



SUSTAINABILITY  
REPORT  
2023



## Letter to Stakeholders

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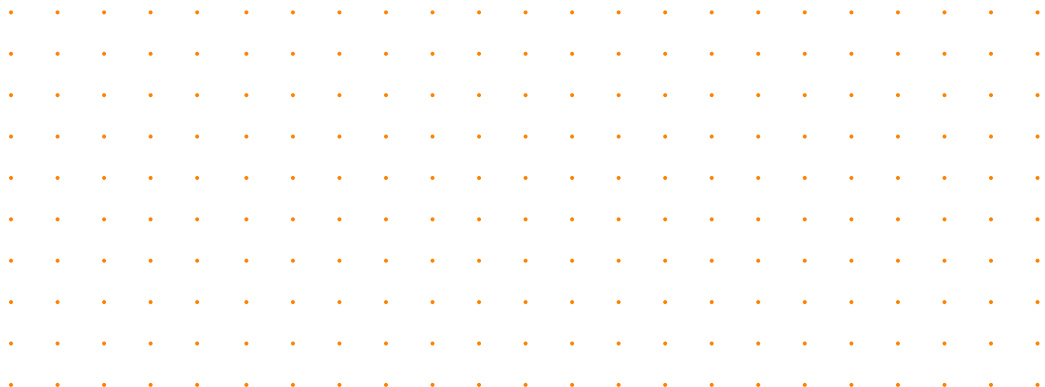
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# Letter to Stakeholders

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Dear Stakeholders,

At OverIT, we envision a future where communities coexist harmoniously with the planet, driven by digital solutions and technological advancements toward sustainability.

We prioritize this vision as the core of our operations.

In 2023, amidst global economic instability and conflicts, the call for action and accountability regarding climate change and social inequality has intensified. Prioritizing Environmental, Social, and Governance (ESG) issues is paramount to ensure business resilience.

The year 2023 marked the initial full implementation of our ESG strategy, enabling us to thoroughly evaluate its efficacy.

We made substantial progress against our targets, including attaining ISO 14001 certification for environmental management system. Our sustainability performance was recognized with a Gold Medal by EcoVadis. Additionally, we updated our Organization, Management, and Control Framework to better monitor risks associated with liability as well as ESG risks.

Furthermore, we initiated a partnership for carbon footprint assessment covering Scope 1, 2, and 3 emissions, enabling us to obtain more accurate data to craft a comprehensive decarbonization action plan.

Looking ahead, we are committed to continue incorporating ESG principles into every facet of our business operations, reinforcing the foundation of our cohesive Integrated Management System. Additionally, we remain dedicated to our pledge to support humanitarian organizations during emergency and post-emergency scenarios.

With each passing day, I am further convinced of the undeniable impact of our dedication to ESG values. As 2024 unfolds, we have set our aspirations even higher, eagerly anticipating the opportunity to showcase the tangible business value we are creating for OverIT, our customers and the community.

Yours sincerely

Pierpaolo Bergamo  
Chief Executive Officer



## Chapter One





# Our Approach



# 1.1 About Us

**OverIT** is a leading provider in software solutions for Field Service Management (FSM), Field Collaboration, Mobile applications, and Geographic Information Systems (GIS). With almost 25 years of expertise, we serve major businesses in the following sectors:



ENERGY & UTILITY



OIL & GAS



TELCO



TRANSPORTATION

Deploying groundbreaking technology like Augmented Reality and Machine Learning, we foster smarter workflows and maximize success for multinational companies. Over 300 clients are increasing daily efficiencies in Linear Asset Management, with over 200,000 of field workers being dispatched daily, and leveraging field collaboration in their mission-critical operations.

Since 2020, our cutting-edge technology and our ability to deliver at scale is backed by private equity funds, Bain Capital and NB Renaissance. OverIT is recognized by premier global advisory and consulting organizations as a leading FSM and Field Collaboration vendor.

# OverIT highlights

**4** legal entities in 4 different countries

**597** employees

**54** million in revenue(€)

**300+** international customers

**30+** countries

## Gartner

- Named Visionary in the "Gartner Magic Quadrant for Field Service Management"
- Included in the "Gartner Critical Capabilities for Field Service Management"
- Included in "Gartner Market Guide for Field Seervice Managment"
- Named Representative Vendor in the "Gartner Market Guide for Mobile Work Force Management Systems for Utilities"

## IDC

- Named a Leader in the "IDC MarketScape Worldwide Field Service Management Solutions for Utilities"
- Named as a Major Player in the "IDC MarketScape Worldwide Field Service Management Applications"
- Named a Major Player in "IDC MarketScape Worldwide Field Service Management Solutions for Oil & Gas"

## FORRESTER

- Included in the Forrester report "A reality check for enterprise Extended Reality and metaverse"
- Included in the "Forrester report Apply three principles to your enterprise Extended Reality and metaverse effort"
- Included in the Forrester report "The state of Extended Reality"

## 1.2 Our Strategy

### VISION

*We become a world-class SaaS company.  
We establish our leadership in the FSM software market. We are recognized as transformational partners by our customers.*

*Companies choose OverIT for their mission critical operations because of our innovative subscriptionbased 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.*



## 1.2.1 Focus on Linear Asset Management

Our expertise lies in the complex maintenance of linear assets and mission-critical industries, where GIS and offline mobility are paramount. This entails lifecycle management of technical systems like gas and electricity lines, roads, railroad tracks, pipelines, and tunnels.

*Keeping  
communities safe,  
warm, and running.  
Together.*

At the core of our offering is the NextGen Platform, the best-of-breed FSM software solution for dispatching, optimizing, and mobilizing technicians. It is highly configurable, easily upgradeable, and purpose-built to streamline Linear Asset Management operations.

Its advanced connectors ensure seamless integration with our customers' existing applications such as Customer Relationship Management (CRM), Enterprise Resource Planning (ERP) and Enterprise Asset Management (EAM), unlocking the full potential of FSM processes and dramatically impacting on reduction of implementation times and solution upgrades.

*The trusted  
digital partner for  
mission-critical  
operations  
on linear assets.*

## 1.2.2 OverIT SaaS Evolution

OverIT is strategically evolving, from its origins as system integrator to a premier Software-as-a-Service (SaaS) provider to the present time.

This transformation ensures the most consistent and up-to-date responses to the ever-changing landscape of FSM and to its need for agility and innovation.

Furthermore, this transition enables us to deliver our cutting-edge NextGen Platform through subscription services hosted on the Cloud, ensuring seamless access, and facilitating the expansion of our market share. Additionally, it helps maintaining the focus on prioritizing customer needs and fostering innovation.

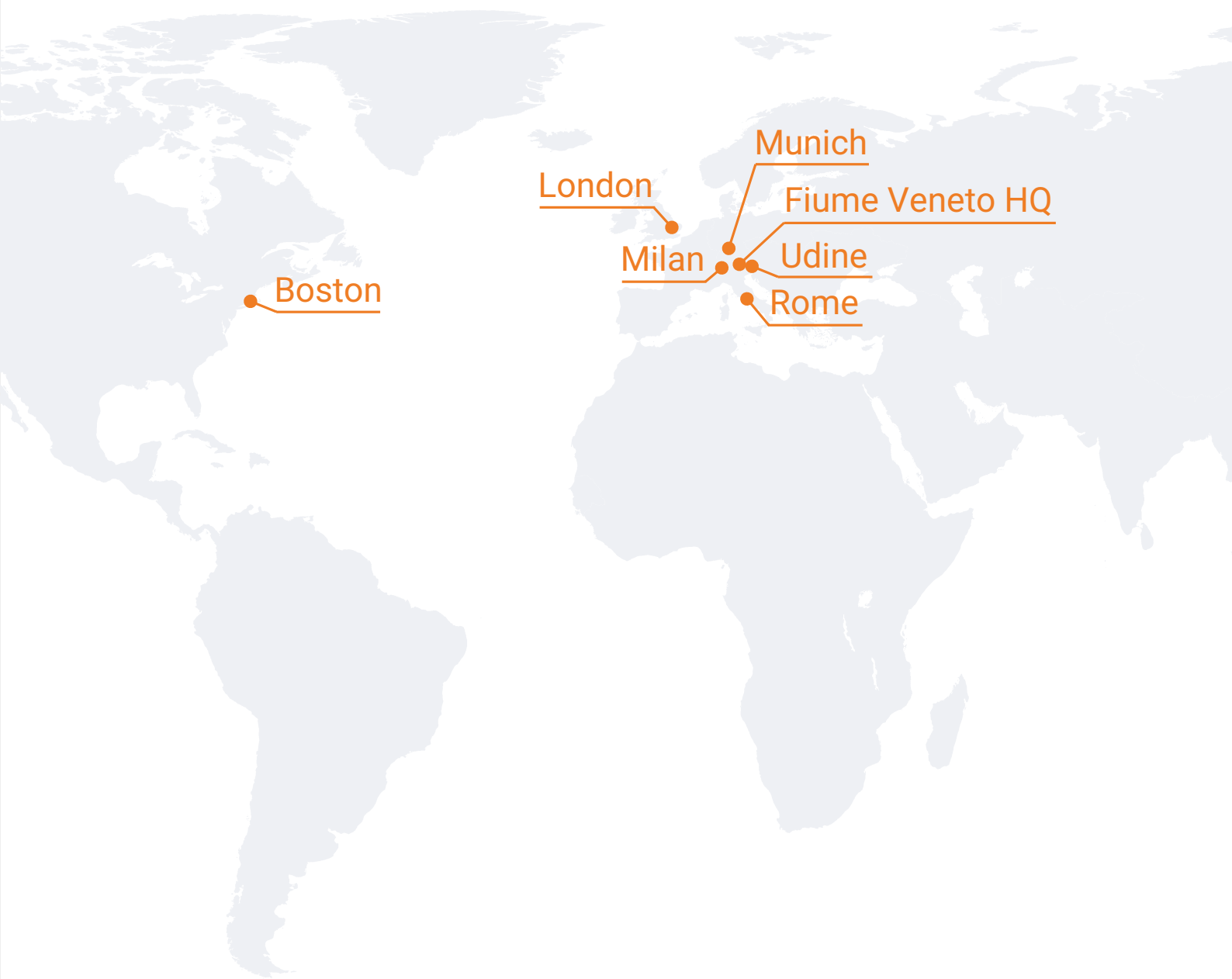
## 1.2.3 Global Expansion

OverIT has established a solid presence in Europe, North America, and Latin America, holding significant ground in countries such as Italy and Germany, as well as in the UK, while consolidating its growth in Greece, France, Spain, and Austria.

However, our strategic focus stretches way beyond these regions as we aspire to broaden our global reach substantially. Leveraging our extensive network of certified OverIT Partners, we are actively committed to expanding our operations worldwide.

Our Implementation Partners, which include independent technology partners, system integrators, and commercial resellers specializing in FSM, form trusted alliances that drive mutual growth and innovation, extending our reach across diverse industries and regions.

## OUR OFFICES



### ITALY

Fiume Veneto (Headquarter), Milan, Rome, Udine

### GERMANY

Munich

### UNITED KINGDOM

London

### UNITED STATES OF AMERICA

Boston

# Implementation Partners









# 1.3 Corporate and Sustainability Governance

OverIT S.p.A. is the Italian parent company of an international group, fully controlling foreign local entities. It manages administration and other staff functions for its subsidiaries and is engaged in the development of the software solution, thus employing most of the workforce. The subsidiaries in the UK, the USA, and Germany operate under its direction, primarily focusing on activities pertaining the sales cycle. Collectively, they form the OverIT Group, also only 'OverIT' or 'Group'.

## *OverIT S.p.A.*

Italian parent company.

## *OverIT G.m.b.H.*

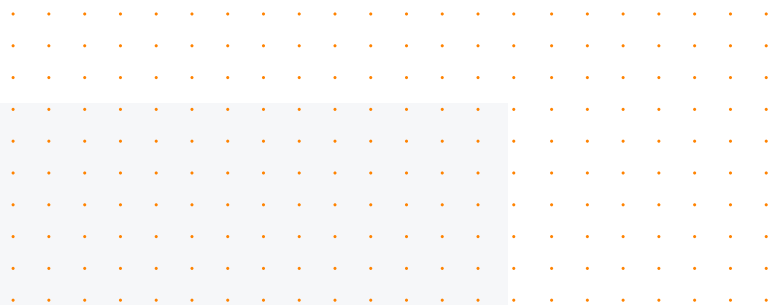
A company established in Germany in 2018.

## *OverIT International INC.*

A company established in the United States of America in 2017.

## *OverIT U.K. Ltd.*

A company established in the United Kingdom in 2022.





## 1.3.1 Corporate Governance Bodies

Corporate governance bodies play a vital role in overseeing the strategic direction, operations, and ethical conduct of OverIT, ensuring transparency, accountability, and the protection of stakeholders' interests.

### BOARD OF DIRECTORS

The Board of Directors (also 'Board') of OverIT S.p.A. is the highest governing body of the Group and includes both internal and external senior managers from Bain Capital and NB Renaissance. Additionally, the Chief Executive Officer (CEO) of OverIT joins the Board as its Chairman.

The Board is empowered to undertake such actions as may be necessary to fulfill the corporate purpose, except those reserved by law to the Shareholders' General Meeting. Pursuant to the Italian Civil Code, the Board has delegated some management powers to the Chief Executive Officer, the Chief Financial Officer, the Chief People Officer, the Chief Operating Officer, and the Senior Vice President Sales EMEA & LATAM.

### BOARD OF INDEPENDENT STATUTORY AUDITORS

As per legal requirements, the Board of Independent Statutory Auditors monitors adherence to corporate governance and regulatory compliance, with a specific focus on the principles of proper administration and accounting. Additionally, an external audit firm conducts quarterly accounting audits as mandated.

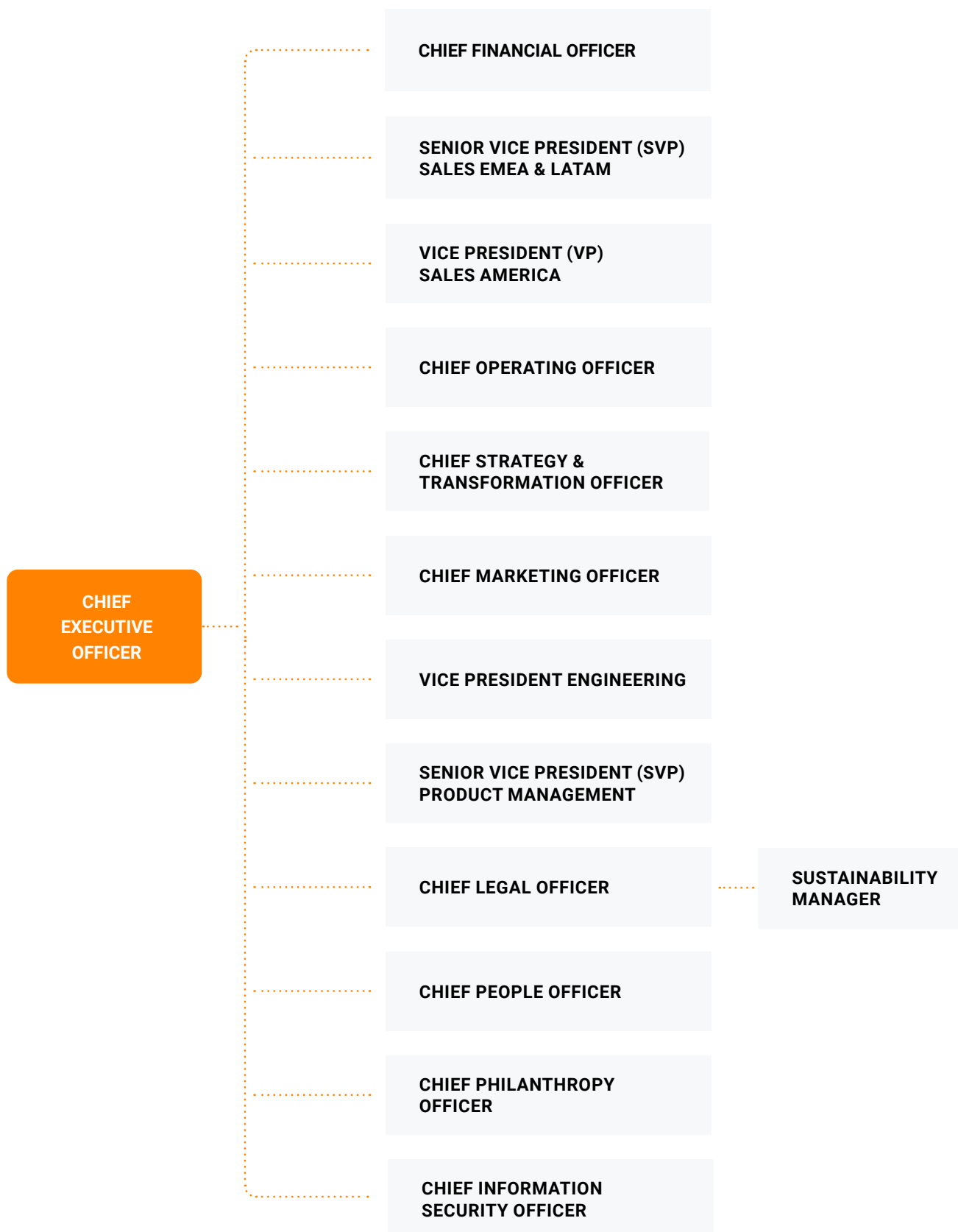
### SUPERVISORY BODY

In compliance with Italian Legislation on corporate liability (Legislative Decree no. 231/2001), OverIT has appointed a Supervisory Body to oversee the adequacy of the Organization, Management, and Control Framework ('OMC Framework'). The Supervisory Body, which is composed of internal and external members, holds autonomous powers of initiative and investigation. It meets periodically to review operations and engages with OverIT Executives for internal audits, and to monitor improvements.

## 1.3.2 OverIT Organizational Chart

OverIT's leadership team, led by CEO Paolo Bergamo, brings together top-tier managers from both our Italian headquarters and subsidiary companies.





### 1.3.3 OverIT Organizational Chart

Our commitment is to redefine Field Service Management, shaping a future grounded in technology and sustainability. In 2023, OverIT embraced a sustainability-by-design approach, aligning with widely used frameworks related to environmental, social, and governance (ESG) topics.

We have carefully chosen the frameworks and standards that best align with our activities and are deemed priorities by our clients, integrating them with Italian and European regulations, wherever applicable.

We have integrated all these elements into a unified Integrated Management System to streamline synergy and enhance efforts across OverIT, ultimately achieving improved sustainability outcomes and overall performance.

### POLICY AND PROCEDURES COMMITMENT

As the sustainability-by-design strategy unfolds, the Integrated Management System undergoes continued adjustments. The individual functions are responsible for monitoring the adequacy of their procedures, with support provided by the Legal & Sustainability Department.

All policies and procedures undergo regular updates, with reviews conducted by OverIT Executives and final approval given by the CEO before publication on the corporate intranet.



## OVERIT INTEGRATED MANAGEMENT SYSTEM

### OMC Framework

The OMC Framework is designed to prevent crimes that may occur within OverIT and as a result of its interactions with external stakeholders, encompassing conflicts of interest and anti-corruption measures. The OMC Framework is equivalent to the organizational model outlined in the Italian Legislation concerning corporate liability, specifically Legislative Decree no. 231/2001 and its amendments.

### ISO 9001

ISO 9001 is an internationally recognized quality management system standard that outlines principles for ensuring consistent quality in products and services through effective processes and consistent improvement.

### ISO 14001

ISO 14001 is a globally recognized environmental management system standard that sets out requirements for organizations to establish, implement, maintain, and improve environmental performance.

### General Data Protection Regulation (GDPR)

The GDPR is a comprehensive European Union regulation governing the collection, storage, processing, and transfer of personal data of individuals within the EU. The GDPR is meant to protect the privacy and data rights of individuals.

## TO BE ACHIEVED

### SA 8000

SA 8000 is a social accountability standard, valued by organizations worldwide for its guidance on the ethical treatment of workers. It covers key areas like child labor, forced labor, health and safety, and discrimination, with the aim of upholding human rights. Our objective is to achieve compliance with the SA 8000 Standard by 2024.

### PdR 125

PdR 125 is an Italian certification introduced by the Italian National Recovery and Resilience Plan (NRRP) for promoting gender equality within organizations. OverIT has embraced this standard from a broader perspective, emphasizing equal opportunity principles, and fostering inclusivity across all aspects of diversity. The attainment of this certification is scheduled to occur in 2024.

## 1.3.4 ESG Governance and Leadership

At the forefront of our vision to build a sustainable and digital future is our top leadership. Our CEO leads our sustainability initiatives and relies on the knowledge and expertise of our Chief Legal Officer and Sustainability Manager. Together, they oversee the ESG agenda (Environment, Social, Governance), regularly consulting with Executives for high-level support.

As leading external sustainability experts, ESG Partners from Bain Capital and NB Renaissance are actively engaged in refining the sustainability strategies, recommending programs and tools, and ensuring overall alignment with investors' priorities.

Moreover, the Board of Directors is informed of all major ESG achievements and holds authority over the approval of the Sustainability Report.

In 2023, our primary focus was on certifications, audits, and assessments, as we structured the Integrated Management System and laid the foundation for decarbonization strategies.

## 1.3.5 Highlights 2023

In 2023, OverIT celebrated significant milestones that drove us towards our goal of establishing a long-lasting ESG performance, one that consistently meets the most stringent international sustainability criteria. These achievements entail:

- publishing our very first Sustainability Report, which provides tangible evidence of our commitment to transparent communication;
- undergoing EcoVadis assessment for the first time and achieving Silver Medal;
- shaping the Integrated Management System effectively, in a targeted effort to enhance the quality and environmental attributes of our operations;
- obtaining the ISO 14001 for our environmental management system and implementing a carbon accounting platform to establish a clear carbon footprint baseline;
- becoming a proud endorser of the United Nations Global Compact (UN Global Compact), a leading initiative that provides guidance for businesses to integrate principles of sustainability into their operations.



## ECOVADIS

EcoVadis stands as a leading sustainability assessment platform, evaluating companies across environmental, labor and human rights, ethics, and sustainable procurement criteria. Widely adopted by businesses, it aids in assessing sustainability performance and facilitating supply chain management.

With a keen understanding of the substantial progress in our sustainability strategy, in 2023, we undertook the challenge to elevate our previously earned Silver Medal to the Gold Medal. Further information on this huge achievement will be disclosed in the 2024 Sustainability Report.



## 1.4 Economic Value for Stakeholders

In 2023, OverIT generated 53.7 million euros (€) in economic value, marking a 6% increase over the previous year.

Recurring revenues closed 2023 at 14.4 million euros (€), growing 13% compared to the previous year, reflecting the successful transformation towards a SaaS business model.

In 2023, the distributed value to the community increased thanks to a number of matching-gift campaigns, including one for WeWorld Onlus, an independent Italian organization focused on projects concerning Development Cooperation and Humanitarian Aid, in response to the earthquake in Syria.



## Generated and distributed economic value

	2021	2022	2023
<b>Generated value</b>	<b>42,586,185</b>	<b>50,751,861</b>	<b>53,720,067</b>
<b>Distributed value</b>	<b>62,236,379</b>	<b>55,783,497</b>	<b>63,589,270</b>
Operating costs	20,004,129	23,302,281	20,909,031
Distributed value to employees	29,158,176	35,298,523	41,671,055
Distributed value to capital providers	83,524	514,753	949,833
Distributed value to the Public Administration	12,988,478	-3,334,580	47,351
Distributed value to the community	2,072	2,520	12,000
<b>Retained value</b>	<b>-19,650,194</b>	<b>-5,031,636</b>	<b>-9,869,203</b>



## Chapter Two





# Building Trust, Ensuring Excellence

02

## 2.1 Human Rights, Ethics, and Integrity

At OverIT, we prioritize protecting fundamental rights as non-negotiable principles across all our operations, from employee and stakeholder interactions to supply chain practices and community engagements.

We embody our commitment through key pillars such as workplace flexibility, fair procurement practices, and highly relevant partnerships with non-profit stakeholders.



**United Nations**  
Global Compact

Furthermore, as first-time participants in 2023, we are proud to state our firm support for the Ten Principles of the UN Global Compact. Through this commitment, we reinforce our dedication to implementing responsible business practices and advocating the Sustainable Development Goals (SDGs).



## 2.1.1. Code of Ethics

In 2023, OverIT aligned its Code of Ethics with the corporate principles and sustainability objectives, encapsulating the following core values:

### TRUST

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

### 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.

### EXCELLENCE

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

### SIMPLICITY

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

This revised Code of Ethics not only better reflects OverIT’s identity and values, but also acknowledges our adherence to the ethical standards established by SAI (Social Accountability International), the global organization defining SA 8000 guidelines to guarantee equitable and decent working conditions.

By embracing principles such as freedom of collective bargaining and non-discrimination, we reaffirm our dedication to upholding human rights and fostering fair labor practices.



Code of Ethics



## 2.1.2 Sustainable and Ethical Procurement

Our procurement strategy relies on a highly technical array of suppliers, encompassing infrastructure cloud providers, software license providers, and outstanding consultancy firms specialized in innovative technologies. Approximately 77% of our expenditure is allocated to local entities, mainly Italian-based or international companies with Italian affiliated subsidiaries. The remaining portion is split between suppliers in the USA, the UK, and a few other countries.

All suppliers, whether local or international, along with our business partners, are required to adhere to the OverIT Code of Ethics. Furthermore, we enforce fair commercial practices through dedicated qualification assessment and contractual safeguards, including audit and termination rights.

Our supplier qualification process ensures that suppliers meet ethical and data privacy standards, along with cybersecurity standards, based not only on the applicable regulations, but also on the sector's best practices and cut-edge available technology, thus setting the threshold for approval. It also evaluates environmental and social accountability, as well as health and safety, and equal opportunity matters.

In 2023, out of 550 suppliers, 150 (27%) underwent our rigorous qualification and evaluation process, representing a notable increase from 2022 (11%). Considering external temporary resources from consultancy firms and several best-of-breed cyber security providers, the verified suppliers by OverIT are rightly concentrated on those deemed most critical.

The increase in 2023 reflects the Procurement Department's focus on the qualification of suppliers deemed critical. The scope will expand in the upcoming year, leading to a further rise in the total number of qualified suppliers.

Moreover, we conducted a comprehensive overhaul of the supplier database, aimed at refining, rationalizing, and optimizing the management process. As a result, the overall number of suppliers has been halved.



## 2.1.3 Anti-corruption

OverIT values customer trust and our OMC Framework, amongst the others, helps us ensure transparency and accountability.

In 2023, as OverIT experienced rapid growth and expansion, also entailing internal reorganizations, we conducted a new comprehensive risk assessment. This led to significant updates of the Group OMC Framework. The updates have spanned the OMC Framework in its entirety, entailing substantial revisions to both core documents and supporting policies, as well as function-specific procedures. These revisions also entailed the incorporation of the latest regulatory developments.

Looking ahead, we remain committed to filling the remaining gaps identified during 2023 and to a continuous refinement, with further updates on schedule for the coming year.



**ZERO**

*instances of corruption or violations of the law were reported throughout 2023.*

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## CORPORATE TRAINING ON THE OMC FRAMEWORK

OverIT reinforced its mandatory training on crimes which may be perpetuated within the Group, with specific focus on anti-bribery and corruption, for all employees and collaborators worldwide. Besides, OverIT has released a specialized training for Executives exposed to higher corruption and bribery risk.

Moreover, all new employees must complete the mentioned training and are given the opportunity to familiarize themselves with the OMC Framework thanks to the document package they receive as part of the onboarding process.



**100%**

*of employees completed mandatory training on anti-corruption and anti-bribery.*

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## INFORMATION AND COMMUNICATION

Regular information flows are maintained between the management and the Supervisory Body regarding the sensitive activities of the OMC Framework, through periodical updates, event-based notifications and in person reporting during the Supervisory Body periodical meetings.

In 2023, the Board of Directors, the Supervisory Body and the Board of Independent Statutory Auditors received comprehensive updates on the improvements made within the OMC Framework. Additionally, updates on major procedures (e.g., Whistleblowing Procedure) have been communicated to the workforce via email and the corporate intranet.

### 2.1.4 Whistleblowing

OverIT Whistleblowing Platform enables all employees, customers, suppliers, and other stakeholders to raise concerns regarding actual or suspected wrongdoings with respect to the Code of Ethics, the OMC Framework and any law or regulation.

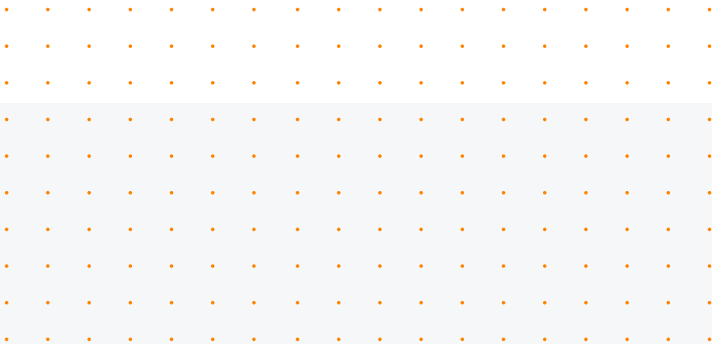
The whistleblower can submit an anonymous report and then monitor the progress of the case. Reports are confidential and visible only to the Supervisory Body, ensuring protection against retaliation for anyone who reports wrongdoings in good faith.

All legal entities pertaining to the Group abide to the same OMC Framework and compliance mechanisms to the extent applicable based on the local regulations and their organizational structure.

✓ *In 2023, no incidents of corruption or concerns regarding actual or suspected serious wrongdoings within the OverIT Group have been raised.*



Whistleblowing Platform






## 2.2 Environmental Impact

Acknowledging the urgency of addressing climate change, OverIT is committed to minimizing its environmental impact and safeguarding natural resources. In 2023, this commitment was further consolidated through the introduction of the OverIT Quality and Environment Policy.

Function-specific employees received training on fundamental environmental principles, and enhancements were made to environmental risk management, including the implementation of a comprehensive electronic waste disposal procedure.

Aligning with our sustainability-by-design approach, we integrated environmental responsibility with ISO 9001 standard on quality management. These efforts culminated in the attainment of the ISO 14001 certification for environmental management system.

---

 **ZERO**  
*environmental incidents  
or violations in 2023*

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## 2.2.1 Emissions

OverIT measures and reports Greenhouse Gas (GHG) emissions for Scopes 1, 2, and 3. In accordance with the GHG Protocol, we defined organizational boundaries, collected data on emissions sources, calculated emissions using standardized factors and submit our data for the relevant accuracy checks to a carbon accounting provider.

Our combined Scopes 1, 2, and 3 emissions in 2023 were 6,398.79 metric tons of CO<sub>2</sub>eq (Location-Based), of which the majority (96%) were Scope 3 emissions.

The trend of emissions for Scopes 1 and 2 is showing a decline. With enhanced precision in calculating our carbon footprint, we commit to further monitoring for validation and deeper analysis in our forthcoming reports.

Scope	Unit	2021 *	2022 *	2023
<b>Scope 1</b>	<b>t CO<sub>2e</sub></b>	<b>442</b>	<b>362</b>	<b>174.83</b>
<b>Scope 2</b>	<b>t CO<sub>2e</sub></b>			
Location-Based	t CO <sub>2e</sub>	69	72	57.05
Market-Based	t CO <sub>2e</sub>	-	-	46.88
<b>Scope 3</b>	<b>t CO<sub>2e</sub></b>	<b>-</b>	<b>-</b>	<b>6,166.92</b>

\* Emission monitoring for 2021 and 2022 was limited to Scope 1 and 2 (Location-Based). As of 2023, we extended our calculation to include Scope 3 emissions.

## SCOPE 1

Scope 1 refers to Greenhouse Gas emissions generated directly from operations owned or controlled by OverIT. At OverIT, this includes emissions originating from the mobile car fleet combustion and from the heating for one of the sites.

## SCOPE 2

The emissions here included are indirect carbon ones, encompassing emissions resulting from the consumption of purchased electricity or other energy sources generated upstream of the Group. To calculate Scope 2 emissions, we applied both location-based and market-based methodologies.

For Scope 2, we used the following Emission Factor Sets:

- Exiobase - Monetary 3.8.2;
- IEA International Electricity Factors (2023);
- UK DEFRA - Conversion Factors 2023.

## SCOPE 3

Scope 3 emissions are additional indirect carbon emissions and are related to those corporate operations that are not directly owned or controlled by the Group itself. Scope 3 emissions include both upstream and downstream ones, and cover multiple emission GHG Protocol emission categories at OverIT, including:

- Category 1: purchased goods and services;
- Category 3: fuel- and energy related activities;
- Category 6: business travel;
- Category 7: employee commuting and telework.

## 2.2.2 Decarbonization Plan Readiness

As a future initiative for 2024, OverIT will develop a comprehensive decarbonization strategy in adherence to the standards set forth by the Science Based Targets initiative (SBTi).

This collaborative endeavor is dedicated to assisting companies in establishing targets that are aligned with the goal of limiting global warming to well below 1.5°C above pre-industrial levels, as outlined by the Paris Agreement.

Decarbonization actions will encompass finalizing the transition to renewable energy for sites that are still reliant on non-renewable sources, along with actively engaging with the supply chain.



## 2.3 Business Continuity, Cybersecurity, and Data Privacy

### 2.3.1. Business Continuity

At OverIT, we prioritize ensuring uninterrupted operations for our customers, enabling them to seamlessly conduct mission-critical activities. Identifying potential risks of downtime or service disruptions is crucial not only for our operations but also for the communities that rely on our customers' assets for safety and efficiency.

To uphold this commitment, all business owners actively engage in the annual Business Impact Analysis and Risk Assessment, two critical processes that lead to the review and enhancement of our Business Continuity Plan.

In 2023, significant updates were made to our plan to incorporate new processes and methodologies compared to the previous year. This iterative approach ensures our readiness to adapt to evolving challenges and maintain operational resilience.

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99.12%



*Average Service Level Agreement coverage for Cloud services to customers*

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## 2.3.2 Cybersecurity and Data Privacy

Cybersecurity and Data Privacy stand as paramount concerns within the industries served by OverIT. Year by year, we commit to improving our portfolio of certifications and attestations with utmost diligence, strengthening our overall cybersecurity, and maintaining an effective Privacy Organizational Security Framework.

In further detail, the NextGen Platform by OverIT employs multiple layers of data protection, including authentication, encryption, and advanced user authorization. Our data storage options ensure access to pertinent information only, alongside anonymization techniques to safeguard sensitive data. Additionally, a public reporting mechanism is in place for promptly addressing cybersecurity incidents.

In 2023, all employees underwent specialized cybersecurity training to mitigate daily information security risks. Additionally, 100% of our staff completed e-learning courses on GDPR principles

and data protection best practices and we conduct three cycles of security and privacy awareness annually. Moreover, we implemented information security due diligence on third parties as an integral part of our Procurement Procedure

---

### ZERO



*We have not experienced any complaint regarding breaches of customers' privacy or incidents of data breaches, leaks, thefts, or losses of customers' data.*

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## ISO 27001 UPGRADED

In addition to steadfast compliance with existing frameworks, our commitment to excellence propels us further. In 2023, we proactively revised our policies and procedures to align with the latest iteration (introduced in 2022) of ISO 27001 certification on information security.

Furthermore, in 2023, OverIT secured ISO 27017 and 27018 extensions for Cloud-specific services and PII (Personally Identifiable Information) Cloud data processing.

Additionally, we obtained the SOC 1 Type II and the SOC 2 Type II reports, stating the effectiveness of our controls on systems and services that have impacts on customers' financial reporting as well as their security, availability, and confidentiality.

## GDPR REQUIREMENTS AND ANTICIPATIONS

OverIT has established a Privacy Organizational Framework to adhere to GDPR regulations. It comprises procedural and organizational guidelines aimed at ensuring comprehensive privacy compliance, with particular emphasis on conducting Data Protection Impact Assessments (DPIA) and managing personal data breaches.

OverIT has established a Privacy Organizational Framework to adhere to GDPR regulations. It comprises procedural and organizational guidelines aimed at ensuring comprehensive privacy compliance, with particular emphasis on conducting Data Protection Impact Assessments (DPIA) and managing personal data breaches.

This ongoing process undergoes consistent monitoring and refinement by our Legal & Sustainability Department. Our GDPR management system encompasses dedicated policies, procedures, and personnel assigned specifically to this task. Internally, a Legal & Compliance Manager is in charge of overseeing GDPR compliance, supported by the expertise of an external consultant.

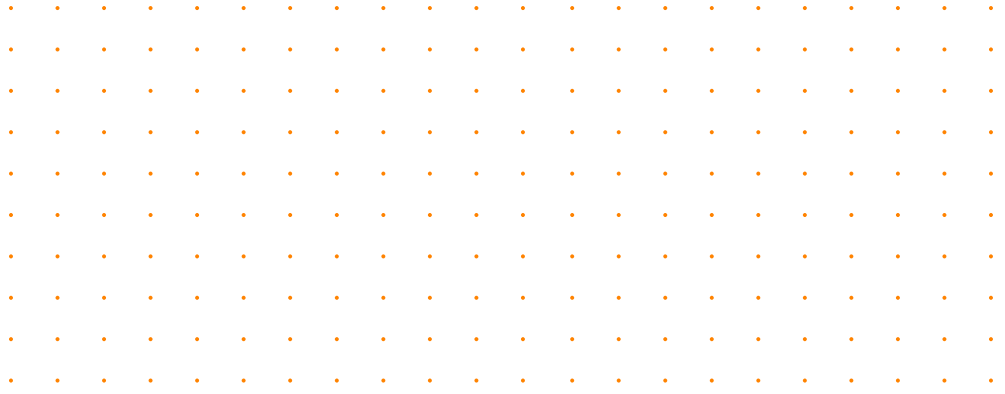






## Chapter **Three**





# Supporting Employee Success

03

## 3.1 Health & Safety

As a software solutions company, OverIT carries low Health & Safety risks. To maintain responsible practices, we integrate Health & Safety protocols into our risk management processes and ensure compliance with Italian Legislative Decree no. 81/2008.

We implement systematic measures to uphold awareness of Health & Safety matters throughout the Group. This encompasses regular meetings between the Occupational Health and Safety Officer (in Italian 'Responsabile del Servizio di Prevenzione e Protezione' or 'RSPP') and OverIT management to evaluate and improve accident-prevention measures, culminating in an annual summary meeting with the CEO to communicate progress and future action plans.

In 2023, these measures facilitated prompt replenishment of fire emergency and first aid teams along with optimized medical visit scheduling, with the Doctor coordinator being supported by additional physicians across Italy. Furthermore, in 2023, our RSPP issued an updated Risk Assessment Document (in Italian 'Documento di Valutazione dei Rischi' or 'DVR'), resulting in revised evacuation plans for the Italian facilities.

In 2023, all employees received Health & Safety training via our e-learning platform, with additional in-person sessions held specifically for fire emergency and first aid teams as needed.

As a result, only one minor incident occurred during the reporting year.

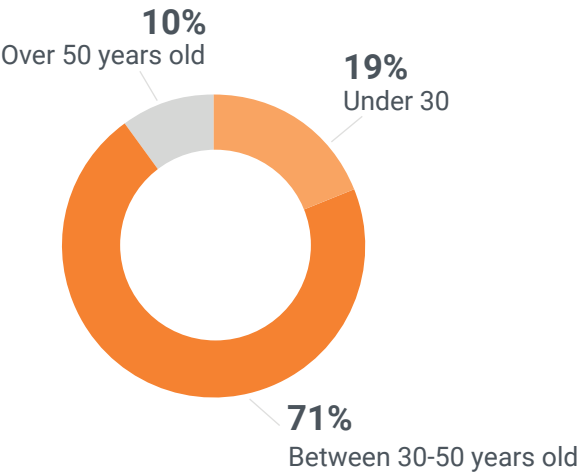


*Any further requests or reports may be submitted directly to the Human Resources department in writing at [human.resources@overit.ai](mailto:human.resources@overit.ai) or at [health.safety@overit.ai](mailto:health.safety@overit.ai)*

# 3.2 Careers and Training

Career development, training opportunities, and remote working options are crucial for today's workforce, particularly among younger generations in the software and IT industry. With 19% of our employees under 30 years old and a significant portion from the Millennial generation (born between 1981 and 1996), addressing these aspects becomes paramount in ensuring employee engagement and satisfaction.

## TOTAL WORKFORCE BY AGE (2023)



- 
- ✓ 20 hours  
hours training  
per employee in 2023
- 
- ✓ 100%  
of employees are entitled to  
Location Flexible Policy
-



## 3.2.1 Career Framework

In 2023, OverIT implemented a transparent Career Framework, accessible to all employees. It provides a roadmap outlining career stages, roles, and development opportunities within OverIT, empowering individuals to navigate their development path effectively. It facilitated the annual performance assessments for all employees, enabling their managers to co-create professional plans tailored to their skills and goals.

As a future commitment, our objective is to integrate Management by Objectives (MBO) with ESG criteria, thereby incorporating sustainability principles into our performance management process. This approach will drive accountability and transparency, while fostering a culture of sustainability and long-term value creation.

## 3.2.2 OverIT Academy and WE LEAD Program

The OverIT Academy offers multiple training initiatives globally, supporting employees at every stage of their career. Our programs include language proficiency and role-specific skills training, while employees can request access to external platforms like Udemy Business for general skills and ESRI for specialized technical and GIS skills training.

In 2023, OverIT introduced the WE LEAD Program, designed for current and aspiring people managers. This initiative offers e-learning and group coaching sessions that focus on crucial managerial skills such as feedback, performance, communication, and change management. In 2023, 136 employees participated in this program and its continuation is planned for the upcoming year.

## 3.2.3 Flexibility and Dialogue

A highly valued feature, especially among younger employees, is our Location Flexible Policy, a hallmark of OverIT offering unparalleled flexibility with options for remote or hybrid work arrangements to all employees from day one. To further enhance work flexibility, we are introducing starting January 2024 the Smart Week Policy, which consists of a slightly shorter workweek compared to the standard one.

Similar initiatives, along with progress toward our corporate vision, are regularly communicated to the entire workforce during 'All-hands' meetings. In 2023, these sessions were held monthly and conducted online, featuring management updates, live Q&A sessions between employees and executives, and anonymous surveys for employee feedback.

### 3.2.4 Great Place to Work 2023

OverIT measures employee engagement by annually conducting the Great Place to Work survey. In the latest survey, we achieved a global participation of 94%, confirming our position as one of the Best Workplaces in Italy, once again.

We are proud of this achievement and remain committed to fostering a culture of trust, respect, and innovation, which is fundamental to our 2024 strategy.

The logo for Great Place To Work, featuring the text "Great Place To Work" in white on a red square background.

## 3.3 Equal Opportunity

At OverIT, we acknowledge the significant role that diverse perspectives and inclusive practices play in fueling groundbreaking ideas and fostering innovation.

In the 2023 update to the OverIT Code of Ethics, we have prioritized equal opportunity and fair treatment as foundational principles. This commitment is reflected in the alignment of procedures and processes within our Integrated Management System, laying the groundwork for the upcoming initiatives planned for 2024 in accordance with SA 8000 and PdR 125 certifications.



**ZERO**

*In 2021, 2022 and 2023,  
no incidents of discrimination  
have been reported to OverIT*

### 3.3.1 Future Initiatives and Goals

Looking at 2024, we are committed to implement a comprehensive plan aimed at fostering a diverse and inclusive workplace. This plan includes policy development and employee training initiatives tailored to support our commitment.

First half of 2024:

- publication of the Social Accountability and Equal Opportunity Policy;
- creation of the 'Equal Opportunity Committee';
- launch of training programs.

Second half of 2024:

- development of an equal opportunity plan;
- evaluation of the effectiveness of our initiatives, adjusting as necessary;
- establishment of internal projects to support the needs and interests of various employee communities.

### 3.3.2 Partnership with Sistech

Effective stakeholder relationships are essential for expediting the integration of equal opportunity principles within any organization.

In 2023, OverIT partnered with Sistech, a non-profit organization that has empowered over 350 refugee women by providing training and support for accessing tech and digital jobs since its establishment in 2017.

A pilot program was initiated, and we will continue to collaborate to identify additional talented individuals trained by Sistech to join OverIT.

sistech





## Chapter **Four**







# Prioritizing Customer Success

04

At OverIT, customer success is our foremost priority, driving every decision and guiding us to leverage disruptive technologies to optimize the field service operations of our customers.

In 2023, as part of our SaaS evolution, we established a Product Roadmap for the NextGen Platform. It outlines a clear strategic vision focused on the rebuilding of the NextGen Platform to ensure high extensibility, effortless upgrades, and rapid implementation for mission critical operations.

## PRODUCT ROADMAP



The NextGen Platform's features are clearly and transparently communicated to the customers from Sales and Customer Success Group departments. During negotiations, specialized legal teams from both parties, and from OverIT Partners if involved, ensure adherence to previously agreed-upon terms. OverIT also regularly participates in global tenders where transparency is ensured through adherence to client-set criteria.

## 4.1 Customers' Opinion

In today's Field Service Management industry, cultivating transparent communication with our customers is paramount for maintaining enduring relationships.

At OverIT, we strive for utmost customer satisfaction by optimizing both human resources and processes.

Our Customer Success Group, led by the Chief Operating Officer, comprises highly skilled individuals with cross-functional expertise. They are tasked with identifying customer needs and critical FSM requirements, enhancing our product offerings.

Our processes encompass satisfaction monitoring methodologies, including Customer Advisory Boards and individual satisfaction surveys.

In 2023, we hosted two Customer Advisory Boards, to facilitate exchanges among customers, partners, and OverIT representatives. These sessions fostered collaborative insights, paving the way for value co-creation and co-innovation.

Furthermore, OverIT has been recognized as a Leader in the 2023-2024 IDC MarketScape for Worldwide Field Service Management Solutions for Utilities. This report serves electric, gas, and water utilities by providing vital insights into FSM solutions. Notably, OverIT's capacity to deliver utility-specific solutions for over 150 implementations underscores our leadership in the field.



*After almost 25 years in the business and over 150 implementations in the industry, OverIT is widely recognized as an expert in addressing utility needs in the FSM space. The vendor is growing its commitment to the industry and is praised for having a highly competent team.*



# 4.2 Sustainability and NextGen Platform

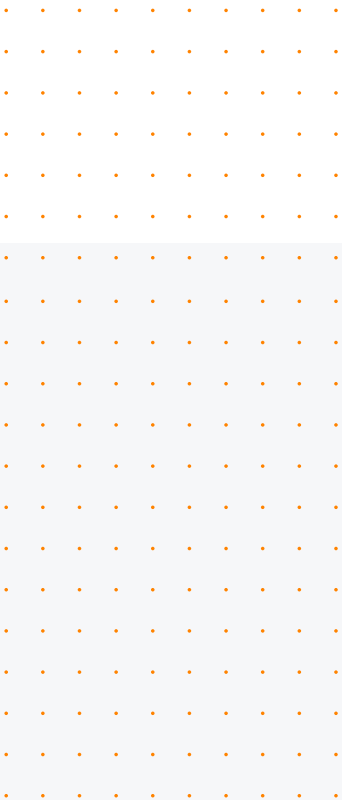
Sustainability is embedded in the core of our NextGen Platform.

Our software solution integrates scheduling and field collaboration components, thus reducing customers' workforce travel or making it unnecessary through remote work facilitated by headsets and visors, ultimately minimizing fuel consumption and emissions.

Digitalization entails dematerialization, as it replaces pen and paper with hands-free interventions when it comes to operating in hazardous environments. This improves the health and safety of operators while enabling knowledge transfer through recorded video and audio, which is crucial for comprehensive training and risk prevention.

Moreover, the NextGen Platform facilitates interventions that enhance infrastructure longevity and resilience, ensuring community assets remain operational, safe, and sustainable, thereby minimizing the risk of environmental disasters as well as the potential waste of natural resources.

Future initiatives will focus on quantifying these benefits for sustainability feature enhancements or implementations.



# Success story

**HERA GROUP**



## Managing appointments' booking to enhance efficiency standards

Hera Group is one of the largest Italian multi-utility companies with 10,000 employees, operating in a variety of sectors ranging from environmental services, integrated water cycle, energy supply (electricity and gas distribution and sale), public lighting to telecommunication.

OverIT software solution allows Hera Group to:

- enhance efficiency in scheduling and managing work orders;
- increase flexibility in the agenda management;
- reduce travel times and costs.

**ENBW**



## Training on-the-job for maintenance on wind turbines

EnBW Energie Baden-Württemberg AG, a company listed in the stock exchange with headquarters in Germany, is one of the largest energy utility companies in Germany and Europe.

It provides 5.5 million customers with daily services and products regarding electricity, gas, water, telecommunications, e-mobility, and energy from renewable and sustainable sources.

Responding to energy transition, over two million customers and 180,000 renewable generation plants are now connected to EnBW grids.

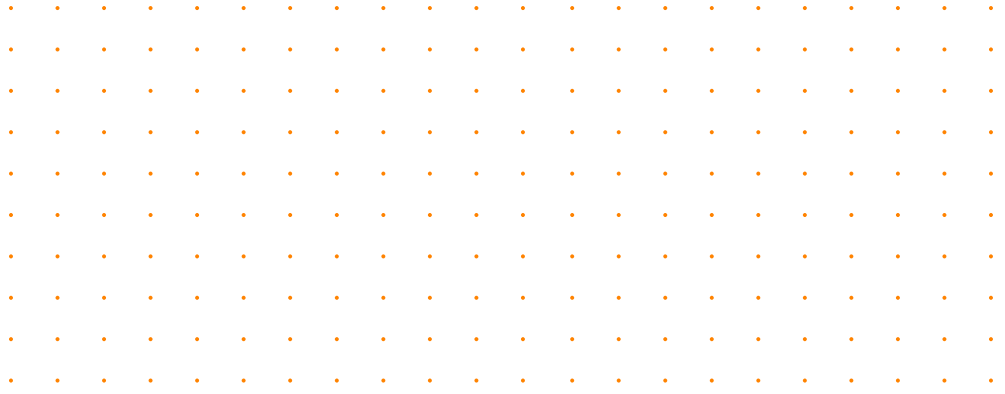
EnBW highly benefitted from this choice in terms of:

- 50% reduction in training effort;
- 45% improvement of first-time fix rate;
- strengthened safety standards.



## Chapter Five





# Expanding Towards Humanitarian Aid

05

As a leading software service vendor, OverIT provides end-to-end coverage of the Field Service Management process and stands as the most suitable election to assist global humanitarian organizations in mission-critical operations.



*As an active member of our society, OverIT has a sense of responsibility for those in need.*

*We believe that Philanthropy shall inspire wise actions aimed at building a fairer, more equitable, and sustainable world.*

*We think of social responsibility as the driving force behind any collective change effort.*

Leveraging our expertise in technology such as GIS, Machine Learning, Augmented Reality, and IoT, we ensure efficient resource management for aid distribution, detailed mapping of intervention areas and real-time information sharing, during emergencies.

In post-emergency scenarios, we enable the efficient monitoring and maintenance of critical infrastructure and schedules optimization, ultimately aiding humanitarian organizations improve operational effectiveness and responsiveness.



## AREAS OF INTERVENTION FOR HUMANITARIAN ORGANIZATIONS AND OVERIT

- Logistic Operations
- Material Distribution
- WASH (Water, Sanitation, Hygiene)
- Health
- Shelter
- Education and training
- Communication
- Cultural and Environmental Heritage

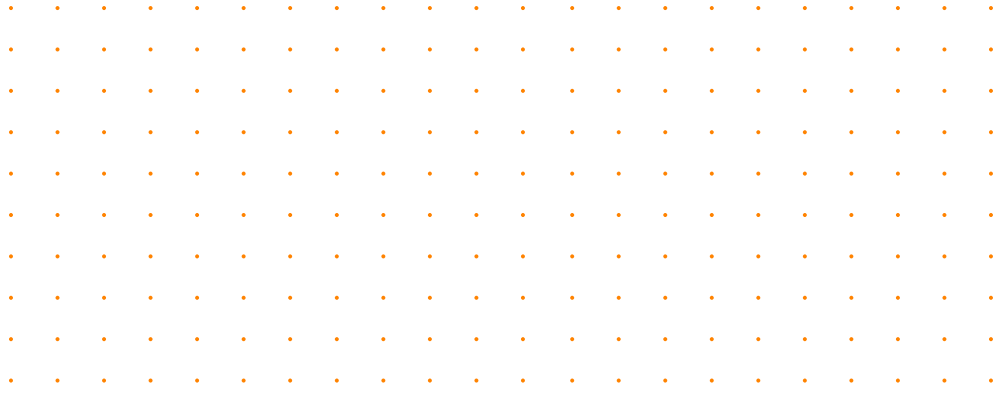
In 2023, our Chief Philanthropy Officer initiated this effort, supported by internal resources and external partners like Tech to the Rescue, a global platform connecting tech companies with non-profits for social impact.

Projects and initiatives in this area are currently under development and will be disclosed in the report of the forthcoming year.



## Chapter **Six**





# Methodology and Materiality Assessment





# 6.1 Perimeter, Scope, and Contents

The Sustainability Report 2023 (also 'Report') represents the second edition of the Sustainability Report of the OverIT Group and aims to present OverIT's results during fiscal year 2023, covering the period from January 1 to December 31, across environmental, economic, and social dimensions, highlighting its commitment to generating value not only for the company itself but also for its stakeholders.

The process of collecting information and quantitative data has been organized to ensure comparability, enabling all stakeholders to fully understand the evolution of OverIT's performance and to understand the information provided correctly. Where possible, performance trends for the three-year period 2021-2023 have been reported. Furthermore, in the document, when relevant, essential information regarding OverIT management system on sustainability issues has been highlighted, as described in the previous year's Report.

The reporting scope encompasses all the companies of the OverIT Group (1.3. Corporate and Sustainability Governance).

This document has been approved by the Board of Directors of OverIT S.p.A. on May 30, 2024.

OverIT's Sustainability Report is a voluntary document prepared in accordance with the Global Reporting Initiative (GRI) Sustainability

Reporting Standards, which came into effect, in their updated form, in 2021, following the reporting option 'with reference', as indicated in the GRI Content Index. The document also references additional frameworks: the Sustainability Accounting Standards Board (SASB), particularly the SASB standards specific to the Technology & Communications Sector, Software & IT Services industry, and the Ten Principles of the UN Global Compact.

The Report 2023 was drafted in collaboration with an external professional from ALTIS Advisory S.r.l. Sb (Società Benefit).

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*The current Sustainability Report can be downloaded from the website [www.overit.ai](http://www.overit.ai), under the section 'Sustainability'. For any clarification regarding this Sustainability Report, you may contact [sustainability@overit.ai](mailto:sustainability@overit.ai).*

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## 6.2 Materiality Assessment

Thanks to the materiality analysis, we have identified and evaluated the key factors that influence our business and our community.

The analysis of current and future ESG issues allows us to anticipate the challenges and opportunities that could shape our future operational and strategic landscape.

With the implementation of the Corporate Sustainability Reporting Directive (CSRD) in January 2023 and the obligation arising from the need to report in accordance with the European Sustainability Reporting Standards (ESRS), an obligation that will affect OverIT as of fiscal year 2025, we have resolved to update our materiality process by undertaking an initial exercise of double materiality assessment.

The materiality assessment is the process already provided by the GRI Standards, which allows us to identify the relevant impacts for the Group, in the three areas of sustainability: economic, social, and environmental. The term 'impact', as defined by the GRI, refers to an effect that the organization has, or could have, on the economy, the environment, and people, including their human rights, which, in turn, can indicate its contribution, whether negative or positive, to sustainable development.

With the implementation of the CSRD, organizations are required to adopt the logic of double materiality: alongside the materiality of impacts (inside-out), referring to the impacts that the company generates towards its stakeholders, the 'financial' dimension (outside-in), is added. This dimension pertains to which sustainability topics influence or could influence the financial

condition or operational results of the Company, thus becoming more relevant for investors. OverIT's materiality process concerning the materiality of impacts has followed the provisions of the 'GRI 3: Material Topics 2021' Standard, identifying a comprehensive list of potential impacts, both positive and negative, directly, or indirectly resulting from the Group's activities or its business relationships, consistent with these. Furthermore, with the introduction of the financial materiality process, in compliance with the ESRS Standards, risks and opportunities, both actual and potential, were identified, over a short-, medium-, and long-term perspective. Subsequently, the relevant impacts, risks, and opportunities were linked to the topics outlined in the GRI 2021 Standard. This choice was motivated by the decision to continue reporting according to this Standard in the current year.

To define the impacts related to the OverIT Group, with the support of external experts, an analysis of the Group's operating context was conducted, in the first place, including an external benchmarking survey and an assessment of sustainability trends in the sector. Secondly, the Group's materiality analysis conducted in 2022 and the documents through which OverIT substantiates its commitment to sustainable development, such as the Group's Code of Ethics, were considered.

These activities allowed for the identification of a list of 46 specific impacts for the OverIT Group. Out of these impacts, 17 were preselected as relevant impacts for the Group with the consultancy of sustainability experts who accompanied us during the process.

The remaining 28 emerging impacts underwent a relevance assessment by the management of the OverIT Group, involving key corporate functions, totalling 13 managers. They were asked to complete an online questionnaire and provide a concise relevance judgment. These evaluations were collected through a workshop where the materiality process and the main relevant impacts for the Group were presented synthetically.

Based on the collected evaluations, the results were processed by applying a weighted average that attributed differentiated weightings to the votes. The vote of the function most involved in the specific topic had a greater weight, while the CEO's vote, due to his global vision of the company, contributed equally to the average of the overall evaluations. This approach allowed for giving further importance to the opinion of those who hold greater expertise and responsibility on specific topics within the company. Subsequently,

a relevance threshold was defined, prioritizing the impacts, resulting in the selection of 19 impacts. Following the internal materiality phase described above, the assessment of financial materiality intervened, directly involving the CFO. In this phase, the CFO examined a list of 17 risks and opportunities associated with potential economic damages or benefits, respectively. The CFO provided a qualitative assessment for the relevant time horizon and metrics and quantitative assessment for magnitude and probability for each risk and opportunity. To evaluate the relative importance of each risk and opportunity, differentiated weights were assigned to short-, medium-, and long-term time horizon assessments. This allowed for calculating a weighted average of the assigned scores. Subsequently, a relevance threshold was defined to prioritize risks and opportunities. Consequently, 6 opportunities and 3 risks were selected. To the 6 opportunities are linked 3 economic benefits, while to the 3 risks correspond as many economic hazards.



## 6.3 Involvement of External Stakeholders

Following the provisions of both the GRI and the ESRS Standards, it was deemed appropriate to involve some strategic external stakeholders in the materiality analysis to reduce the risk of self-reference and, at the same time, gather valuable insights for OverIT's sustainability strategy.

A list of 28 impacts was submitted to a selected group of external stakeholders, consisting of suppliers, customers, external consultants, and investors of the OverIT Group, through an online questionnaire. Stakeholders were provided with a guide to completing the questionnaire; furthermore, the questionnaire was completed by experts in ESG issues and individuals familiar with OverIT's industry and business. Stakeholders provided an assessment of the relevance of the impacts, collectively submitting six completed questionnaires. Additionally, they were given the opportunity to elaborate on which social, environmental, and governance issues might have a greater impact on OverIT's sector from their perspective.

The collected votes were then prioritized using a threshold determined by the median calculated on the arithmetic mean of the ratings.

Subsequently, all selected impacts were linked to the themes of the Universal Standards (series 200, 300, and 400) along with 16 identified GRI themes. Additionally, 3 specific themes of the OverIT Group were added, which do not have a direct correspondence with the GRI Standards themes and were reported using proprietary performance indicators.

For handling the impacts, the GRI 3-3 protocol was followed, opting for an integrated description of the impacts within the document paragraphs.

Here are the summary tables of the relevant impacts, risks, and opportunities, organized through the GRI themes associated with them.

To make it easier to understand the impacts assessed, some of them have been grouped into a macro-topic.

## ECONOMICAL/GOVERNANCE MATERIAL TOPICS

## ECONOMICAL/GOVERNANCE MATERIAL TOPICS

## POSITIVE IMPACT

- Economic value generated and distributed for stakeholders.

## OPPORTUNITY

- Economic benefit generated by the possible access to credit on better terms, as a result of sustainable conduct.

## INDIRECT ECONOMIC IMPACTS (GRI 203)

## POSITIVE IMPACT

- Benefits for local communities (in-kind and monetary donations).

## PROCUREMENT PRACTICES (GRI 204)

## NEGATIVE IMPACT

- Worsening of economic conditions of suppliers along the value chain through the adoption of unfair commercial practices.

ETHICS AND INTEGRITY  
ANTI-CORRUPTION (GRI 205)

## NEGATIVE IMPACT

- Loss of trust of stakeholder due to unlawful conduct or episodes of active and passive corruption.

## POSITIVE IMPACT

- Healthy business culture that promotes a working environment conducive to the well-being of employees and protects those who report on unlawful acts occurred within the organization.

## OPPORTUNITY

- Economic benefit due to improved investor relations through effective governance.

SOCIAL MATERIAL TOPICS	
EMPLOYMENT (GRI 401)	
POSITIVE IMPACT	<ul style="list-style-type: none"> <li>Impact generated on employees by employment stability, social protection, and work-life balance.</li> </ul>
LABOR/MANAGEMENT RELATIONS (GRI 402)	
POSITIVE IMPACT	<ul style="list-style-type: none"> <li>Transparent and fruitful dialogue between the organization and employees and with national, European, or international trade unions or works councils.</li> </ul>
OCCUPATIONAL HEALTH AND SAFETY (GRI 403)	
NEGATIVE IMPACT	<ul style="list-style-type: none"> <li>Impact on health and safety of employees.</li> </ul>
TRAINING AND EDUCATION (GRI 404)	
POSITIVE IMPACT	<ul style="list-style-type: none"> <li>Impact on knowledge and skills of employees and on their professional development.</li> </ul>
DIVERSITY AND EQUAL OPPORTUNITY (GRI 405) NON-DISCRIMINATION (GRI 406)	
POSITIVE IMPACT	<ul style="list-style-type: none"> <li>Contribution to female and youth employment.</li> <li>Equal treatment of employees and promotion of values of diversity and inclusion.</li> </ul>
SUPPLIER SOCIAL ASSESSMENT (GRI 414)	
POSITIVE IMPACT	<ul style="list-style-type: none"> <li>Contribution to workers knowledge and skills along the supply chain.</li> </ul>
NEGATIVE IMPACT	<ul style="list-style-type: none"> <li>Violations of workers' rights along the supply chain (i.e. psycho-physical status, accidents, human rights).</li> </ul>
CUSTOMER HEALTH AND SAFETY (GRI 416)	
POSITIVE IMPACT	<ul style="list-style-type: none"> <li>Wellbeing and safety of users through their products.</li> </ul>
MARKETING AND LABELING (GRI 417)	
POSITIVE IMPACT	<ul style="list-style-type: none"> <li>Fairness and transparency in communication and marketing activities (e.g. sustainability characteristics attributed to the service/product).</li> </ul>



## SOCIAL MATERIAL TOPICS

### CUSTOMER PRIVACY (GRI 418)

#### NEGATIVE IMPACT

- Incidents of violation of customers privacy.

#### RISK

- Economic and reputational damage caused by data leakage and flaws in IT security systems.

### BUSINESS CONTINUITY AND CYBER SECURITY

#### POSITIVE IMPACT

- Protection of business continuity through cyber protection systems and the implementation of a Disaster Recovery plan.

#### RISK

- Economic damage resulting from business interruption or malfunction due to cyber-attacks.
- Economic damage due to interruption or malfunction of operations caused by programming errors or server downtime.

### RELATIONSHIPS AND SATISFACTION

#### POSITIVE IMPACT

- Optimization of the customers business processes through its products/services (e.g. reduction of paper consumption, greenhouse gas emissions by reducing travel).

### INNOVATION

#### POSITIVE IMPACT

- Development of fair, responsible and sustainable technologies (e.g. sustainable management of resources, prevention of environmental disasters, improvement of the efficiency and quality of people's work).

ENVIRONMENTAL MATERIAL TOPICS
ENERGY (GRI 302)
NEGATIVE IMPACT <ul style="list-style-type: none"> <li>Energy consumption necessary for the organization's activities and dependence on the purchase of electricity and fossil fuels.</li> </ul>
EMISSIONS (GRI 305)
NEGATIVE IMPACT <ul style="list-style-type: none"> <li>Impact of greenhouse gas emissions from fossil fuel used by the organization thus contributing to climate change (Scope 1 and 2).</li> <li>Impact generated by greenhouse gas emissions produced upstream and downstream of the value chain which contribute to climate change (Scope 3).</li> </ul> POSITIVE IMPACT <ul style="list-style-type: none"> <li>Impact generated by the OverIT NextGen Platform, which allows customers to reduce greenhouse gas emissions as a result of route optimization, while preventing environmental disasters and contribution to the digitalization of paper processes.</li> </ul> OPPORTUNITY <ul style="list-style-type: none"> <li>Economic benefit generated by selling services that enable customers to reduce their carbon footprint.</li> </ul>

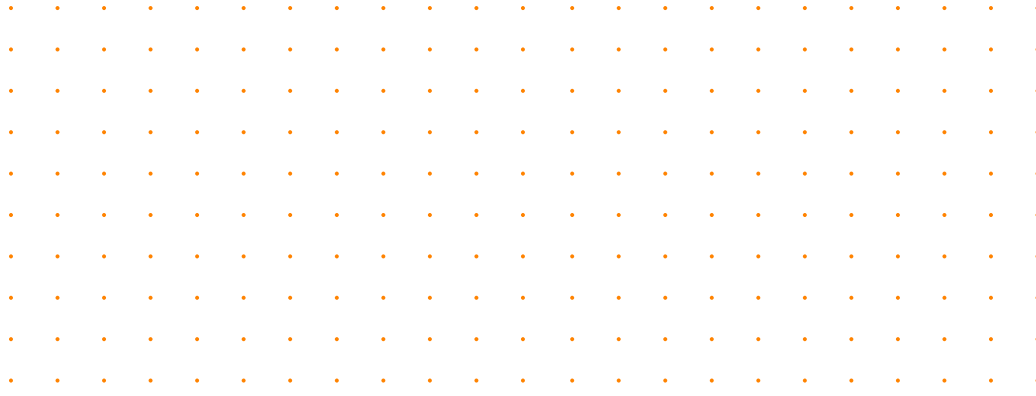
The list of relevant impacts and the associated material topic presented here was validated by OverIT managers and the Group's CEO.

The ratings provided by external stakeholders align closely with those provided by internal stakeholders, except for the social impacts linked to the value chain (related to the GRI topic 'SUPPLIER SOCIAL ASSESSMENT'), where external stakeholders have rated higher relevance than the management. This aspect will be closely monitored in the near future through the implementation of SA 8000 certification.

The alignment observed between the views of external stakeholders and the outcome of our internal analysis reaffirms the effectiveness of OverIT's engagement process and its thoroughness in identifying critical themes.

## Chapter Seven





# Annexes

07



# 7.1 Tables

## HEADCOUNT OF EMPLOYEES BY GEOGRAPHICAL AREA, TYPE OF CONTRACT AND GENDER

GRI 2-7, 2-8

Geographical area	Type of contract	Gender	2021	2022	2023
Italy	Permanent term	Women	133	168	160
		Men	372	432	406
	Fixed term	Women	15	4	6
		Men	20	9	3
Italy	Full-time	Women	133	154	149
		Men	389	437	406
	Part-time	Women	15	18	17
		Men	3	4	3
UK	Permanent term	Women	-	-	1
		Men	-	-	5
	Fixed term	Women	-	-	-
		Men	-	-	-
UK	Full-time	Women	-	-	1
		Men	-	-	5
	Part-time	Women	-	-	-
		Men	-	-	-
USA	Permanent term	Women	-	4	4
		Men	-	17	12
	Fixed term	Women	-	-	-
		Men	-	-	-
USA	Full-time	Women	-	4	4
		Men	-	17	12
	Part-time	Women	-	-	-
		Men	-	-	-
Worldwide	All	Women	148	176	171
		Men	392	458	426
		Total	540	634	597



## HEADCOUNT OF EMPLOYEES AND OTHER WORKERS

In 2023, 6 consultants worked for OverIT as Sales experts and Finance experts.  
Currently, OverIT GmbH has no active employees.

Other workers	2021	2022	2023
Total advisors / consultants	27	7	6
Total interns	10	5	9
<b>Total headcount of employees and other workers</b>	<b>577</b>	<b>646</b>	<b>612</b>

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

GRI 2-27

Significant fines and non-monetary sanctions		2021	2022	2023
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

## ENERGY

GRI 302-1, 302-2

Energy consumption	Unit	2023
Energy consumption within OverIT Group	GJ	2,890
Of which from renewable sources	GJ	134
Of which from renewable sources	%	5%
Energy consumption within OverIT Group	kWh	802,959
Renewable energy consumption	kWh	37,200

## EMISSION DETAILS

GRI 302-1, 302-2

	CO <sub>2</sub>	CH <sub>4</sub>	N <sub>2</sub> O	Other	HFCs	PFCs	SF <sub>6</sub>	NF <sub>3</sub>	N/A
Scope 1	173.15	0.17	1.51	0	0	0	0	0	0
Scope 2 Location based	56.84	0.06	0.15	0	0	0	0	0	0
Scope 2 Market based	46.71	0.05	0,12	0	0	0	0	0	0
Scope 3	4,614.66	1,042.90	122.13	0	250.94	19.13	17.54	0	99.62

## HEADCOUNT OF NEW HIRES BY GENDER AND AGE

GRI 401-1

Gender	Age	2021 No. of new hires	2022 No. of new hires	2023 No. of new hires
Female	< 30 years old	27	19	9
	30-50 years old	18	22	18
	> 50 years old	0	2	0
Male	< 30 years old	43	48	15
	30-50 years old	46	70	35
	> 50 years old	2	6	6
		<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Total female new hires</b>		<b>45</b>	<b>43</b>	<b>27</b>
<b>Total male new hires</b>		<b>91</b>	<b>124</b>	<b>56</b>
<b>Total new hires</b>		<b>136</b>	<b>167</b>	<b>83</b>

## HEADCOUNT OF LEAVERS BY GENDER AND AGE

GRI 401-1

Gender	Age	2021 No. of leavers	2022 No. of leavers	2023 No. of leavers
Female	< 30 years old	4	8	13
	30-50 years old	7	10	18
	> 50 years old	1	0	1
Male	< 30 years old	8	24	20
	30-50 years old	28	32	59
	> 50 years old	1	8	9
		<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Total female leavers</b>		<b>12</b>	<b>18</b>	<b>32</b>
<b>Total male leavers</b>		<b>37</b>	<b>64</b>	<b>88</b>
<b>Total leavers</b>		<b>49</b>	<b>82</b>	<b>120</b>

## TURNOVER RATE BY GENDER AND AGE (ON AVERAGE HEADCOUNT)

GRI 401-1

Gender	Age	2021 No. of employees	2022 No. of employees	2023 No. of employees
Female	< 30 years old	7%	15%	30%
	30-50 years old	8%	9%	15%
	> 50 years old	50%	0%	11%
Male	< 30 years old	7%	29%	29%
	30-50 years old	11%	10%	19%
	> 50 years old	4%	17%	17%
		<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Total turnover rate of female employees</b>		<b>8%</b>	<b>10%</b>	<b>18%</b>
<b>Total turnover rate of male employees</b>		<b>9%</b>	<b>14%</b>	<b>19%</b>
<b>Total turnover rate</b>		<b>9%</b>	<b>13%</b>	<b>19%</b>

## PARENTAL LEAVE

GRI 401-3

Type	2021	2022	2023
No. of employees entitled to parental leave in the reporting year			
No. of employees entitled to maternity leave	150	176	171
No. of employees entitled to paternity leave	389	458	426
<b>Total</b>	<b>539</b>	<b>634</b>	<b>597</b>
No. of employees who took parental leave in the reporting year			
No. of employees who took maternity leave	12	13	13
No. of employees who took paternity leave	14	15	25
<b>Total</b>	<b>26</b>	<b>28</b>	<b>38</b>
No. of employees who resumed work at the end of parental leave in the reporting year			
At the end of maternity leave	12	13	13
At the end of paternity leave	14	15	25
<b>Total</b>	<b>26</b>	<b>28</b>	<b>38</b>
No. of employees who resumed work at the end of parental leave and were still employed 12 months after their return to work			
At the end of maternity leave	11	11	13
At the end of paternity leave	14	14	24
<b>Total</b>	<b>25</b>	<b>25</b>	<b>37</b>
No. of employees who should have returned to work after taking parental leave			
After taking maternity leave	12	13	13
After taking paternity leave	14	15	24
<b>Total</b>	<b>26</b>	<b>28</b>	<b>37</b>
Return-to-work rate			
Female	100%	100%	100%
Male	100%	100%	100%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Type	2021	2022	2023
Retention rate			
Female	92%	85%	100%
Male	100%	93%	96%
<b>Total</b>	<b>96%</b>	<b>89%</b>	<b>97%</b>

## EMPLOYEES COVERED BY AN OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

GRI 403-8

Employees	Unit	2021	2022	2023
The number and percentage of employees covered by such system	no.	540	634	597
	%	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
<b>Total no. of employees</b>	<b>no.</b>	<b>540</b>	<b>634</b>	<b>597</b>



## WORKERS WHO ARE NOT EMPLOYEES COVERED BY AN OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

GRI 403-8

Type	Unit	2021	2022	2023
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%
<b>Total no. of workers who are not employees</b>	<b>no.</b>	<b>-</b>	<b>-</b>	<b>-</b>

## HOURS OF TRAINING BY RESPONSIBILITY

GRI 404-1

Hours of training per year by employee category	2021	2022	2023
Executives	75	113	370
Managers	1,925	3,172	2,737
Office workers	6,198	12,845	9,012
<b>Total hours of training per employee per year</b>	<b>8,198</b>	<b>16,130</b>	<b>12,119</b>
Average hours of training per employee	15	25	20
Average hours of training per executive	4	6	17
Average hours of training per manager	31	43	28
Average hours of training per office worker	13	24	19

## HOURS OF TRAINING BY GENDER

GRI 404-1

Hours of training per year by gender	2021	2022	2023
<b>Total hours of training to female employees</b>	<b>1,626</b>	<b>4,546</b>	<b>3,035</b>
<b>Total hours of training to male employees</b>	<b>6,572</b>	<b>11,584</b>	<b>9,084</b>
Average hours of training to female employees	8	25	18
Average hours of training to male employees	16	25	21

## PERCENTAGE OF EMPLOYEES WHO RECEIVED PERIODIC EVALUATION OF PERFORMANCE AND PERSONAL DEVELOPMENT BY CATEGORY AND GENDER

GRI 404-3

Employees	2021	2022	2023
Executives	3%	3%	4%
Managers	11%	11%	16%
Office workers	86%	86%	80%
<b>Total (by category)</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Men	72%	72%	71%
Women	28%	28%	29%
<b>Total (by gender)</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## DIVERSITY OF GOVERNING BODY

GRI 405-1

Gender	Age	2021	2022	2023
Female	< 30 years old	-	-	-
	30-50 years old	-	-	-
	> 50 years old	-	-	-
Male	< 30 years old	-	-	-
	30-50 years old	-	4	3
	> 50 years old	5	1	2

## DIVERSITY OF EMPLOYEES BY RESPONSIBILITY AND GENDER

GRI 405-1

Responsibility	Unit	2021		2022		2023	
		Female	Male	Female	Male	Female	Male
Executives	Headcount	1	16	1	18	2	20
	Percentage	0.2%	3.1%	0.2%	2.8%	0.3%	3.4%
Managers	Headcount	4	55	16	67	21	76
	Percentage	0.8%	10.8%	2.5%	10.6%	3.5%	12.7%
Office workers	Headcount	113	321	159	373	148	330
	Percentage	22.2%	62.9%	25.1%	58.8%	24.8%	55.3%
<b>Total</b>	<b>Headcount</b>	<b>118</b>	<b>392</b>	<b>176</b>	<b>458</b>	<b>171</b>	<b>426</b>
	<b>Percentage</b>	<b>23.1%</b>	<b>76.9%</b>	<b>27.8%</b>	<b>72.2%</b>	<b>28.6%</b>	<b>71.4%</b>

## DIVERSITY OF EMPLOYEES BY RESPONSIBILITY AND AGE

GRI 405-1

	2021				2022			2023		
	< 30 years old	30 - 50 years old	> 50 years old		< 30 years old	30 - 50 years old	> 50 years old	< 30 years old	30 - 50 years old	> 50 years old
Executives	0	9	8	0	10	9	0	11	11	
Managers	1	52	10	1	74	8	1	82	14	
Office workers	164	284	12	136	364	32	111	329	38	
<b>Total</b>	<b>165</b>	<b>345</b>	<b>30</b>	<b>137</b>	<b>448</b>	<b>49</b>	<b>112</b>	<b>422</b>	<b>63</b>	

## RATIO OF BASIC REMUNERATION OF WOMEN TO MEN BY PROFESSIONAL CATEGORY

GRI 405-2

Contract's level <sup>1</sup>	2022 <sup>2</sup>	2023 <sup>2</sup>
Manager (as defined by CCNL)	87	82
Level 1	95	96
Level 2	99	98
Level 3	100	99
Level 4	98	99

<sup>1</sup> **Contract's level:** the professional level covered by the Italian National Labor Collective Agreement for the Commercial sector (in Italian 'CCNL Commercio e Terziario – Contratto Collettivo Nazionale del Lavoro per il settore del Commercio e del Terziario').

<sup>2</sup> **Ratio:** this value is calculated as the ratio between the average gross annual remuneration of women versus the average gross annual remuneration for men, considering only the basic pay.

RATIO OF REMUNERATION (INCLUDING MBO)  
OF WOMEN TO MEN BY PROFESSIONAL CATEGORY

GRI 405-2

Contract's level <sup>1</sup>	2022 <sup>2</sup>	2023 <sup>2</sup>
Manager (as defined by CCNL)	80	75
Level 1	97	98
Level 2	100	100
Level 3	100	99
Level 4	98	99

<sup>1</sup> **Contract's level:** the professional level covered by the Italian National Labor Collective Agreement for the Commercial sector (in Italian 'CCNL Commercio e Terziario – Contratto Collettivo Nazionale del Lavoro per il settore del Commercio e del Terziario').

<sup>2</sup> **Ratio:** this value is calculated as the ratio between the average gross annual remuneration of women versus the average gross annual remuneration for men, considering the basic pay and the theoretical bonus for reaching objectives (MBO bonus, Management by Objectives). This ratio was measured for the first time in this Sustainability Report.



## 7.2 GRI Index Table

Indicators	Chapter, Paragraph	Comments
Statement of use	With reference' to the GRI Standard covering the period from January 1 to December 31, 2023	
GRI 1 used	GRI 1: Foundation 2021	
GRI 2 GENERAL DISCLOSURE 2021		
2-1 Organizational details	1.1. About Us	As of December 2023, OverIT HoldCo S.A. R.L is the sole shareholder of the parent company (OverIT S.p.A.), holding 100% of the shares.
2-2 Entities included in the organization's sustainability reporting	1.3. Corporate and Sustainability Governance	-
2-3 Reporting period, frequency and contact point	6. Methodology and Materiality Assessment	-
2-4 Restatements of information	6. Methodology and Materiality Assessment	-
2-5 External assurance	-	This Sustainability Report has not been externally assured.
2-6 Activities, value chain and other business relationships	1.1. About Us 1.2. Our Strategy	-
2-7 Employees	7.1. Tables	-
2-8 Workers who are not employees	7.1. Tables	-
2-9 Governance structure and composition	1.3.1. Corporate Governance Bodies 1.3.2. OverIT Organizational Chart	-
2-10 Nomination and selection of the highest governance body	1.3.1. Corporate Governance Bodies	-
2-11 Chair of the highest governance body	1.3.1. Corporate Governance Bodies	-

Indicators	Chapter, Paragraph	Comments
2-12 Role of the highest governance body in overseeing the management of impacts	1.3.3. Sustainability-by-design 1.3.4. ESG Governance and Leadership	-
2-13 Delegation of responsibility for managing impacts	1.3.3. Sustainability-by-design 1.3.4. ESG Governance and Leadership	-
2-14 Role of the highest governance body in sustainability reporting	1.3.4. ESG Governance and Leadership	-
2-15 Conflicts of interest	2.1.3. Anti-corruption	-
2-16 Communication of critical concerns	2.1.4. Whistleblowing	-
2-17 Collective knowledge of the highest governance body	1.3.4. ESG Governance and Leadership	-
2-18 Evaluation of the performance of the highest governance body	1.3.4. ESG Governance and Leadership	-
2-19 Remuneration policies	3.2.1. Career Framework	-
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), 1.2 (\$ currency) and 1.8 (£ currency). In 2023, the ratio decreased by 6% compared to 2022.
2-22 Statement on sustainable development strategy	Letter to Stakeholders	-
2-23 Policy commitments	1.3.3. Sustainability-by-design	-
2-25 Processes to remediate negative impacts	1.3.3 Sustainability-by-design	-
2-26 Mechanisms for seeking advice and raising concerns	2.1.4. Whistleblowing	-
2-27 Compliance with laws and regulations	1.3. Anti-corruption 2.2. Environmental Impact	-

Indicators	Chapter, Paragraph	Comments
2-29 Approach to stakeholder engagement	6. Methodology and Materiality Assessment	-
2-30 Collective bargaining agreements	-	OverIT falls under the Italian National Labor Collective Agreement for the Commercial sector (in Italian 'CCNL Commercio – Contratto collettivo nazionale del terziario').

## GRI 3 MATERIAL TOPICS 2021

Indicators	Chapter, Paragraph	Comments
3-1 Process to determine material topics	6. Methodology and Materiality Assessment	-
3-2 List of material topics	6. Methodology and Materiality Assessment	-

## GRI 200 – ECONOMIC PERFORMANCE INDICATORS

Indicators	Chapter, Paragraph	Comments
GRI 201 Economic performance		
3-3 Management of material topics	1.4. Economic Value for Stakeholders	-
201-1 Direct economic value generated and distributed	1.4. Economic Value for Stakeholders	-
GRI 203 Indirect economic impacts		
3-3 Management of material topics	1.4. Economic Value for Stakeholders	-
203-2 Significant indirect economic impacts	1.4. Economic Value for Stakeholders	

Indicators	Chapter, Paragraph	Comments
GRI 204 Procurement practices		
3-3 Management of material topics	2.1.2. Sustainable and Ethical Procurement	-
204-1 Proportion of spending on local suppliers	2.1.2. Sustainable and Ethical Procurement	-
GRI 205 Anti-corruption		
3-3 Management of material topics	2.1.3. Anti-corruption	-
205-2 Communication and training about anti-corruption policies and procedures	2.1.3. Anti-corruption	-

## GRI 300 – ENVIRONMENTAL PERFORMANCE INDICATORS

Indicators	Chapter, Paragraph	Comments
GRI 302 Energy		
3-3 Management of material topics	2.2. Environmental Impact	-
302-1 Energy consumption within the organization	7.1 Tables	-
302-3 Energy intensity	7.1 Tables	-
GRI 305 Emissions		
3-3 Management of material topics	2.2.1. Emissions	-
305-1 Direct (Scope 1) GHG emissions	2.2.1. Emissions	-
305-2 Energy indirect (Scope 2) GHG emissions	2.2.1. Emissions	-

Indicators	Chapter, Paragraph	Comments
305-3 Other indirect (Scope 3) GHG emissions	2.2.1. Emissions	
305-6 Emissions of ozone-depleting substances (ODS)	7.1 Tables	
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	7.1 Tables	
GRI 308 Supplier Environmental Assessment		
3-3 Management of material topics	2.1.2. Sustainable and Ethical Procurement	While this topic is not a material topic, OverIT monitors this impact and has opted to account for it.
308-1 New suppliers that were screened using environmental criteria	2.1.2. Sustainable and Ethical Procurement	

## GRI 400 – SOCIAL PERFORMANCE INDICATORS

Indicators	Chapter, Paragraph	Comments
GRI 401 Employment		
3-3 Management of material topics	3.2. Careers and Training	-
401-1 New employee hires and employee turnover	7.1 Tables	-
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	7.1 Tables	All workers, regardless of the type of contract, receive the same benefits.
401-3 Parental leave	7.1 Tables	



Indicators	Chapter, Paragraph	Comments
GRI 402 Labor / management relations		
3-3 Management of material topics	3.2. Careers and Training	-
402-1 Minimum notice periods regarding operational changes	-	OverIT applies notice period and provisions for consultation and negotiation as required by collective agreements.
GRI 403 Occupational health and safety		
3-3 Management of material topics	3.1. Health & Safety	While this topic is not a material topic, OverIT monitors this impact and has opted to account for it.
403-1 Occupational health and safety management system	3.1. Health & Safety	-
403-2 Hazard identification, risk assessment, and incident investigation	3.1. Health & Safety	-
403-3 Occupational health services	3.1. Health & Safety	-
403-4 Worker participation, consultation, and communication on occupational health and safety	3.1. Health & Safety	-
403-5 Worker training on occupational health and safety	3.1. Health & Safety	-
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	2.1.2. Sustainable and Ethical Procurement	-
403-8 Workers covered by an occupational health and safety management system	7.1. Tables	-
403-9 Work-related injuries	3.1. Health & Safety	-
403-10 Work-related ill health	3.1. Health & Safety	-

<b>GRI 404 Trainings</b>		
<b>3-3</b> Management of material topics	3.2. Careers and Training	-
<b>404-1</b> Average hours of training per year per employee	7.1 Tables	-
<b>404-2</b> Programs for upgrading employee skills and transition assistance programs	3.2. Careers and Training	-
<b>404-3</b> Percentage of employees receiving regular performance and career development reviews	7.1 Tables	-
<b>GRI 405 Diversity and equal opportunities</b>		
<b>3-3</b> Management of material topics	3.3. Equal Opportunity	-
<b>405-1</b> Diversity of governance bodies and employees	7.1 Tables	-
<b>405-2</b> Ratio of basic salary and remuneration of women to men	7.1 Tables	-
<b>GRI 406 Non discrimination</b>		
<b>3-3</b> Management of material topics	3.3. Equal Opportunity	-
<b>406-1</b> Incidents of discrimination and corrective actions taken	3.3. Equal Opportunity	-
<b>GRI 414 Supplier social assessment</b>		
<b>3-3</b> Management of material topics	2.1.2. Sustainable and Ethical Procurement	-
<b>414-1</b> New suppliers that were screened using social criteria	2.1.2. Sustainable and Ethical Procurement	-
<b>GRI 416 Customer health and safety</b>		
<b>3-3</b> Management of material topics	4.2. Sustainability and NextGen Platform	

<b>416-1</b> Assessment of the health and safety impacts of product and service categories	4.2. Sustainability and NextGen Platform	-
<b>416-2</b> Incidents of non-compliance concerning the health and safety impacts of products and services	-	In 2021, 2022 and 2023, no incident of non-compliance concerning the health and safety impacts of NextGen Platform was reported.
GRI 417 Marketing and Labeling		
<b>3-3</b> Management of material topics	4. Prioritizing Customer Success	-
<b>417-2</b> Incidents of non-compliance concerning product and service information and labeling	-	In 2021, 2022 and 2023, no incident of non-compliance concerning product and service information and labeling was reported.
GRI 418 Customer privacy		
<b>3-3</b> Management of material topics	2.3.2. Cybersecurity and Data Privacy	-
<b>418-1</b> Substantiated complaints concerning breaches of customer privacy and losses of customer data	2.3.2. Cybersecurity and Data Privacy	-
Aspects not covered by GRI: Customer relationship and satisfaction		
<b>3-3</b> Management of material topics	4.1. Customers' Opinion	-
Aspects not covered by GRI: Business Continuity and IT security		
<b>3-3</b> Management of material topics	2.3. Business Continuity, Cybersecurity, and Data Privacy	-

## 7.3 UN Global Compact Principles

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights
- Principle 2: make sure that they are not complicit in human rights abuses
- Principle 3: businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
- Principle 4: the elimination of all forms of forced and compulsory labor
- Principle 5: the effective abolition of child labor
- Principle 6: the elimination of discrimination in respect of employment and occupation
- Principle 7: Businesses should support a precautionary approach to environmental challenges
- Principle 8: undertake initiatives to promote greater environmental responsibility
- Principle 9: encourage the development and diffusion of environmentally friendly technologies
- Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery

For more detailed information on the Compact, please refer to [unglobalcompact.org](https://unglobalcompact.org)

