advisors

Investors and financial institutions

Universities and research centers

Media

Public institutions

Non profit organizations
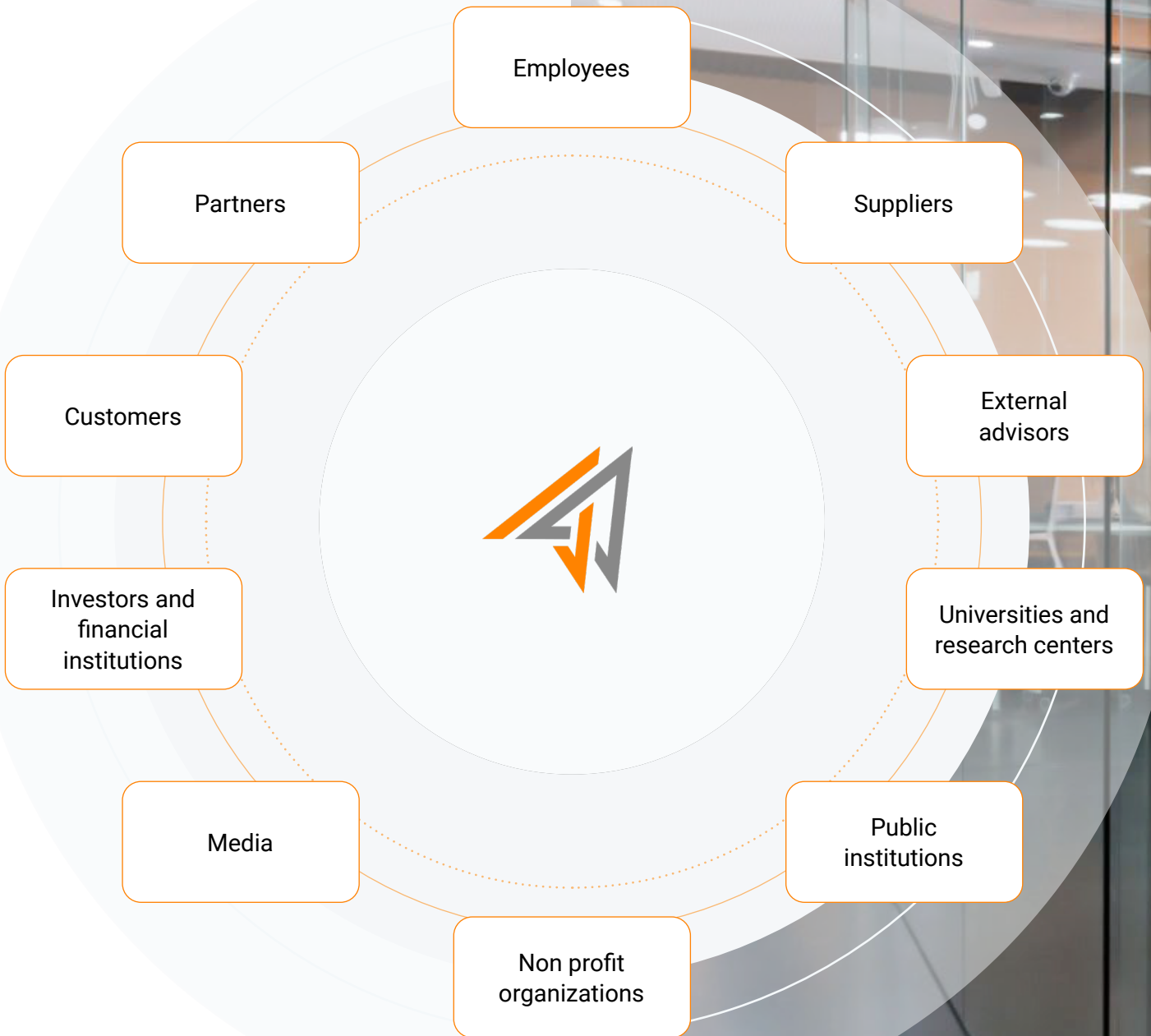
1.7 Sustainability topics

GRI 3-2

For the sake of this first Sustainability Report,
OverIT identified 10 significant topics.

The Company followed a process that complies with the
international guidelines laid out in the **Global Reporting
Sustainability Standard** by the Global Reporting Initiative
(GRI), which consider both the major impacts generated
by the Company on the environment, people, and the
economy, and the sustainability impacts identified as the
most relevant for the decisions of its stakeholders.

As a result, OverIT selected the following sustainability
topics, listed by priority. More in-depth information on
the process of identifying the Company's sustainability
topics is outlined in paragraph 5.2 Materiality Analysis.

// Compliance, ethics, integrity, and anti-corruption

// Data privacy and cybersecurity

// Business continuity and IT security

// Customer relationship and satisfaction

// Sustainable supply chain

// Energy consumption reduction and carbon footprint

// Talent attraction, training, and people growth

// Equal opportunity

// Health, safety, and well-being in the workplace

// Sustainable development of customers and communities

Hereafter, we outline each sustainability topic and their reference areas.

GOVERNANCE

Compliance, ethics, integrity and anti-corruption

Preventing and acting against the commission of unlawful acts, adopting and promoting ethical business conduct, and complying with international laws and regulations on anti-corruption and unfair competition.

Data privacy and cybersecurity

Collecting and processing customer information in compliance with the highest data security and privacy standards.

Business continuity and IT security

Ensuring reliability and business continuity of services supplied to customers.

PEOPLE

Equal opportunity

Ensuring a working environment where the basic principles of respect, non-discrimination, equal opportunity are observed. Promoting generational, cultural, religious, sexual, and gender diversity to improve the Company's competitiveness.

Talent attraction, training, and personal growth

Adopting policies that are effective in attracting the best talent and laying out the internal professional development pathways to engage, motivate, and retain highly qualified resources by contributing to their professional growth and defining their career paths.

Health, safety, and well-being in the workplace

Encouraging employees' well-being, preventing and mitigating accidents when performing activities within the Company and at the customers' sites. Developing technological solutions to increase the safety standards for the customers' field staff.

ENVIRONMENT

Energy consumption reduction and carbon footprint

Reducing environmental effects and the impact of emissions, contributing to the mitigation of the adverse effects of climate change. Analyzing and implementing periodic actions to rationalize and monitor consumption and adopting smart solutions within the corporate environment.

Sustainable supply chain

Promoting ethical behavior in the supply chain, with a focus on legal compliance, fraud and corruption, working and employment conditions, health and safety, human rights, and environmental matters. Integrating sustainability criteria and requirements in the selection process of purchases.

COMMUNITY

Customer relationship and satisfaction

Establishing long-standing relationships with customers and responding to customer satisfaction surveys.

Sustainable development of customers and communities

Investing in research, development, and innovation initiatives, devising solutions and technologies to improve sustainability in customers' businesses in terms of the environmental and social performance and digital responsibility. Developing business projects that contribute to tackling social and environmental challenges and requirements.

1.8 Generated and distributed economic value

GRI 201: 3-3, 201-1

OverIT contributes to the wealth of the territory and the country, distributing it among its stakeholders.

The data reported here are the outcome of a budgetary classification that quantifies this wealth and its respective impact on the main categories of stakeholders with which it interfaces in conducting its business.

As stated in the Group's Consolidated Annual Financial Report, in 2022, the Company achieved a **total operational revenue** of 50.3 million euros, reflecting an 18% increase compared to the previous year. Thanks to OverIT Next-Gen FSM Platform, we retain a strong position in the Energy & Utilities sector and we are also achieving significant results in other markets, such as Telco.

The overall costs in 2022 diminished by 4% if compared with the previous year; however, excluding the extraordinary expenses incurred in 2021, fiscal year 2022 general and administration (G&A) expenditure was higher than that of the previous year.

This primarily reflects the personnel costs (approximately 35.3 million euros), which in 2022 were 21% higher than in 2021 due to a strengthening of the management team. The increase in costs is also related to securing new business processes and assets, as OverIT became an independent business in 2022.

Service costs in 2022 amounted to approximately 19.7 million euros; hence, a 6.6% increase compared to 2021. This was driven both by business growth and the new organizational structure underpinning the Company's internationalization process.

Generated and distributed economic value

	2020	2021	2022
Generated economic value	44,314,355	42,586,185	50,751,861
Distributed economic value	41,902,380	62,236,379	55,783,497
Operating costs	16,493,449	20,004,129	23,302,281
Distributed valued to employees	24,159,738	29,158,176	35,297,523
Distributed valued to capital providers	208,448	83,524	514,753
Distributed value to the Public Administration	1,038,745	12,988,478	-3,334,580
Distributed value to the community	2,000	2,072	2,520
Retained economic value	2,411,975	-19,650,194	-5,031,636

Chapter **Two**

Customer success and business accountability

2.1 Data privacy and cybersecurity

GRI 418: 3-3, 418-1

With information technology solutions and tools comes the risk of highly complex cyber-attacks which can lead to financial loss and operational disruption.

OverIT deploys advanced technological solutions to attain the **highest security standards** and ensure the utmost protection of the confidentiality of customers' information and the security of the IT system, in compliance with the GDPR requirements and the ISO 27001 certification guidelines.

Furthermore, OverIT implemented a **Privacy Organizational Framework**, a set of procedural and organizational rules to ensure overall privacy compliance, with special reference to the Data Protection Impact Assessment (DPIA), and the identification and management of personal data breaches. This is an ongoing process under constant monitoring and development, conducted by the Legal Department.

GDPR AND DATA PROTECTION

In compliance with the General Data Protection Regulation (GDPR), personal data is retained for no longer than necessary for the purposes for which it was collected and processed.

The Next-Gen FSM Platform ensures data protection through various measures, including login authentication, credential protection, robust application security, database encryption, mobile security, and advanced user authorization protocols.

Our software solution comprises both a scheduling component and a field collaboration component. These components offer different data storage options, such as file systems, database registration, or Cloud storage. They also provide virtual partitioning of data and settings for individual or multiple customers, ensuring that each customer can only access and view data relevant to their organization.

To limit the retention of personal data, both components employ anonymization techniques and have the capability to erase data when necessary. Additionally, there is a streamlined procedure in place to identify and provide specific reports on personal data, if required.

The 2023 training plan for all employees includes specific courses on the principles of GDPR and best practice in data protection.

No complaints regarding breaches of customers' privacy were reported in 2022 and no leaks, thefts, or losses of customers' data were detected.

ISO 27001 CERTIFICATION AND EXTENSIONS

Data Confidentiality, Integrity, and Availability are crucial for OverIT business.
Abuse and inadequate information protection can lead to inappropriate decisions by the Company, loss of commercial opportunities, a negative impact on reputation, or legal action against the organization.

To address cybersecurity challenges, OverIT attained ISO 27001 certification, the international standard certification of the best practices applied in an Information Security Management System (ISMS).

With regard to data security risks, the Security Team, led by the Chief Information Security Officer (CISO), conducted a business impact analysis and risk assessment of internal processes. Current policies and procedures comply with ISO 27001 security standards.

ISO 27001 certification demonstrates that the Company has implemented specific best practices in information security. It provides independent and qualified control measures to ensure that information security is managed according to the best international practices and corporate goals.

OverIT also took steps to obtain the ISO 27017 and 27018 extensions for Cloud-specific services and PII (Personally Identifiable Information) Cloud data processing, as well as the SOC 2 Type II report, which covers the internal controls on the safeguarding of customer data and their effectiveness.

These reports are issued by an independent third-party auditor concerning the observance of the principles of security, availability, confidentiality, and privacy.

All employees attended specific cybersecurity training as part of the security awareness program. Our aim is to promote a cybersecurity culture within the Company and guarantee that all employees have sufficient information to deal with security events properly.

✓ As a result, no data breaches concerning information security were reported in 2022.
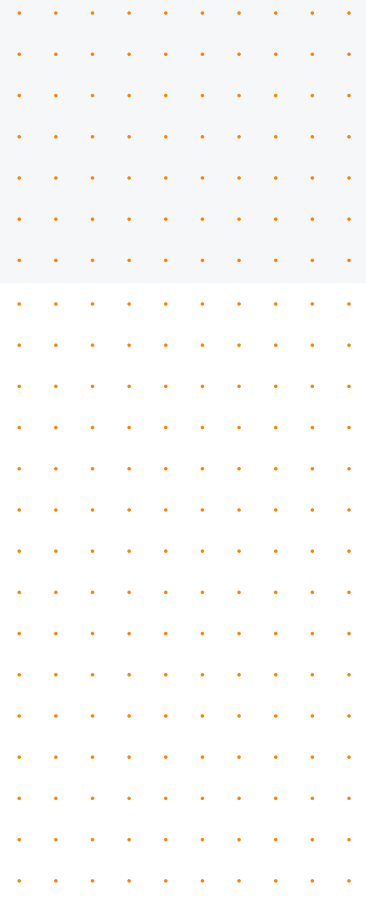
2.2 Business continuity and IT security

As a driving force of FSM digital transformation, a major focus in our business is Linear Asset Maintenance. It is the process of managing the life cycle of technical systems with a linear infrastructure. The operation of gas and electricity lines, roads and railroad tracks, pipelines and tunnels depends on effective maintenance and accurate data on their performance in order to keep communities warm, safe and functioning.

OverIT believes it is essential to ensure the business continuity of its platform anywhere and under any circumstances, so that its customers can carry out their business activities unhindered. For this purpose, as previously mentioned, the Company conducts an annual Business Impact Analysis and Risk Assessment. Furthermore, a **Business Continuity Plan** was drawn up to consider all the assessed risks and is updated every year to keep up with potential new threats and the evolving risks acknowledged and addressed by the Company.

Compliance with health and safety standards

Enhancement of the brand reputation

Productivity increase

Why is business continuity fundamental

Improvement of field operations

Reduction of enterprise risk
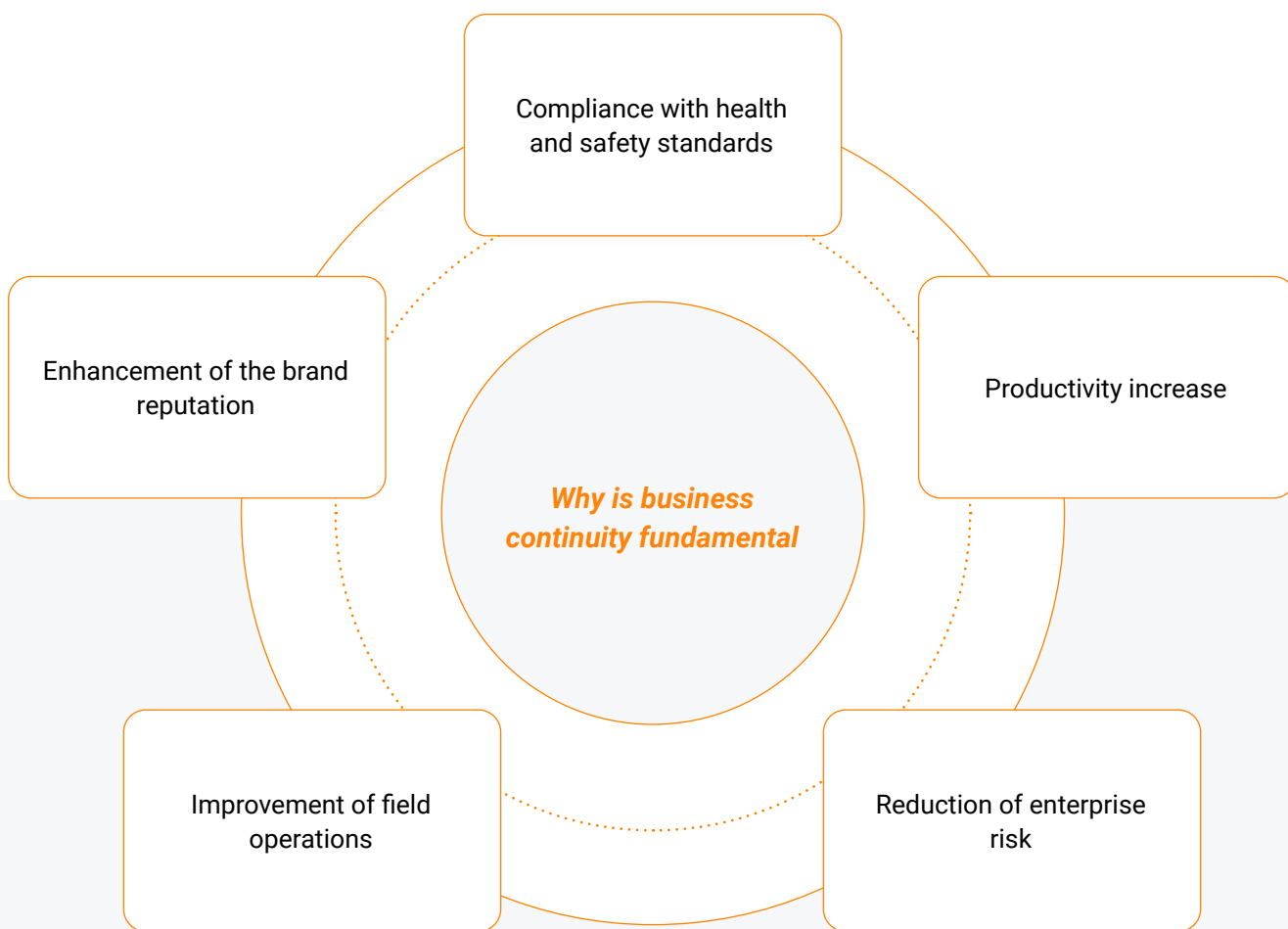
SCALE AND AVAILABILITY

The Company's software solution ensures the highest vertical and horizontal scaling.
Vertical scaling, namely the ability to improve the service performance by adding more resources, based on the hardware type chosen, with specific reference to the power of the processor or to any additional available processors.
Horizontal scaling, namely the ability to improve the service performance by adding more processing units acting as a single logical unit, thereby allowing a larger number of users to access the service simultaneously.
These are **high availability solutions**, usually developed within the production environment and managed by the infrastructure.

CLOUD

The Cloud option adopted by the Company provides the following benefits:

- **Broadband access (low latency)**: uninterrupted access to data and applications;

- **Infrastructure-as-a-Service (IaaS):** on-demand access to resources for a dynamic use and sizing of the available software solutions;

- **Network security**: security is always a top priority, but when it comes to the Internet, it is the main issue. The security standards of the Cloud's infrastructure are subject to constant development and updating.

SERVERS AND DATABASE

The Company's server and database ensure high infrastructure reliability and security standards (web and mobile) by applying the following measures:

- **Centralization** of persistence operations and further application features;

- Support of **synchronization** and **communication** activities;

- Management of any unauthorized access, theft of information, fraud, and sabotage aimed at providing **communication authentication**, integrity, and **confidentiality.**

GEOGRAPHICAL LOCATION

OverIT currently employs AWS, a global provider, to deliver services tailored to customers' needs in EMEA, North America, and South America, leveraging region-specific infrastructure.

This is beneficial in terms of the highest possible availability of the solution since the AWS regions ensure the most rigorous adherence to data security, compliance, and confidentiality standards.

Each region provides its own power, cooling, and physical security capabilities and is connected through redundant and ultra-low latency networks.

✓

As a result, in 2022 the average Service Level Agreement coverage concerning Cloud services for OverIT customers was 99,917%

2.3 Customer relationship and satisfaction

OverIT establishes long-standing relationships with its customers by frequently sharing information and organizing meetings with the departments in charge of ongoing projects. In this way, any requirements, problems, or dissatisfaction that could possibly arise would be dealt with before they turn into financial losses or diminished trust.

Systematic communication with customers provides relevant, up-to-date information on their demands and expectations. Customers are aware that their feedback is taken into consideration and that this helps OverIT to offer products and services that respond in a satisfactory manner to market and customer needs.

The processes and provisions of the OverIT quality management system comply with ISO 9001 certification and are subject to annual audits.

ENSURING CUSTOMER SATISFACTION

Just as customer satisfaction is a priority for OverIT, **Customer Success is imperative**. To this end, within the Company there are two departments entrusted with measuring and constantly assuring customer satisfaction: the Sales Organization and the Customer Success Group.

Sales

Responsible for establishing and pursuing commercial relations

Customer Success Group

Responsible of analyzing the customers' needs and ensuring that the value is delivered and realized.

The Customer Success Group is made up of people with transversal skills, who work closely with the Sales and Product engineering departments to identify the customers' needs and FSM most impactful requirements to enhance our product.

OverIT conducts a dedicated Customer Satisfaction survey to assess the customers' perception of the service received as objectively as possible. This is an opportunity to collect feedback, suggestions and identify problems. All OverIT customers can express their views on products purchased also on the Gartner portal by leaving their feedback and assessments, that are then published in the **Gartner Peer Insights**.

With a score of 4.7 stars, OverIT has the highest average rate among companies with 20+ ratings.

OverIT also established to periodically hold meetings in the form of **Customer Advisory Boards**, in which groups of customers and partners operating in similar market sectors or categories, together with OverIT representatives share experiences, business cases, recommendations and opinions on the product or the product's development roadmap, thereby promoting new opportunities of value co-creation and co-innovation. Such customer-centric approach is the key of all OverIT success stories (see 4.4 Sustainable development of customers and communities).

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2.4 Sustainable supply chain

GRI 2-6, 308: 3-3, 308-1, 414: 3-3, 414-1

As an organization operating in the software industry, the most relevant procurement efforts for OverIT are related to IT services in support of our customers (mainly Cloud infrastructure services), and personal productivity electronic equipment, which must be purchased. There are about 500 suppliers overall, 20% of which are engaged on a regular basis.

PROCUREMENT MAIN AREAS

Cloud infrastructure services

Intellectual activity as external advisory

Personal productivity equipment

General services (fleet management, facilities)
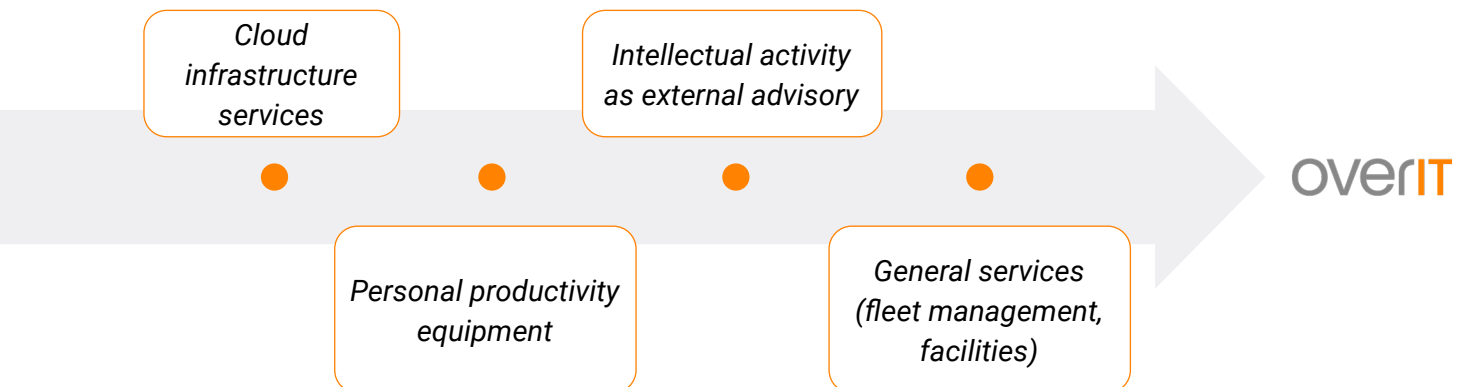
overIT

OverIT ensures its supply chain undergoes a **Vendor Qualification Process** that aims to raise awareness of the ESG criteria and reinforce the Company's ethical commitment. The Process consists of two qualification steps:

- Compliance by suppliers with all legal requirements and applicable regulations on occupational safety;
- Collection of data through questionnaires and assessment of the qualification criteria regarding ethics, anti-corruption, environmental, and social issues.

OverIT included ESG criteria in the process of selecting suppliers and contractors and evaluated 53 companies (11% of the total) in its Supplier Chain in 2022, which represent 89% of total expenses. The Vendor Qualification Process is subject to periodical improvement and will further evolve in 2023.

OverIT intends to build a shared path towards decarbonization and plans to engage suppliers in signing a Supplier Charter by 2025 to establish a clear understanding of social and environmental expectations.

Without prejudice to the above, as to consultancy and advisory services in the field of innovative technologies, such as Augmented Reality and Machine Learning – that represent a crucial element of OverIT supply chain, although not the most significant in terms of costs –, the technical expertise required can only be guaranteed by a very limited number of consultants. To this specific subset of suppliers there is, therefore, little leeway for implementing environmental or social criteria in OverIT's procurement and subcontracting strategy.

SWITCH TO CONSCIOUS HARDWARE

Since 2022 OverIT has equipped its employees with Apple devices and has taken environmental and social support measures for some of them.

The Company established a partnership with the leasing provider to offset the CO_2 generated in the production, transportation, use phase, and end-of-life scenarios of the leased IT assets.

Furthermore, all smartphone and smarthphone cases are PRODUCT RED purchases, contributing to the Global Fund's fight against AIDS.

Moreover, within the starting pack provided to each employee, OverIT selected backpacks that are 'designed with the environment in mind' and made from recycled plastic bottles diverted from the waterways and landfills (25 bottles for each one of the 700 backpacks).

2.5 Energy consumption reduction and carbon footprint

GRI 305: 3-3, 305-1, 307: 3-3, 307-1

OverIT is committed to complying with the 2030 Agenda for Sustainable Development and this is fully reflected in our vision for growth. Although adverse impact on the environment is moderate, OverIT does everything possible to reduce it. The environmental impact of the Company's business activities stems from the consumption of the energy required to run the corporate premises and the IT infrastructure, in addition to employee travel.

This Sustainability Report includes a baseline for greenhouse gases (GHG) emissions generated by the Company. The carbon footprint data presented in this Report are only an estimation and are based on internal calculations. For electricity conversion factors, reports from the Italian National Institute for Environmental Protection and Research (ISPRA) were used. OverIT is committed to improving the accuracy of the estimation through the integration of Scope 3 emissions and the adoption of carbon accounting tools.

OverIT is committed to reducing its GHG emissions and contributing to climate change mitigation by adopting increasingly sustainable practices to limit its environmental impact. In the coming years, the Company will develop a dedicated strategy for this purpose by using eco-efficient equipment and vehicles, renewable energy, and introducing smart energy devices in its offices.

Scope	Unit	2020	2021	2022
Scope 1 GHG Emissions	t CO$_2$	334	442	362
Scope 2 GHG Emissions	t CO$_2$	96	69	72

Type of consumption	Unit	2020	2021	2022
Electricty (purchased)	kWh	270,379	195,349	239,074
	Gigajoule	973	703	753
Diesel fuel	l	94,849	122,107	94,370
Petrol fuel	l	16,729	31,754	28,916

ENERGY CONSUMPTION

The Company is aware of the importance of preserving natural resources and has started its transition to the use of renewable sources, where possible. The electricity consumption of OverIT offices in Rome is supplied entirely by renewable sources and additional sites will follow, according to a multi-year plan that will be developed in cooperation with the Facility management office.

Other sources of consumption are the IT infrastructure and our fleet. Thanks to the recent transition to the Cloud and migration to AWS regions, our IT infrastructure is powered by renewable sources. Our fleet counts 30% of hybrid or electric vehicles and this percentage may increase in the coming years.

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TOWARDS ISO 14001

OverIT has decided to implement an environmental management system and will introduce consistent procedures for the proper monitoring of any impact, pursuant to the international ISO 14001 certification standard. The implementation process will start in 2023 and will include a formal policy.

RESIDUAL IMPACTS

As an organization operating in the IT industry, the Company mainly produces IT and electronics waste. OverIT disposes of all waste in compliance with the Italian Law and the regulations of the municipalities where its offices are located, in line with the sorted waste collection policies in force. A marginal amount of electronic waste (WEEE) is disposed of by specialized companies, on the few occasions when this is required.

Plastic consumption has also been reduced by providing all OverIT employees with reusable, insulated bottles and free water is provided within the offices through refillable springs.

SUSTAINABILITY CREDENTIALS

OverIT is aware that sustainability credentials already hold significant weight in our stakeholders' perception and will become more and more essential in the next years. Therefore, the Company undertook the EcoVadis assessment and received the **Silver Medal** in recognition of its sustainability achievements, based on its strategy and the drive toward continual improvement.

This award is given to the top 25% of companies assessed by EcoVadis that score the highest in sustainability performance.

As to suggested improvements, the assessment highlighted the need for a structured environmental management system, confirming one of the priorities on OverIT's sustainability agenda.

Chapter **Three**

People growth

3.1 Talent attraction, employment, and brand advocacy

GRI 2-7, 401: 3-3, 401-1

As our transformation into a global SaaS group continues, successful growth hugely depends on becoming one of the most attractive tech brands.

Our employee experience aims to be the best-in-class.

Corporate reorganization, our global expansion ambitions, and the need for talent to pursue OverIT leading through innovation vision demand an intensive hiring plan. Just in 2022 167 highly skilled professionals joined OverIT, contributing to a significant employment increase (+ 26%).

Accelerated recruitment campaigns and rapid growth rates can also generate negative impacts, such as a cultural shock between longstanding employees and new joiners in terms of mindset, work-pace and expectations and that can lead to increased turnover rates (82 leavers in 2022 as opposed to 49 in 2021). Such increase, however, needs to be read also in relation to a larger tumult in the labor markets, a phenomenon unique to the times.

In fact, the working experience at OverIT has been positively evaluated by employees, who expressed their overall satisfaction in the Great Place to Work 2022 survey (see paragraph 3.6 Health, safety, and well-being).

TOTAL WORKFORCE TREND 2020-2022

2020: 454
2021: 540
2022: 634

TOTAL WORKFORCE BY AGE (2022)

> 50 YEARS OLD **8%**
30-50 YEARS OLD **71%**
< 30 YEARS OLD **21%**

NEW HIRES TREND BY AGE 2020-2022

2020: 56, 39, 1
2021: 70, 64, 2
2022: 67, 92, 8

● < 30 years old ● 30-50 years old ● > 50 years old

NEW HIRES BY GENDER (2022)

NEW HIRES MALE **74%**
NEW HIRES FEMALE **26%**
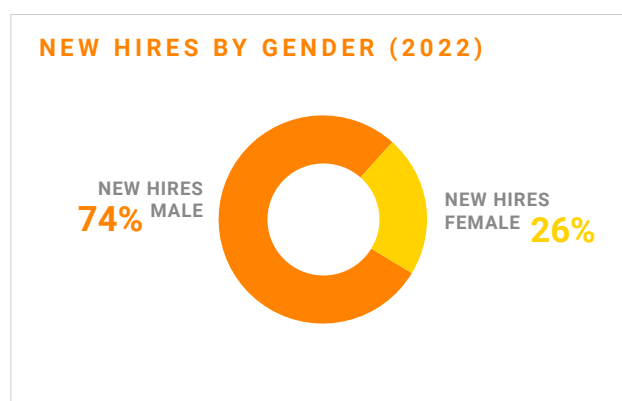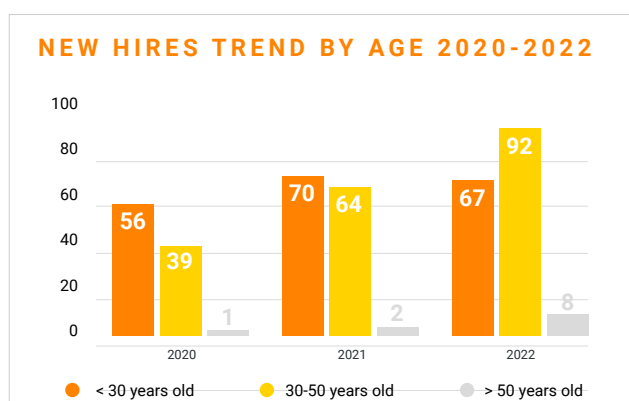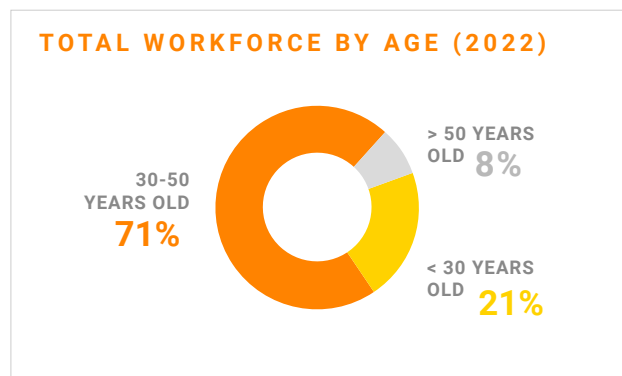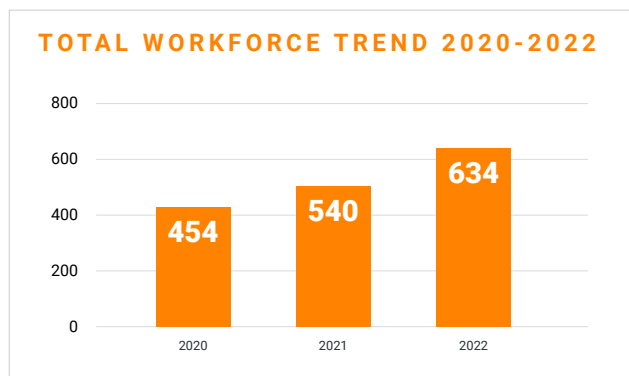
TALENT ACQUISITION STRATEGY

As we undergo relevant organizational changes, our talent acquisition strategy evolves accordingly. By listening to our employees' concerns through a dedicated survey, we began to tailor a revised employee value proposition.

In 2022, OverIT adopted the Location Flexible Policy granting 100% flexible working choices. The policy has been welcomed positively by employees who can now choose between hybrid or remote work at their convenience.

Furthermore, flexible working methods contributed to reversing the so-called 'brain drain' process, attracting back to Italy experienced professionals who joined the leadership team and the middle management.

Other actions and projects that have proved most effective in attracting high-quality talent include:

- a highly distinctive **Digital Employer Branding** strategy;
- **partnerships** with universities and research centers;
- a **Referral Program** for those introducing potential candidates;
- a structured **Onboarding** process.

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1 DIGITAL EMPLOYER BRANDING

Employees are OverIT most valuable Brand Ambassadors, as a highly influential point of contact with potential new talents and other stakeholders.

To leverage this value, we are active on all the leading social platforms for employer branding and pursue **personal branding** strategies, offering all employees personalized guidance on how to make the most of the LinkedIn social network. Thanks to this support, employees become Digital Ambassadors for OverIT and, at the same time, enhance their own profile within the network.

As a further step to boost our digital employee branding strategy, in 2022 we launched the first internal certification program of our history, the **Corporate Message** training. Thanks to this digital course, made up of videos, interviews, animations, and quizzes on Field Service Management and the Company's vision, values and offering, all employees have been certified as Ambassadors. Furthermore, OverIT uses the **Glassdoor** platform, a portal offering focuses and reviews submitted by employees on their level of satisfaction with their working environment. We constantly check the health of our brand reputation on the portal in relation to potential hires.

2 PARTNERSHIPS WITH UNIVERSITIES AND RESEARCH CENTERS

OverIT is creating a partnership ecosystem with universities and research centers, with the long-term goal of becoming the first choice for the best students wishing to pursue a career in the software industry:

- **University of Udine**: OverIT has established various partnerships with this institution, engaging a few employees working in the artificial-intelligence department who take an active part in university lessons;

- **Roma TRE University** and **Roma LUMSA Universities**: OverIT is represented in these universities in the teaching staff and deputy management team;

- **University of Calabria**: through the Management Engineering Award, one of the most talented students will join the Company in September 2023;

- **Politecnico di Milano University:** OverIT established a partnership with this institution and took part in three career events in 2022.

Other partners include the University of Trieste, the Politecnico di Torino University and AlmaLaurea University.

3   REFERRAL PROGRAM

All employees are invited to recommend someone they know to fill any open positions, in return for an economic incentive. In 2022, 20% of new hires joined OverIT through the Referral Program.

4   ONBOARDING

There are four touchpoints in the onboarding process where our Company culture can be conveyed right from the start, building a bond of trust and engagement.

Induction on HR and Facilities procedures

Mid-journey interviews

Welcome from the HR team and sharing OverIT's vision and mission. Meeting with Manager and Tutor (Buddy).

Introductory phase providing information and training on operational aspects.

Entry into working team, followed by regular, scheduled meetings with relevant Tutor and Manager.

The HR team plans two check-ups with new joiners, one approximately 45 days after their start date and one after six months.

Welcome to OverIT

Full team onboarding

While maintaining the fundamental milestones, which are now consolidated, the onboarding process will further evolve in 2023 to include new **tailor-made content** (such as the Corporate Message training) to offer new joiners a detailed and complete overview of Field Service Management, the target industries, OverIT Next-Gen FSM Platform, and the organizational structure in which they will operate.

3.2 Development with OverIT Academy

GRI 404: 3-3, 404-1, 404-2

Skills development is vital for a technology organization. The goal is to train the professionals of the future, promoting their awareness of the business culture while implementing skills for the development, transformation, sale, and marketing of software.

In addition to maximizing the employability of existing personnel, developing their skills contributes to accelerating the current corporate reorganization.

In 2022, OverIT created several training campaigns aimed at reaching the largest possible number of employees to develop specific vertical skills aligned with the business strategy. We mainly focused on the following areas:

Linguistic	*Managerial*	*Cybersecurity*
Apple tools	*GIS*	*Corporate message*
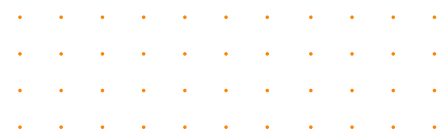
Our value proposition is to generate visionary and global leaders, using high-quality methods for agile learning and conceiving training as a guide for transforming the Company.

LEARNING NEEDS

With the goal of building the most effective learning path, OverIT has involved **team leaders** in a top-down approach aimed at identifying the key training needs. In addition, extensive knowledge of resources and a deep understanding of the requirements associated with the projects make team leaders the best allies in defining effective and consistent training proposals.

The use of **digital tools** is one of the needs identified as a prerequisite for full remote working. On top of this, the variety of training requirements is often related to very specific vertical skills, within tech companies. The need to foster shared competence regarding the vision and the product has also been considered.

To meet all the above requirements, the Company has decided to create its own e-learning platform, OverIT Academy, that is **equally accessible** to all OverIT employees, who can use the tools on offer at any time.

OVERIT ACADEMY

We firmly believe that a corporate academy can exert a positive influence on employee productivity and retention, while also adding value to our culture as a tech organization.

In 2022, we decided to boost the OverIT Academy, appreciated by our employees, by relying on a new learning partner for the adoption of a Learning Management System (LMS).
Thanks to this choice, through OverIT Academy we deliver all corporate training campaigns for employees and new joiners.

Shared expertise on relevant corporate topics

Protection of Personal Data

Cybersecurity

Health & Safety

OMC Framework

Corporate Message

Process and Tools

Specific expertise through external platforms

Udemy Business

Pluralsight

ESRI Academy

Fluentify

In addition to meeting a wide range of training requirements, OverIT Academy offers statistical analysis and management tools that individual users and team leaders can use to monitor their learning paths or those of their teams.

Moreover, improved features allow accurate demographic analysis on participation in educational pathways, leveraging the high potential of statistical monitoring.

This possibility is particularly useful to identify any gender gaps that need to be targeted through actions aimed at promoting equal opportunity for all learners.

Overall, every employee completed at least one training campaign in 2022 and the Company provided a total of more than 16,000 hours of training, 1,980 of which were dedicated to managers and executives.
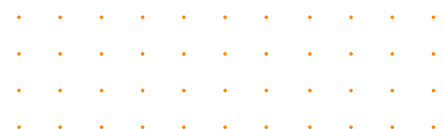
25 h average hours of training per employee

16,130 total hours of training to employees

634 employees received training in 2020

LEADERSHIP TRAINING

Those responsible for guiding human resources within the Company play a key role in the progress and evolution of the business. Their training pathways must be rooted in the efficiency of personnel, the effectiveness of communication and the level of managerial expertise.

Enhancing leadership skills through specific training can strengthen current leaders and expand the pool of emerging ones. This has been the purpose of 'Manager@OverIT' training, an initiative consisting of seven sessions and involving 50 middle managers, aimed at:

- Identifying and promoting a thorough awareness of the importance of the managerial role among participants;
- Strengthening responsibility proactively;
- Boosting existing managerial skills;
- Developing any skills currently identified as weak.

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3.3 People growth within a career framework

GRI 402: 3-3, 404-2, 404-3

Performance management is a powerful process.
It helps OverIT to align employee behaviors and goals with the Company's transformation strategies and create a system capable of balancing assessment with the focus on continued improvement.

Furthermore, an effective performance management model contributes to improved business performance, greater employment and economic stability for the staff. It also reduces the risk of misalignment between corporate values and personal growth goals.

At OverIT, performance management is conducted throughout the year and supervised by the Chief People Officer. It is divided into the phases outlined in the following page.

Manager and team member

Manager
Leadership team and HR

STEP 1

STEP 2

STEP 3

STEP 4

GOAL & PRIORITY SETTINGS

POINT OF CONTACT

FINAL REVIEW

ROUND TABLE

1
Identification of expected individual goals

2
Satisfaction monitoring and possible actions

3
Performance review on expected goals

4
Final evaluation and definition of promotions, salary increases and bonuses

This process checks whether suitable career paths have been identified and implements corrective actions, when necessary.

CAREER FRAMEWORK

To build the Cloud Company described in its vision, OverIT has decided to design and implement a new Career Framework, a map that shows the overall employment structure in the organization, the career stages and any related competencies and skills.

Employees can see their position in the overall organization, what job family they belong to and what expertise is required to succeed in their current role, or in other roles.

A Career Framework creates consistency and coherence within the organization across different geographical locations and aligns the Company with the market and the software industry.

Furthermore, it aids the organization in developing and sustaining more technical careers (as individual contributors) as well as management careers, with the potential for greater business impact.

The re-mapping and architecture project concerning the new Career Framework launched in the middle of 2022 will be completed in 2023, offering data and results for assessment and planning of future actions.

INTERNAL MOBILITY

As a further tool for growth, OverIT employees may sign up for the 'NEXT' project and put themselves forward for new or vacant positions within the Company.

Requalification of existing personnel through this horizontal growth tool increases their sense of belonging and promotes the culture of continued improvement, which is essential for SaaS companies.

In 2022, 8 employees signed up for the project and eventually 3 of them will change their roles in 2023.
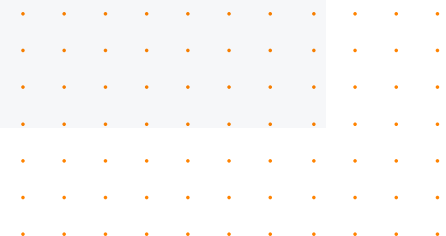
3.4 Equal opportunity

GRI 405: 3-3, 405-1, 405-2, 406: 3-3, 406-1

Organizations working with large companies, especially in the FSM sector, risk being phased out of their clients' supply chains if they do not have policies and best practices aimed at promoting equal access to the opportunities offered by the organization.

As a Company aiming to maximize its positive social impact, OverIT intends to tackle this market challenge by developing a long-term action plan and shaping a high-fairness employee experience. By fair employee experience, OverIT means a condition where everyone has equal resources and access to information and tools for their professional growth.

GENDER BALANCE

At OverIT women make up 28% of the workforce, in line with the industry average, which typically is impacted by the smaller number of female graduates in STEM areas (Science, Technology, Engineering and Mathematics).

Although technical professional experience among women in the Company is still growing, roles of responsibility in the executive team and middle management are still mainly held by men.

As regards the gender pay gap, it is smaller in entry level roles, where it stands between 1% and 2% or even lower. However, it increases in the senior categories up to 5% or 13% (levels are expressed according to the Italian National Labour Collective Agreement for the commercial sector). This data does not take into account the structural fluctuation of salaries that may occur within a same category in connection with different roles. Further analysis will be performed on this topic.

WORKFORCE BY GENDER

MALE

72%

FEMALE

28%
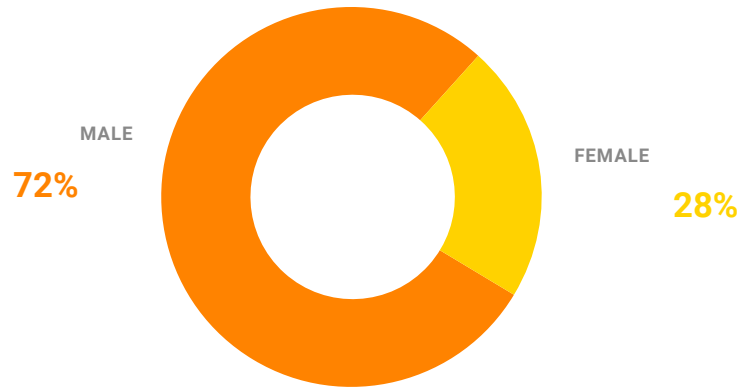
WORKFORCE BY LEVEL AND GENDER, WITH PAY GAP

Level 4	**39** / 23 — 2% gender pay gap
Level 3	**99** / 72 — no gender pay gap
Level 2	**121** / 37 — 1% gender pay gap
Level 1	**111** / 31 — 5% gender pay gap
Level Manager	**88** / 13 — 13% gender pay gap

0   20   40   60   80   100   120   140

● Male   ● Female
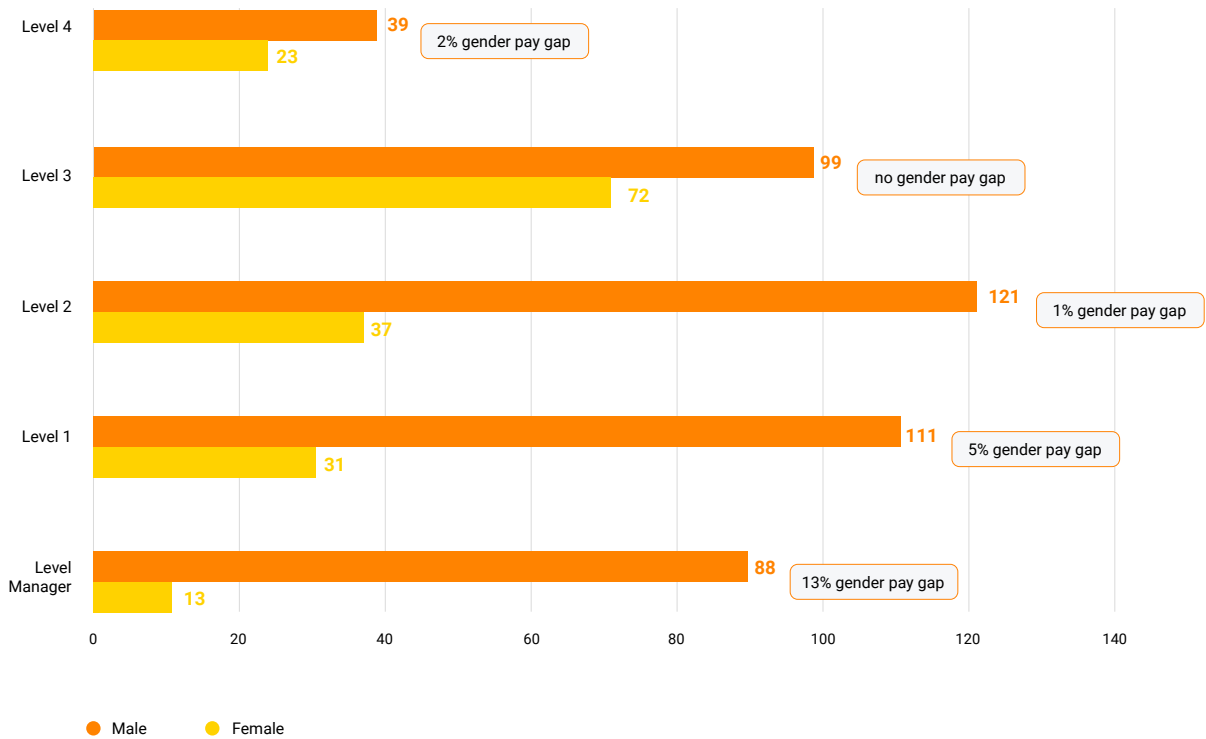
TOWARDS AN EQUAL OPPORTUNITY POLICY

As a first step of a long-term action plan, OverIT intends to develop an equal opportunity policy.

The PdR 125 certification on gender equality, a standard recently introduced under the National Recovery and Resilience Plan (NRRP), will provide valuable guidelines to set and monitor specific targets for improvement. The Company will begin the process of attaining the certification in 2023. Actions related to the certification PdR 125 may include:

- **Paternity leave days:** in 2022, new fathers used only 75% of the total amount of available days provided by the law and OverIT will encourage their full usage and evaluate additional paid leave days

- **Disability recruitment:** OverIT will partner with a recruiting agency to facilitate the acquisition of workers with disabilities

While the certification focuses mainly on gender equality in the workplace, OverIT will turn it into an opportunity to develop a broader policy addressing all forms of diversity (gender, age, nationality, background, disability, sexual orientation etc.).

> No incident of discrimination was reported in 2020, 2021 or 2022.

3.5 Health, safety, and well-being

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-9

OverIT is committed to ensuring safe workplaces through actions and procedures aimed at minimizing employee exposure to risk.

To guarantee the health and well-being of its employees, who come under the risk category of personnel working on computer terminals, OverIT has adopted a **Safety Management System** in compliance with the applicable Italian law.

As laid out in the Consolidated Health and Safety Law (Legislative Decree 9 April 2008, no. 81), OverIT drew up a risk assessment document ('Documento di valutazione dei rischi' or 'DVR' for short) that maps health and safety risks within the Company.

In compliance with national regulations, OverIT has appointed an expert consultant as its **Occupational Health and Safety Officer** ('Responsabile Servizio Prevenzione e Protezione' or 'RSPP'), who periodically assesses risks and accident-prevention measures. Other key figures set out by regulations and appointed by the Company include the Worker Safety Representatives ('Rappresentanti dei Lavoratori per la Sicurezza' or 'RLS').

The **Company Doctor**, appointed in compliance with regulations, guarantees the quality of occupational health services, and participates in all risk-assessment activities and periodic meetings. This figure is also involved in drawing up health monitoring plans and consults with the employees' General Practitioner or specialist, where necessary.

In addition, all personnel receive health and safety training when they join the Company.
In 2022, general and specific occupational health and safety training was delivered through the e-learning platform (OverIT Academy).

In addition, all personnel receive health and safety training when they join the Company. In 2022, general and specific occupational health and safety training was delivered through the e-learning platform (OverIT Academy).

The Company undertakes to:

- update all types of risks and dangers to the health and safety of its employees;

- check the proper management, updating and communication of internal policies and procedures on health and safety;

- provide specific classroom and online training for occupational risk prevention;

- perform regular internal checks on the correct application of procedures;

- promote a healthy lifestyle.

Any further requests or reports may be submitted directly to the Human Resources department in writing at human.resources@overit.it or at health.safety@overit.it

As a result, no accidents occurred in the workplace involving OverIT employees in 2022.

REMOTE WORKING AND WELL-BEING

With the Location Flexible policy, OverIT recognizes that remote working is among the best practices for ensuring a healthy work-life balance for its employees. The policy makes it possible for employees to continue to live in their preferred location without necessarily having to travel to the Company sites, safeguarding their work-life balance.

Nevertheless, remote working can also have negative effects, such as increased stress due to the indistinct boundaries between the working schedule and free time compared to the traditional approach.

To guarantee socializing and sharing opportunities that can overcome the physical barriers involved in remote working, OverIT has adopted specific initiatives and tools for the whole Company such as periodical in person team-works, Town Halls (in person or on-line meetings with the top management) and All-Hands.

All-Hands sessions are monthly digital appointments in which the leadership team and other strategic managers update employees on the progress of the Company's strategic plan, the **V2MOM** (Values, Vision, Methods, Obstacles and Measures). All sessions, along with relevant documentation, are available on OverMe, the intranet, which grants access to all tools provided by the organization.

GREAT PLACE TO WORK 2022

Initiatives such as the Location Flexible policy and the continued efforts to achieve the best people experience had OverIT being recognized as a superior large Company to work at by the Great Place to Work Institute (GPTW).
OverIT employees expressed their overall satisfaction in a dedicated survey, which revealed other useful insights for an optimized employee experience.

OverIT is a Great Place to Work

- 77% of employees think that OverIT is a Great Place to Work
- Great Place to Work Institute® is an organizational consulting and research company that analyses work environments by measuring the people experience

Overall satisfaction

- Employees expressed overall satisfaction particularly with Credibility (82%) and Camaraderie (75%)

Trust in leadership

- 96% of personnel expressed trust in the decision-making and leadership capabilities of the executive team, a result that is even more significant considering the scale of the transition that OverIT is undergoing

Employees positively evaluated the Company's productivity, giving credit to the quality of technological working tools available and the opportunity to fulfill personal potential.

Furthermore, employees pointed out the need for frequent updates and support from the Company on the emerging issue of personal well-being and were sensitive to the need for equal opportunity. All topics will be explored in the ESG Program 2023–2025.

3.6 Tables and numbers

TOTAL HEADCOUNT BY TYPE OF CONTRACT, GENDER AND GEOGRAPHICAL AREA

GRI 2-7, 2-8

Employees		Geographical area	Type of contract	Gender	2020	2021	2022
Employees at December 31, 2022	Employees by type of contract and gender	Italy	Permanent term	Women	107	133	168
				Men	304	372	432
			Fixed term	Women	11	15	4
				Men	32	20	9
	Employees by type of contract and gender	Italy	Full-time	Women	105	133	154
				Men	333	389	437
			Part-time	Women	13	15	18
				Men	3	3	4
	Employees by type of contract and gender	UK	Permanent term	Women	-	-	-
				Men	-	-	-
			Fixed term	Women	-	-	-
				Men	-	-	-
	Employees by type of contract and gender	UK	Full-time	Women	-	-	-
				Men	-	-	-
			Part-time	Women	-	-	-
					-	-	-
	Employees by type of contract and gender	USA	Permanent term	Women	-	-	4
				Men	-	-	17
			Fixed term	Women	-	-	-
				Men	-	-	-
	Employees by type of contract and gender	USA	Full-time	Women	-	-	4
				Men	-	-	17
			Part-time	Women	-	-	-
				Men	-	-	-

Employees and other types of workers	2020	2021	2022
Total employees (headcount)	454	540	634
Total adivsors / consultants (headcount)	na	37	12
Total interns (headcount)	7	5	5
Total of employees, advisors/consultants, and interns	461	582	651

NOTES: In 2022, OverIT began collaborating with 12 consultants, who worked for the Company as Sales experts in the UK and USA areas. Currently, OverIT G.m.b.H. has no active employees.

NEW HIRES BY GENDER AND AGE (2020-2022)

GRI 401-1

Indicator	Gender	Age	2020	2021	2022
			No. of employees	No. of employees	No. of employees
New hires from January 1 to December 31	Female	< 30 yo	19	27	19
		30-50 yo	13	18	22
		> 50 yo	0	0	2
	Male	< 30 yo	37	43	48
		30-50 yo	26	46	70
		> 50 yo	1	2	6
Employees			2020	2021	2022
Total female new hires			32	45	43
Total male new hires			64	91	124
Total new hires			96	136	167

LEAVERS BY GENDER AND AGE (2020-2022)

GRI 401-1

Indicator	Gender	Age	2020	2021	2022
			No. of employees	No. of employees	No. of employees
Leavers from January 1 to December 31	Female	< 30 yo	4	4	8
		30-50 yo	4	7	10
		> 50 yo	0	1	0
	Male	< 30 yo	8	8	24
		30-50 yo	15	28	32
		> 50 yo	0	1	8
Employees			2020	2021	2022
Total female leavers			8	12	18
Total male leavers			23	37	64
Total leavers			31	49	82

TURNOVER RATE BY GENDER AND AGE (2020-2022)

GRI 401-1

Indicator	Gender	Age	2020	2021	2022
Turnover rate from January 1 to December 31	Female	< 30 years old	9%	7%	15%
		30-50 years old	6%	8%	9%
		> 50 years old	0%	50%	0%
	Male	< 30 years old	9%	7%	29%
		30-50 years old	7%	11%	10%
		> 50 years old	0%	4%	17%
Employees			**2020**	**2021**	**2022**
Total female turnover rate			7%	8%	10%
Total male turnover rate			7%	9%	14%
Total turnover rate			7%	9%	13%
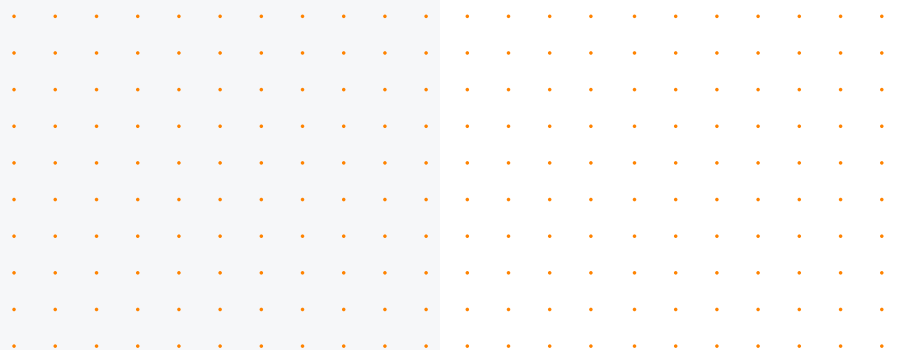
PARENTAL LEAVE

GRI 401-3

Type	2020	2021	2022
No. of employees who are entitled to take parental leave			
No. of employees who are entitled to take maternity leave	118	148	176
No. of employees who are entitled to take paternity leave	336	392	458
Total	454	540	634
No. of employees who took parental leave in the reporting year			
No. of employees who took maternity leave	10	12	13
No. of employees who took paternity leave	14	14	15
Total	24	26	28
No. of employees who resumed work at the end of parental leave in the reporting year			
No. of employees who resumed work at the end of maternity leave	10	12	13
No. of employees who resumed work at the end of paternity leave	14	14	15
Total	24	26	28
Return-to-work rate			
Female return-to-work rate	100%	100%	100%
Male return-to-work rate	100%	100%	100%
Retention rate			
Female retention rate	100%	100%	100%
Male retention rate	100%	100%	100%

RATIO FOR PATERNITY LEAVE
GRI 401-3

Type	2020	2021	2022
Days of mandatory paternity leave assigned by the Law	7	10	10
Average days of paternity leave used in the reporting year	NA	8	7
Ratio	NA	86%	76%

WORKERS COVERED BY AN OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM
GRI 403-8

Employees	Unit of measurement	2020	2021	2022
The number and percentage of employees covered by such system	No.	454	540	634
	%	100%	100%	100%
The number and percentage of employees covered by such system that has been internally audited	No.	0	0	0
	%	0	0	0
The number and percentage of employees covered by such system that has been internally audited or certified by an external party	No.	0	0	0
	%	0	0	0
Total no. of employees	No.	454	540	634

Workers who are not employees but whose work and/or workplace is controlled by the organization	Unit of measurement	2020	2021	2022
The number and percentage of workers who are not employees covered by such system	No.	-	-	-
	%	0%	0%	0%
The number and percentage of workers who are not employees covered by such system that has been internally audited	No.	-	-	-
	%	0%	0%	0%
The number and percentage of workers who are not employees covered by such system that has been internally audited or certified by an external party	No.	-	-	-
	%	0%	0%	0%
Total no. of workers who are not employees	No.	-	-	-

HOURS OF TRAINING PER YEAR PER EMPLOYEE

GRI 404-1

Hours of training per year by employee category	Unit of measurement	2020	2021	2022
Executives	h	66	75	113
Managers	h	561	1,925	3,172
Office workers	h	771	6,198	12,845
Total	h	1,398	8,198	16,130
Average hours of training per employee	h	4	55	35
Average hours of training per executive	h	5	4	6
Average hours of training per manager	h	18	31	43
Average hours of training per office worker	h	3	13	24

Hours of training per year by gender	Unit of measurement	2020	2021	2022
Total hours of training to female employees	h	239	1,626	4,546
Total hours of training to male employees	h	1,159	6,572	11,584
Average hours of training to female employees	h	3	11	25
Average hours of training to male employees	h	5	16	25

PERIODIC EVALUATION OF PERFORMANCE AND PERSONAL DEVELOPMENT

GRI 404-3

Percentage of employees by gender and category who receive a periodic evaluation of performance and personal development	2020	2021	2022
Executives	2%	3%	3%
Managers	11%	11%	11%
Office workers	88%	86%	86%
Total	100%	100%	100%
Men	25%	72%	72%
Women	75%	28%	28%
Total	100%	100%	100%

DIVERSITY OF GOVERNING BODY

GRI 405-1

Board of Directors by gender and age		Age	2020	2021	2022
Directors as at 31 December, by age	Female	< 30 yo	-	-	-
		30-50 yo	-	-	-
		> 50 yo	-	-	-
	Male	< 30 yo	-	-	-
		30-50 yo	2	2	4
		> 50 yo	3	3	1

DIVERSITY OF EMPLOYEES BY RESPONSIBILITY AND GENDER (2020-2022)

GRI 405-1

Employees by type of responsibility and gender		2020		2021		2022	
		Female	Male	Female	Male	Female	Male
Employees as at December 31	Executives	1 0,2%	12 3%	1 0,2%	16 3%	1 0,2%	18 3%
	Managers	4 1%	44 10%	8 1%	55 10%	16 3%	67 11%
	Office workers	113 25%	280 62%	139 26%	321 59%	159 25%	373 59%
Total		118	336	148	392	176	458

DIVERSITY BY RESPONSIBILITY AND AGE

GRI 405-1

Employees by type of responsibility and age		2020			2021			2022		
		< 30 yo	30-50 yo	> 50 yo	< 30 yo	30-50 yo	> 50 yo	< 30 yo	30-50 yo	> 50 yo
Employees as at December 31	Executives	0	6	7	0	9	8	0	10	9
	% of the total	0%	1%	2%	0%	2%	1%	0%	2%	1%
	Managers	0	40	8	1	52	10	2	74	8
	% of the total	0%	9%	2%	0%	10%	2%	0%	12%	1%
	Office workers	119	263	11	164	284	12	136	364	32
	% of the total	26%	58%	2%	30%	53%	2%	21%	57%	5%
Total		119	309	26	165	345	30	137	448	49

RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN

GRI 405-2

Employees by contract level and gender	Female	Male	Gender pay gap
	headcount	headcount	%
Manager (included salaries for the US managers, with dollar currency)	13	88	13%
Level 1	31	111	5%
Level 2	37	121	1%
Level 3	72	99	0%
Level 4	23	39	2%

NON-COMPLIANCE WITH LAWS AND REGULATIONS IN THE SOCIAL AND ECONOMIC AREA

GRI 2-27

Significant fines and Non-monetary sanctions	Unit	2020	2021	2022
Total monetary value of significant fines	€	0	0	0
Total number of non-monetary sanctions	No.	0	0	0
Cases brought through dispute resolution mechanism	No.	0	0	0

Digital transformation in Field Service Management

4.1 Innovation in Field Service Management

GRI 2-6

Companies are undergoing a major digital transformation. One of the most significant effects of this process involves Field Service Management (FSM).

FSM was first created as a **reactive** service, managed by organizations in the form of a cost center with a model based on scheduled services. Whenever an asset stopped working or equipment broke down, a technician would be dispatched reactively to perform maintenance. The primary goal was to optimize costs by minimizing travel time, distance covered, and the use of materials and spare parts. For a brief introduction to the functional categories of FSM, please refer to the next page.

Today, corporate organizations have shifted towards a more **proactive** approach to Field Service Management. Technicians often schedule preventative, personal visits to their customers' homes, factories, and production plants, not only to fix a fault but also to ensure the **uptime**, that is, the proper operation of field assets. Furthermore, the workforce is now also entrusted with **cross-selling** and **upselling** activities.

Field Service Managers now face the most challenging scenarios in terms of managing customers' service and assets. These challenges include dealing with a wide range of geographical locations, time-zones, languages, cultural environments, and areas of expertise.

Remote collaboration has become a reality, enabling real-time information sharing with colleagues, regardless of their location. This collaboration fully leverages the latest technology, such as Augmented Reality, Machine Learning applied to data analysis, sensor technology, IoT, diagnostic systems, and robotics.

To tackle these emerging challenges, FSM aims to become a data-driven service, known as **Precision FSM**. This transformation presents an opportunity to work in a hyper-connected environment, where vast amounts of data and information can be analyzed in real-time. By making predictive decisions, the goal is to ensure 100% uptime.

FSM FUNCTIONAL CATEGORIES
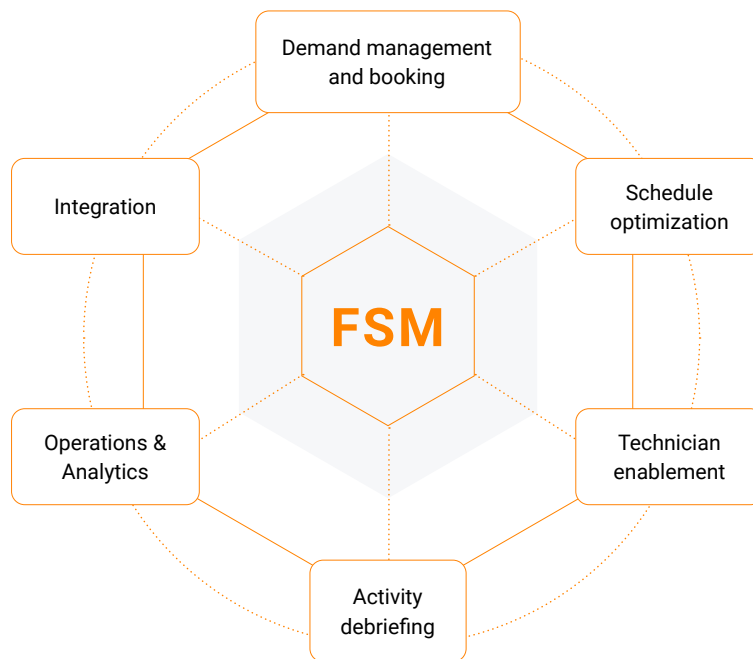
DEMAND MANAGEMENT & BOOKING

Service requests from external/internal sources, such as Customer Relationship Management, IoT, ticketing, and Enterprise Asset Management (EAM) and booking optimization of appointments.

SCHEDULE OPTIMIZATION

Skills-based workload balancing and forecasting, schedule optimization and routing for short and long-cycle work, GIS-based planning.

TECHNICIAN ENABLEMENT

Mobile & wearable Global Positioning System (GPS) tracking, work history, real-time collaboration, customer communication, knowledge and instruction management, mobile forms. Remote expert guidance via video, Augmented Reality, IoT, and chatbots.

ACTIVITY DEBRIEFING

Online or offline mobile collection of time and parts used, tasks completed, equipment, site evidence, customer upsell, customer satisfaction.

OPERATIONS & ANALYTICS

FSM performance reporting, predictive analytics, maintenance agreements, subcontractor management, warranty and claims.

INTEGRATION

Applications Programming Interfaces (APIs) and connectors for Enterprise Resource Planning, Enterprise Risk Management (ERM), ticketing, IoT, CRM, GIS, customer contact and billing applications.

4.2 Next-Gen FSM Platform features and benefits

GRI 2-6, 202: 3-3, 416: 3-3

OverIT stands as the leading and most trusted technological partner ready to accompany its clients on their transformation path.

To this purpose, OverIT Next-Gen FSM Platform provides a wide range of modules, a set of interconnected functionalities, tailored for FSM processes and mission-critical operations especially in linear assets.
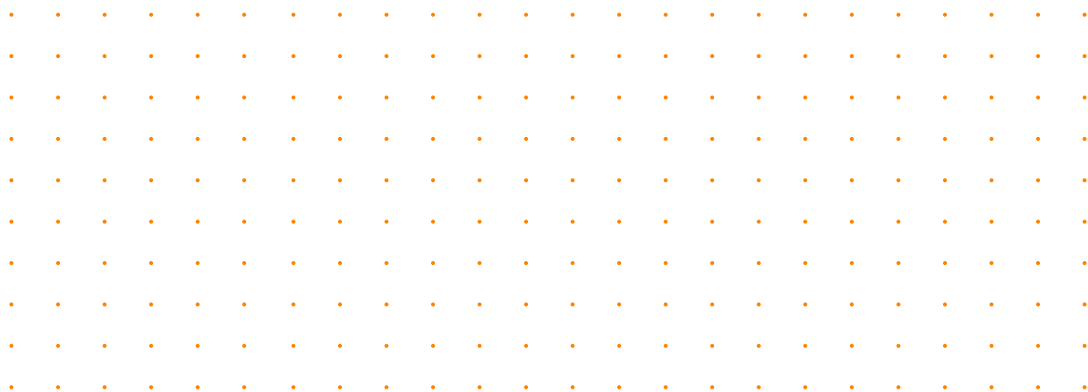
LAYERS AND FEATURES

Next-Gen FSM Platform is built starting from the **foundation layer**, where customers have the flexibility to choose between private Cloud options, or on-premises solution, leveraging OverIT's best-in-class SaaS offer or utilizing their own IT infrastructures and security protocols.

Above the foundation layer are the **FSM modules**, each offering specific features. The Core Module, for instance, allows end-to-end configuration and management of the field force, assets and customer master data, work order creation and dispatching of frontline workers through dedicated daily and multiple-day consoles. This module enables dispatchers to stay informed and manage intraday exceptions, meet customer expectations, and fulfill labor force requirements.

Beyond the FSM modules lies the advanced technology layer, also known as the **precision layer**. This layer comprises innovative modules that enable our customers to enhance their Field Service strategies by embracing a data-driven approach.

In terms of **integration**, the Next-Gen FSM Platform promotes an API-first approach and seamless compatibility with existing IT landscapes. The platform integrates with market-leading ERP and CRM solutions, as well as to GIS solutions, and most used IoT products.

NEXT-GEN FSM PLATFORM DESIGN

Industry Verticals

ENERGY & UTILITIES
- Leak detection
- Smart meter deployment
- Customer service
- Asset inspection and maintenance
- Distribution network construction
- Emergencies & damage response

OIL & GAS
- Pipeline maintenance
- Plant maintenance
- On/Offshore inspection
- Leak detection
- Vegetation & forestry management

TELCO
- Fiber cabling feasibility studies
- Network creation
- Delivery and assurance
- Patching
- Service order after sales
- Quality check

TRANSPORTATION
- Infrastructure maintenance
- Rail & highways Recurrent Routine Maintenance (RRM)
- Rolling stock long term planning
- Depot & fleet management
- Bridge & tunnel inspection

ADVANCED TECHNOLOGIES / PRECISION LAYER

PRECISION ML

CUSTOMER SERVICE
- CEE
- Booking
- Service Order After Sales
- Quality Assurance

ASSET MAINTENANCE
- Work on site
- Project management
- Work management
- Material management
- Data collection forms

OPTIMIZATION ENGINE

SCHEDULE OPTIMIZATION
- Schedule optimization
- Dispatching
- Crews optimization
- Contractors
- Intraday scheduling
- Complex jobs & Job bundler

BIM

GIS
- GIS & FSM
- Mobile offline
- 3D GIS

VOICE

MOBILE EMPOWERMENT
- FSM mobile
- Mobile planner
- Job debriefing
- Hands-free

AUGMENTED REALITY

FIELD COLLABORATION
- Augmented collaboration
- Digital work instructions
- Knowledge management

VIRTUAL REALITY

VIRTUAL TRAINING
- Immersive learning paths
- 3D environments for asset interaction

CUSTOM

FOUNDATION

- PRIVATE CLOUD
- ON-PREM
- SaaS

ENTERPRISE CONNECTORS

GIS CONNECTORS

IOT CONNECTORS

BENEFITS

OverIT Next-Gen FSM Platform provides customers with a wide range of immediate and long-term benefits. These include enhanced customer experience, faster response times, and reduced expenditure of time and resources.
Additionally, it improves the **reliability, safety,** and **efficiency** of linear assets, such as roads, railways, telecommunication networks, waterways and utilities.

The set of modules that shape the Next-Gen FSM Platform are designed to fully optimize the management of both preventative and corrective maintenance. This leads to improved safety conditions, increased team efficiency, and streamlined data collection processes.
With hands-free features, the platform acts as a zero-touch product, enabling voice debriefing and collaboration among the workforces. It supports field technicians in executing complex tasks or hazardous activities by providing operating procedures.

Furthermore, the Platform is a valuable ally for our customers not only in managing traditional FSM processes but also in addressing the innovation challenges previously mentioned, such as dealing with a wide range of geographical locations, time-zones, languages, cultural environments, and areas of expertise. Our software solution supports a variety of processes related to Customer Services and inspections, break-fixing, training activities, as well as knowledge transfer and remote collaboration among technicians.

To this purpose, Next-Gen FSM Platform enhances the self-service approach for technicians through features such as remote expert guidance, digital working instructions, virtual inspections, an intelligent knowledge repository and Virtual Reality training.

4.3 Industries

GRI 2-6

FSM plays a vital role in industries that rely on technicians working in the field. Over the years, our experience has predominantly focused on the following industries:

ENERGY & UTILITY

OIL & GAS

TELCO

TRANSPORTATION

ENERGY & UTILITY

As previously mentioned, we are recognized as leaders in FSM for our ability to maximize customer service and support utilities' workforces in asset activities. We can leverage over twenty years of experience in the sector and extensive knowledge of the processes. Our product provides dedicated features to efficiently organize field resources, optimize high-volume scheduling, manage service provision, track assets and monitor equipment, plants and distribution lines. Our Next-Gen FSM Platform provides a series of preconfigured verticalizations tailored for the Utilities industry. Energy & Utilities companies rely on OverIT products to make more informed business decisions and efficiently manage increasingly demanding regulatory requirements.

OIL & GAS

Upstream, Midstream, and Downstream Oil & Gas companies face a broad range of complex and diverse needs. Their personnel, equipment, and crews operate in various assets and plant activities, dealing with scheduled projects and emerging demands. Companies in the Oil & Gas industry constantly seek innovation, safety, and productivity of their personnel in the field. OverIT supports major global operators in the Oil & Gas industry with cutting-edge technologies and extensive expertise in FSM processes.

TELCO

Cable and fiber network operators, telecommunications companies and Internet service providers seek increasingly products and strategies to optimize critical business processes and meet customer expectations. We drive the digital transformation of companies in this sector, enabling them to achieve unprecedented levels of efficiency and customer service.

TRANSPORTATION

The highest performance and excellent customer service in transportation industries rely on well-maintained networks, assets, and successful implementation of new projects. We assist companies in optimizing the management of preventative and corrective maintenance, enhancing safety conditions, improving team efficiency, and facilitating information gathering on linear assets such as railways and highways, fixed assets like stations, bridges, viaducts, and road signs, as well as rolling stock including passenger and freight trains.

4.4 Sustainable development of customers and communities

GRI 203: 3-3, 203-1, 203-2

Sustainability enablement is one of OverIT Next-Gen FSM Platform's benefits. Our software solution helps customers build sustainability into their day-to-day businesses, drive sustainable enterprises, and generate, directly and indirectly, positive impacts.

DIRECT IMPACTS

- Reducing carbon emissions from travel and distance optimisation
- Avoiding environmental disasters, leveraging an accurate leakage detection of oil, gas, water and other resources

INDIRECT IMPACTS

- Conceiving a more sustainable asset management
- Designing solutions contributing to the development of customers' sustainability strategies

CONTRIBUTION TO CUSTOMERS
RESPONSIBLE DEVELOPMENT
SUCCESS STORIES

enel

Unified process for the effective optimization of globally performed field activities

Enel is the largest Italian utility company with multinational presence in the sector of electricity production and distribution, serving around 31 million clients nationwide and more than 65 million in 31 countries worldwide, and, specifically, in Romania, Brazil, Argentina, Peru, and Chile.

With a strong worldwide presence, standardized guidelines must be implemented by Enel subsidiaries across the world. Commercial and technical cycles executed on a global scale must be compatible, regardless of the country or the different back-end systems used. Thanks to OverIT software solution, Enel and its technicians work with improved standards of performance and efficiency and end users see significant reductions in downtime and disruptions.

OverIT software solution provides customers with:

- Increased resource performance and process efficiency with a 20% increase in the use of mobile devices;

- Reduced processing time from 4 minutes to 30 seconds;

- Minimized environmental impact;

- Optimized operational efficiency of plants, contributing to a responsible use of resources.

edenor

FSM activities optimization

Edenor is the largest electricity distribution company in Argentina, with 4,776 employees and a 34,500 km (21,500 mi) network. Edenor plans to boost and expand current functions, based on the experience gained while using the system, as well as to improve system performance in terms of response times, stability and enhanced customer satisfaction.

To cope with these needs, Edenor aims to replace its existing FSM system with minimal disruption to its operations and organization. The company has selected the best-of-breed FSM software solution supplied by OverIT to transition smoothly from their existing end-of-life on-premises platform to a solution for managing, planning, scheduling, and optimizing work orders.

OverIT software solution allows Edenor to:

- Reduce travel costs by approximately 30%;
- Respond to potential work 5 times faster;
- Improve first-time fixed rates by 25%;
- Deliver advanced safety and work procedures via mobile services.

SACMI USA GROUP

Work Orders Dispatching and Augmented Collaboration

SACMI is an acknowledged world leader in the design, manufacture, and marketing of machines and systems for the ceramics, plastics, beverage packaging, and food processing industries.

SACMI USA identified the need to improve their processes for managing equipment maintenance and service assistance at plants located throughout the USA. SACMI USA technicians would often have to travel long distances to provide on-site repair and/or troubleshooting to its end customers. After an in-depth analysis, SACMI USA chose to adopt OverIT Next-Gen FSM Platform, acknowledging it as a reliable software solution running on tablets, smartphones and/or other devices capable of providing a user-friendly, mobile experience.

SACMI highly benefitted from this choice in terms of:

- Improved processes;
- Optimization of time and resources.

HELPING COMMUNITIES
OUR 'TECH FOR GOOD PROGRAM'

Our ambition is to improve communities and lives with technology. We aim to make a positive impact by donating our most valuable asset, the Next-Gen FSM Platform, and this is the heart of our philanthropic initiative 'tech for good'.

For this purpose, at the end of 2022, OverIT announced the appointment of a Chief Philanthropy Officer, reporting to the Company's CEO and Chairman directly. OverIT will help communities by donating our platform along with resources and the working hours required to implement the product, to non-profit organizations and communities at times of emergency.

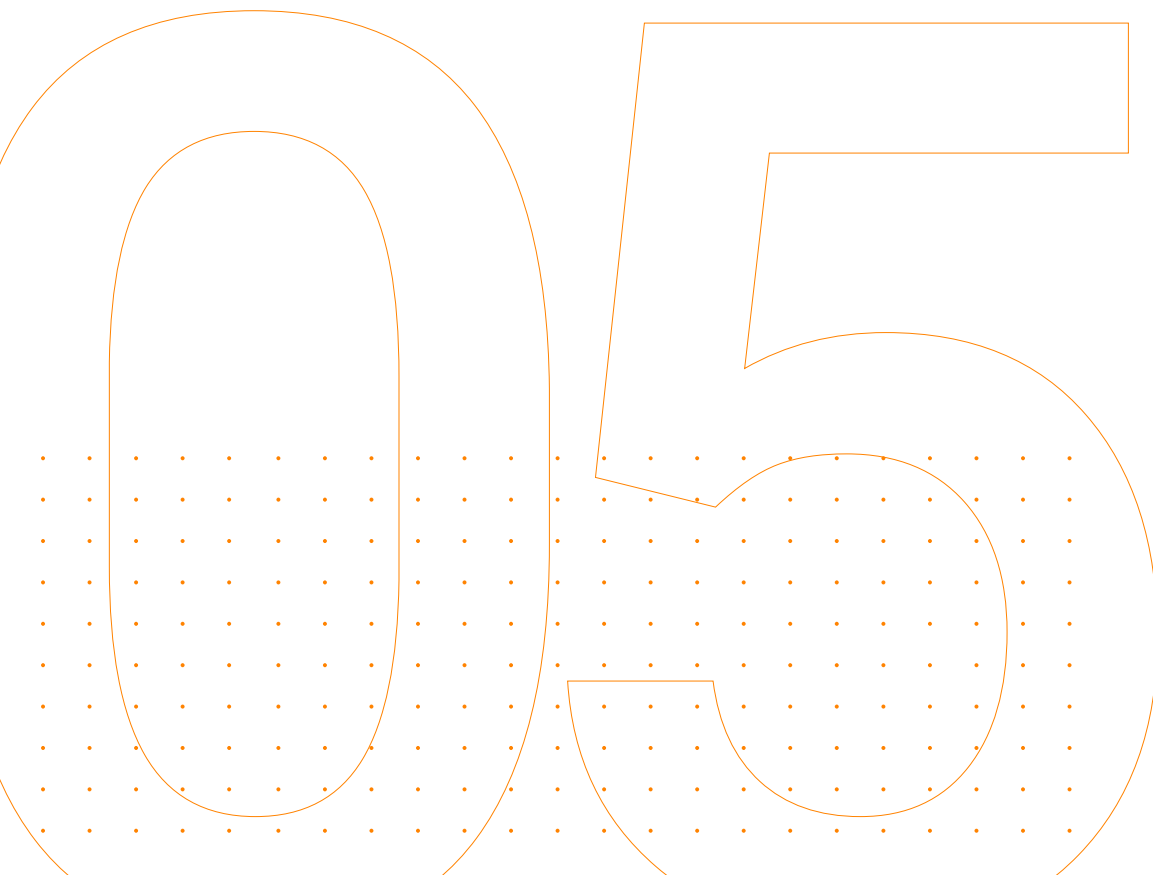OverIT set the following philanthropic targets for 2023:

— 1 project go-live

— 200 cumulative hours from internal resources donated to NGOs

— € 50,000 donated in pro bono licenses

Chapter **Five**

Methodological note

5.1 Methodological note

GRI 2-3, 3-1, 3-2, 3-3

OverIT Sustainability Report 2022 presents an overview of the Company's achievements during **fiscal year 2022**, covering the period from January 1 to December 31. If applicable, the performance trends relating to the three-year period 2020-2022 have been reported. This is the first Sustainability Report of the Company and will be issued annually from now on.

The Sustainability Report details the sustainability strategies implemented by OverIT Group, showcasing progress towards the Company's goals. It explores the organizational and management model, presents the results of actions taken, and assesses their quantitative and qualitative impact on the economic, social, and environmental context. Furthermore, the information framework laid out in the document refers to the headquarters and offices based both in Italy and abroad.

The process of defining the content and information in a quantitative and qualitative manner complies with the **Universal Standards Global Reporting Initiative 2021 (GRI)** and the amended versions of the Sector Standards GRI. The report adopts the 'with reference' option, enabling the organization to detail specific topics and purposes by using selected GRI Standards or relevant content.
These standards are widely recognized and implemented both nationally and internationally for reporting non-financial information.

The information and data included in this document were collected through close collaboration with Company departments. Throughout the reference year, no significant changes occurred in the Company's type of business, and no specific activities were excluded from the Report.

The Sustainability Report 2022 was drafted in collaboration with an external professional from ALTIS Advisory S.r.l. Sb (Società Benefit), and the final version was approved by the Board of Directors.

As additional supporting information, this chapter includes:

- a description of the materiality analysis conducted by the Company to identify material topics for reporting;

- a table listing the material topics and their associated impacts on OverIT, along with the corresponding GRI indicators;

- a table listing the GRI indicators providing references to chapters and paragraphs in which they are discussed.

For further information and recommendations, contact csr@overit.it.

5.2 Materiality analysis

GRI 2-29, 3-1, 3-2, 3-3

The materiality analysis is the process required by the GRI Standards to identify the relevant impacts in economic, social and environmental areas.

By impact, the GRI Standard means an effect that the organization has or could have on the economy, environment, and society, including human rights, because of its activities or business relationships.

Upon the implementation of the new GRI Universal Standard, OverIT adjusted its materiality analysis accordingly, guided by the Standard GRI 3: Material Themes 2021. The result is a list of issues reflecting the main positive and negative impacts of the Company's business activities. Furthermore, as required by GRI Standards, OverIT considered impacts caused both directly by its activities and indirectly through its business relationships.

THE FOLLOWING DOCUMENTS SERVED AS REFERENCES WHEN CONDUCTING THE ANALYSIS:

Benchmark analysis:
evaluation of sustainability and social responsibility reports issued by companies belonging to the Field Service Management and Information Technology sectors to identify the relevant topics for peers and similar organizations;

Analysis of industry trends:
examination of documents released by international organizations and research and consultancy firms, as well as selected reference standards and guidelines to map relevant non-financial and sustainability topics;

Analysis of stakeholders' interests:
review of documents substantiating the Company stakeholders' interests, such as the assessment of the priority needs of consumers and industry associations at a global level, leading to the identification of priority topics;

Analysis of macrotrends:
examination of documents related to sustainability ratings by leading companies (e.g., DJS, MSCI), international organizations (GRI), influencers (e.g., World Economic Forum), and European political schemes (e.g., Green New Deal, EU Taxonomy);

Analysis of Company's internal priorities:
review of key corporate documents to identify the most relevant topics that receive resource allocation, specific attention, commitments, or pose potential risks.

phase 1

ANALYSIS OF THE CONTEXT

The analysis began by examining both the internal and external context of the Company. The objectives were to:

- understand OverIT's activities and business relationships that generate or may generate impacts;

- consider the importance of the economic, environmental and social issues in the Field Service Management and Information Technology markets;

- map the stakeholders of OverIT and the interests which are, or could be, influenced by the Company.

The stakeholders of OverIT were identified through the analysis of the Company's organization, business activities, value chain, corporate relationships, and direct engagement with top management departments.

phase 2

IDENTIFICATION AND EVALUATION OF CURRENT AND POTENTIAL IMPACTS

After understanding the context, OverIT identified its current and potential impacts.

Initially, it detected positive and negative impacts caused or potentially caused by its business activities. Subsequently, the Company focused on identifying the impacts connected to its services and business relationships.

As a further step, OverIT assessed the level and intensity of previously mapped impacts. Internally relevant impacts were those that had significant effects on business operations, associated risks, and the Company's commitment. External relevance was assessed based on the pressure and expectations exerted by stakeholders and their role in relation to the Company. For potential impacts, the Company assessed their likelihood of occurrence.

phase 3

ASSESSMENT OF IMPACT RELEVANCE AND PRIORITIZATION FOR REPORTING PURPOSES

As the last step, the Company prioritized the most significant impacts, associating each of them with a sustainability topic for reporting purposes.

External professionals were involved in the process and the executive management approved the prioritization.

As a result, OverIT decided to report 10 material topics (as previously mentioned in 1.7 Sustainability topics), detailed in the following table.

| Topic	Type of impact	Policies, commitment, actions and monitoring	GRI Indicators	Stakeholders
Compliance, ethics, integrity, and anti-corruption	The impact of this topic is triggered by the Company, and it is directly connected to its business activities. This is a positive impact since the high ethical standards adopted by the Company strengthen its control and governance system.	• Organization, Management and Control Framework (OMC Framework) • Code of Ethics • Supervisory Body • Whistleblowing channel	GRI 205 Anti-corruption GRI 206 Anti-competitive behaviour	OverIT
Data privacy and cybersecurity	The impact of this topic is triggered by the Company, and it is directly connected to its business activities. This is a potential negative impact because possible data breaches can lead to financial loss, reputational damage, and operational disruption.	• ISO 27001 certification on Information Security • Data Protection Impact Assessment	GRI 418 Customers' privacy	OverIT Customers

| Topic	Type of impact	Policies, commitment, actions and monitoring	GRI Indicators	Stakeholders
Business continuity and IT security	The impact of this topic is triggered by the Company, and it is directly connected to its activities. This is a potential negative impact because the possible lack of business continuity compromises the linear assets maintenance of OverIT customers.	• Business Impact Analysis and Risk Assessment • Business Continuity Plan	No cybersecurity incidents reported	OverIT
Customer relationship and satisfaction	The impact of this topic is triggered by the Company, and it is directly connected to its business activities. This is a positive impact since the excellent customer relationship established by the Company allows us to respond to market needs and anticipate them.	• The impact of this topic is triggered by the Company, and it is directly connected to its business activities. • This is a positive impact since the excellent customer relationship established by the Company allows us to respond to market needs and anticipate them.	Customer satisfaction results	OverIT Customers
Sustainable supply chain	The Company contributes to the topic directly and through business relationships. This is a positive impact since the Vendor Qualification process contributes to raising awareness on the ESG criteria among suppliers.	• Vendor Qualification Process with ESG criteria	GRI 308 Supplier environmental assessment GRI 414 Supplier social assessment	OverIT Suppliers
Energy consumption reduction and carbon footprint	The impact of this topic is triggered by the Company, and it is directly connected to its business activities. This is a negative impact since the energy and fuel required for business operations consume natural resources (albeit in a limited way).	• Baseline for carbon footprint • Transition to renewable sources for electricity where possible • EcoVadis assessment	GRI 305 Emissions	OverIT Suppliers Customers

Topic	Type of impact	Policies, commitment, actions and monitoring	GRI Indicators	Stakeholders
Talent attraction, training, and people growth	The impact of this topic is triggered by the Company, and it is directly connected to its activities. This is a positive impact since the Company attracts talented professionals, producing higher employment. OverIT's focus on skills development enables talents' growth and speeds up organizational transformation.	• Digital Employer Branding Strategy • Referral Program • Partnerships with universities • OverIT Academy • Performance review and Career Framework • Internal mobility (Next project)	GRI 401 Employment GRI 402 Labor/ Management relations GRI 404 Training and education	OverIT
Equal opportunity	The impact of this topic is triggered by the Company, and it is directly connected to its business activities. This is a positive impact because perceptions of a fair employee experience improve employee performance and retention.	• Commitment to the development of the Equal opportunity Policy	GRI 405 Diversity and equal opportunities GRI 406 Non discrimination	OverIT
Health, safety, and well-being in the workplace	The impact of this topic is triggered by the Company. The topic can have a potential negative impact because unsafe workplaces compromise business performance. It can also have a positive impact because the Location Flexible policy established by the Company improves work-life balance.	• Occupational Health and Safety Management System (in compliance with Legislative Decree 9 April 2008, no. 81) • Location Flexible Policy for 100% flexible working choices	GRI 403 Occupational health and safety	OverIT
Sustainable development of customers and communities	The impact of this topic is triggered by the Company. This is a positive impact since the Next-Gen FSM Platform ensures reliability, safety and efficiency of linear assets and field workers. It also contributes to keeping communities and cities safe and running.	• Reduction of customers' carbon footprint • Collaboration modules for hands-free interventions in mission-critical operations • Appointment of a Chief Philanthropy Officer	GRI 203 Indirect economic impacts GRI 416 Customer health and safety	OverIT Customers
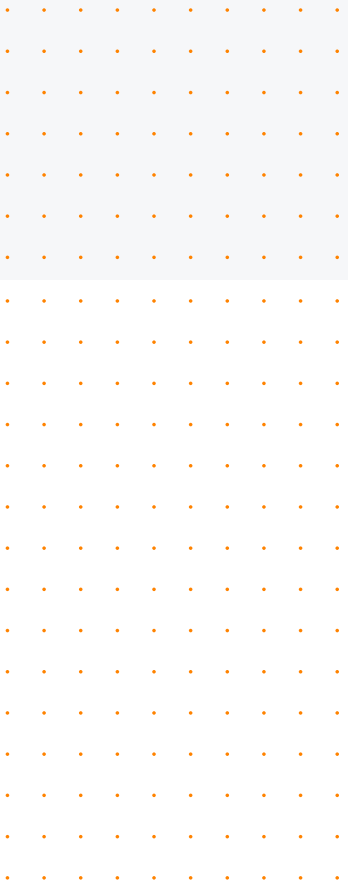
Chapter Six

GRI index
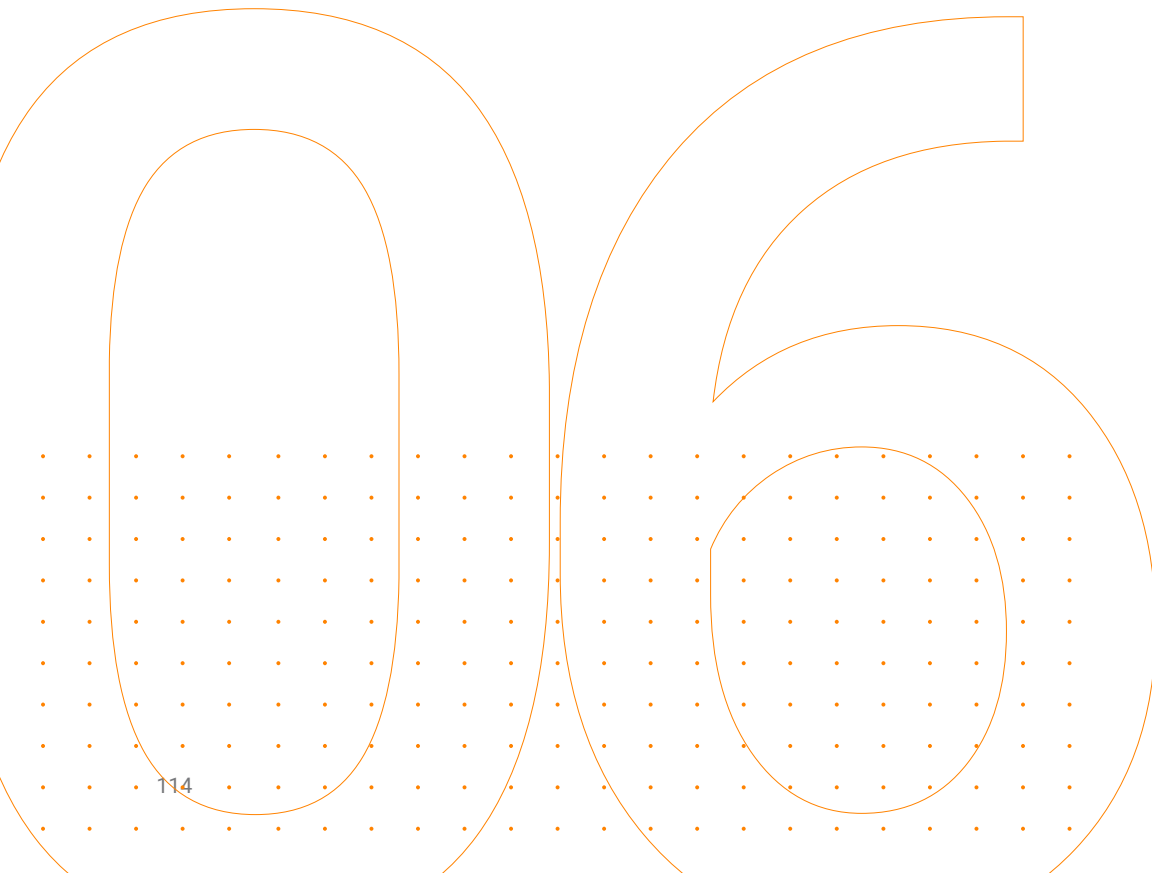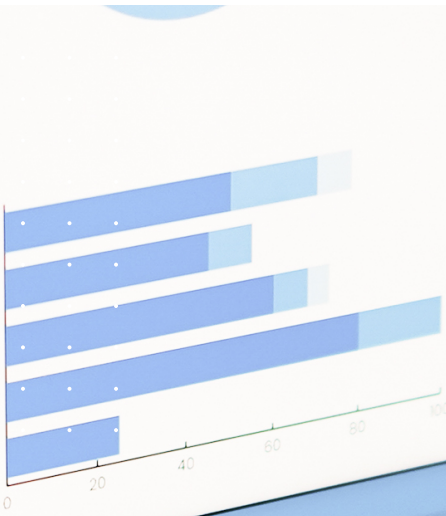
GRI 1: FOUNDATION 2021

Statement of use: 'with reference' to the GRI Standard covering the period from January 1st to December 31st, 2022.

GRI 2 - GENERAL DISCLOSURE 2021

Indicators	Chapter, Paragraph	Comments
2-1 Organizational details	1.1 Company profile 1.2 Our global presence	OverIT S.p.A., the parent company of OverIT Group based in Italy, is a spin-off from the Engineering Group facilitated by Bain Capital and NB Renaissance acting as the controlling shareholders. As of October 2022, CENTURION HOLDCO B S.A' R.L has become the sole shareholder of the parent company, holding 100% of the shares.
2-2 Entities included in the organization's sustainability reporting	1.2 Our global presence	-
2-3 Reporting period, frequency and contact point	5.1 Methodological note	-
2-4 Restatements of information	5.1 Methodological note	-
2-5 External assurance	-	This report has not been externally assured.
2-6 Activities, value chain and other business relationships	1.1 Company profile 1.2 Our global presence 1.4 Field Service Management and value proposition 2.4 Sustainable supply chain 4.1 Innovation in Field Service Management 4.2 Next-Gen FSM Platform features and benefits 4.3 Industries	-
2-7 Employeees	1.1 Company profile 3.1 Talent attraction, employment, and brand advocacy 3.6 Tables and numbers	-
2-8 Workers who are not employees	3.1 Talent attraction, employment, and brand advocacy 3.6 Tables and numbers	-
2-9 Governance structure and composition	1.5 Corporate governance	The Company's highest governance body consists of a Board of Directors (5 members).

Indicators	Chapter, Paragraph	Comments
2-10 **Nomination and selection of the highest governance body**	1.5 Corporate governance	The members of the Board of Directors are nominated by Bain Capital and NB Renaissance. Each fund appointed 2 senior managers as members of the Company's Board. Additionally, the Chairman joins them as CEO. The Board will be in post until 2024.
2-11 **Chair of the highest governance body**	1.5 Corporate governance	Paolo Bergamo is CEO and Chairman of OverIT.
2-12 **Role of the highest governance body in overseeing the management of impacts**	1.5 Corporate governance	-
2-13 Delegation of responsibility for managing impacts	1.5 Corporate governance	-
2-14 **Role of the highest governance body in sustainability reporting**	-	This Sustainability Report was approved by the Board of Directors.
2-15 **Conflicts of interest**	1.5 Corporate governance	-
2-16 **Communication of critical concerns**	1.5 Corporate governance	-
2-17 **Collective knowledge of the highest governance body**	1.5 Corporate governance	-
2-18 **Evaluation of the performance of the highest governance body**	1.5 Corporate governance	-
2-19 **Remuneration policies**	-	Board members do not receive additional remuneration beyond that deriving from their status as fund's employees.
2-20 **Process to determine remuneration**	-	
2-21 **Annual total compensation ratio**	-	The ratio of the annual remuneration paid to the highest-paid employee to the average annual remuneration of all employees (excluding the highest-paid employee) is 5.4 (€ currency) and 1.2 ($ currency). In 2022, the ratio increased by 2.78% compared to 2022.
2-22 **Statement on sustainable development strategy**	Letter to Stakeholders	-

Indicators	Chapter, Paragraph	Comments
2-23 Policy commitments	1.3 Corporate vision and values	-
2-24 Embedding policy commitments	1.3 Corporate vision and values	-
2-25 Processes to remediate negative impacts	1.5 Corporate governance	-
2-26 Mechanisms for seeking advice and raising concerns	1.5 Corporate governance	-
2-27 Compliance with laws and regulations	1.5 Corporate governance 3.6 Tables and numbers	-
2-28 Membership associations	-	As of 2022, OverIT is not a member of any industry association.
2-29 Approach to stakeholder engagement	1.6 Stakeholder mapping and engagement 5.2 Materiality analysis	-
2-30 Collective bargaining agreements	-	All employees are covered by the Italian National Labour Collective Agreement for the Commercial sector (CCNL Commercio and terziario)

GRI 3 MATERIAL TOPICS 2021

Indicators	Chapter, Paragraph	Comments
3-1 Process to determine material topics	5.1 Methodological note 5.2 Materiality analysis	-
3-2 List of material topics	1.7 Sustainability topics 5.1 Methodological note	-

GRI 200 - ECONOMIC PERFORMANCE INDICATORS

GRI 201 - ECONOMIC PERFORMANCE

Indicators	Chapter, Paragraph	Comments
3-3 Management of material topics	1.8 Generated and distributed economic value	-
201-1 Direct economic value generated and distributed	1.8 Generated and distributed economic value	-

GRI 202 MARKET PRESENCE

Indicators	Chapter, Paragraph	Comments
3-3 **Management of material topics**	4.2 Next-Gen FSM Platform features and benefits	-

GRI 203 INDIRECT ECONOMIC IMPACTS

Indicators	Chapter, Paragraph	Comments
3-3 **Management of material topics**	4.2 Next-Gen FSM Platform features and benefits 4.4 Sustainable development of customers and communities	Licenses and professional services generated revenue of € 50.3 million.
203-1 **Infrastructure investments and services supported**	4.4 Sustainable development of customers and communities	-
203-2 **Significant indirect economic impacts**	4.4 Sustainable development of customers and communities	-

GRI 205 ANTI-CORRUPTION

Indicators	Chapter, Paragraph	Comments
3-3 **Management of material topics**	1.5 Corporate governance	-
205-2 **Communication and training about anti-corruption policies and procedures**	1.5 Corporate governance	-
205-3 **Confirmed incidents of corruption and actions taken**	1.5 Corporate governance	-

GRI 206 ANTI-COMPETITIVE BEHAVIOR

Indicators	Chapter, Paragraph	Comments
3-3 **Management of material topics**	1.5 Corporate governance	-
206-1 **Legal actions for anti-competitive behavior, anti-trust, and monopoly practices**	1.5 Corporate governance	In 2020, 2021 and 2022, OverIT has not been a participant in pending or completed legal actions regarding anti-competitive behavior and violations of anti-trust and monopoly legislation.

GRI 300 – ENVIRONMENTAL PERFORMANCE INDICATORS

GRI 305 EMISSIONS

Indicators	Chapter, Paragraph	Comments
3-3 Management of material topics	2.5 Energy consumption reduction and carbon footprint	-
305-1 Direct (Scope 1) GHG emissions	2.5 Energy consumption reduction and carbon footprint	-

GRI 307 ENVIRONMENTAL COMPLIANCE

Indicators	Chapter, Paragraph	Comments
3-3 Management of material topics	2.5 Energy consumption reduction and carbon footprint	-
307-1 Non-compliance with environmental laws and regulations	2.5 Energy consumption reduction and carbon footprint	In 2020, 2021 and 2022, OverIT did not record any pending or completed legal actions regarding non-compliance or violations of environmental laws or regulations.

GRI 308 SUPPLIER ENVIRONMENTAL ASSESSMENT

Indicators	Chapter, Paragraph	Comments
3-3 Management of material topics	2.4 Sustainable supply chain	-
308-1 New suppliers that were screened using environmental criteria	2.4 Sustainable supply chain	-

GRI 400 – SOCIAL PERFORMANCE INDICATORS

GRI 401 EMPLOYMENT

Indicators	Chapter, Paragraph	Comments
3-3 Management of material topics	3.1 Talent attraction, employment, and brand advocacy	-
401-1 New employee hires and employee turnover	3.1 Talent attraction, employment, and brand advocacy 3.6 Tables and numbers	-

Indicators	Chapter, Paragraph	Comments
401-2 **Benefits provided to full-time employees that are not provided to temporary or part-time employees**	-	All workers, regardless of the type of contract, receive the same benefits.
401-3 **Parental leave**	3.6 Tables and numbers	-

GRI 402 LABOR / MANAGEMENT RELATIONS

Indicators	Chapter, Paragraph	Comments
3-3 Management of material topics	3.3 People growth within a career framework	-
402-1 **Minimum notice periods regarding operational changes**	-	As an organization with collective labor agreements, OverIT applies notice period and provisions for consultation and negotiation as required by collective agreements.

GRI 403 OCCUPATIONAL HEALTH AND SAFETY

Indicators	Chapter, Paragraph	Comments
3-3 **Management of material topics**	3.5 Health, safety, and well-being	-
403-1 **Occupational health and safety management system**	3.5 Health, safety, and well-being	-
403-2 **Hazard identification, risk assessment, and incident investigation**	3.5 Health, safety, and well-being	-
03-3 **Occupational health services**	3.5 Health, safety, and well-being	-
403-4 **Worker participation, consultation, and communication on occupational health and safety**	3.5 Health, safety, and well-being	-
403-5 **Worker training on occupational health and safety**	3.5 Health, safety, and well-being	-

Indicators	Chapter, Paragraph	Comments
403-6 Promotion of worker health	3.5 Health, safety, and well-being	-
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	-	All suppliers are required to operate in accordance with the Italian regulations concerning occupational health and safety.
403-8 Workers covered by an occupational health and safety management system	3.6 Tables and numbers	-
403-9 Work-related injuries	3.5 Health, safety, and well-being	In 2020, 2021 and 2022 no work-related injury occurred.
403-10 Work-related ill health	-	In 2020, 2021 and 2022, no cases of occupational diseases or deaths due to occupational diseases occurred.

GRI 404 TRAINING

Indicators	Chapter, Paragraph	Comments
3-3 Management of material topics	3.2 Development with OverIT Academy 3.6 Tables and numbers	-
404-1 Average hours of training per year per employee	3.2 Development with OverIT Academy 3.6 Tables and numbers	-
404-2 Programs for upgrading employee skills and transition assistance programs	3.2 Development with OverIT Academy	-
404-3 Percentage of employees receiving regular performance and career development reviews	3.3 People growth within a career framework 3.6 Tables and numbers	-

GRI 405 DIVERSITY AND EQUAL OPPORTUNITIES

Indicators	Chapter, Paragraph	Comments
3-3 Management of material topics	3.4 Equal opportunity	-
405-1 Diversity of governance bodies and employees	3.4 Equal opportunity 3.6 Tables and numbers	-
405-2 Ratio of basic salary and remuneration of women to men	3.4 Equal opportunity 3.6 Tables and numbers	-

GRI 406 NON DISCRIMINATION

Indicators	Chapter, Paragraph	Comments
3-3 Management of material topics	3.4 Equal opportunity	-
406-1 Incidents of discrimination and corrective actions taken	3.4 Equal opportunity	-

GRI 414 SUPPLIER SOCIAL ASSESSMENT

Indicators	Chapter, Paragraph	Comments
3-3 Management of material topics	2.4 Sustainable supply chain	-
414-1 New suppliers that were screened using social criteria	2.4 Sustainable supply chain	-

GRI 416 CUSTOMER HEALTH AND SAFETY

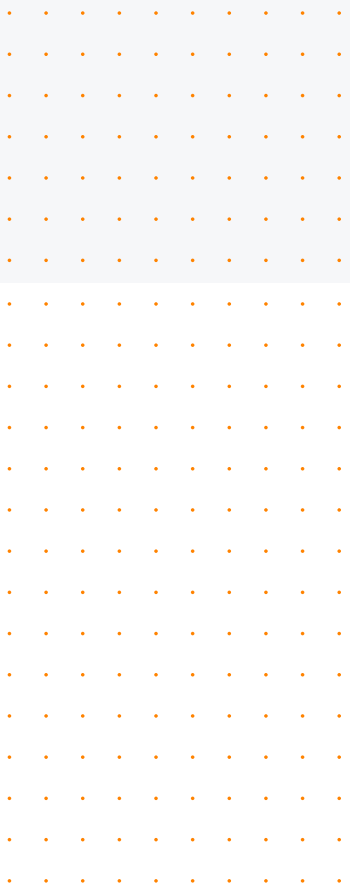| Indicators	Chapter, Paragraph	Comments
3-3 **Management of material topics**	4.3 Next-Gen FSM Platform features and benefits	-
416-1 **Assessment of the health and safety impacts of product and service categories**	-	The Next-Gen FSM Platform ensures the safety of field workers in mission-critical operations.
416-2 **Incidents of non-compliance concerning the health and safety impacts of products and services**	-	In 2020, 2021 and 2022 no incident of non-compliance concerning the health and safety impacts of Next-Gen FSM Platform was reported.

GRI 418 CUSTOMER PRIVACY

Indicators	Chapter, Paragraph	Comments
3-3 **Management of material topics**	2.1 Data privacy and cybersecurity	-
418-1 **Substantiated complaints concerning breaches of customer privacy and losses of customer data**	2.1 Data privacy and cybersecurity	-

ASPECTS NOT COVERED BY GRI: CUSTOMER RELATIONSHIP AND SATISFACTION

Indicators	Chapter, Paragraph	Comments
3-3 **Management of material topics**	2.3 Customer relationship and satisfaction	-

ASPECTS NOT COVERED BY GRI: BUSINESS CONTINUITY AND IT SECURITY

Indicators	Chapter, Paragraph	Comments
3-3 **Management of material topics**	2.2 Business continuity and IT security	-

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